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| **Meeting Agenda**Customer Service Special Interest Group - Thursday 20 March 2025 Teams **10:00am – 4:00pm** |  |

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| **Customer Service SIG Purpose** | The Customer Service SIG exists to provide a forum for sharing, collaboration, networking, problem solving and professional development for people working in Customer domains in the Victorian water industry, ultimately contributing to improved products, services and customer experiences. |

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| Time | Agenda Item | Presenter |
| 10:00am | **Welcome**   * Acknowledgement of country * Action items from previous meetings * Agenda for today | **Alison Flintoff,** Yarra Valley Water |
| 10:15 | **IWA Housekeeping**  **Review Objective (circulated prior)**  **Review Draft Charter (circulated prior)**   * Once finalized, this is to be submitted to IWA Chair. | **Alison Flintoff,** Yarra Valley Water  **Andrea Phillips** – Westernport Water |
| 10:35 | **Check in on what we want to get out of these meetings.**   * What sorts of things do we want to be discussing in these meetings? Group into themes. * Are there any regular standing items, if so is that for every meeting or just once a year? * Are there any regular organisations that we want to hear from (eg EWOV, ESC), and if so how frequently?   Anything else? | **Alison Flintoff,** Yarra Valley Water  **Andrea Phillips** – Westernport Water |
| 11:15 | **Break** |  |
| 11:30am | **Collections Approaches & Effectiveness and Debt Levels**   * Each organisation to prepare (and pre-submit): 2 slides on Debt Collection pathway / approach | Everyone to prepare 2 slides |
| 12:30 | **Lunch** |  |
| 1:00pm | **Working Groups introduction**   * How will the working Groups work – do we want to meet outside of the SIG and report back to the SIG (more content is likely to be worked through, and minimal time spent at SIG), or meet in the SIGs and do it there (likely to take longer to get traction on items, SIGs will go for longer, but less time required outside of SIGs)? * How the breakout rooms will work and what the next activity will be | All |
| 1.20 | **Working Group Breakout Rooms**   * Complete Terms of Reference  1. Why does this working Group exist? Ie - what are the issues currently facing the industry that you’ll be working on initially 2. Chair (to report back to SIGs) & membership, 3. meeting frequency (assuming not done in SIG). |  |
| 1.40 | **Working Group Playbacks to group x 7 (5 mins each)**  Do you have enough permanent members going forward and if not do you have suggestions for orgs you’d like represented? |  |
| 2:15 | **Break** |  |
| 2:30 | **First Working Group meeting** |  |
| 3.00 | **General Business** |  |
| 3:20 | **Check in on format & effectiveness of this meeting.**  **Has this format worked for us? What would we change for next time?**  **Agenda items for next meeting:**   * **Upcoming emerging strategic issues to consider for next meeting** * **Update from each of the Working Groups** * **What else** |  |
| 3.30pm | **Meeting end** |  |