IWA

CUSTOMER SERVICE

SPECIAL INTEREST GROUP

CHARTER

The IWA has a proud history, commencing life as a group of Water and Sewerage Trust Secretaries in Gippsland getting together in 1967 to share ideas and experiences to improve their individual and collective administrative capability and performance.

The IWA now still exists to provide a forum for sharing information, networking and professional development in the Victorian water industry.

The IWA specifically targets offerings to executive management and industry professionals managing business related functions within all Victorian Water Corporations.

The IWA provides a means for Victorian Water Industry staff to meet and exchange ideas helping build professional networks across the industry. This in turn provides benefits to all businesses in the State through collaborative efforts and sharing of information.

The IWA is governed by a Board who are elected representatives from within the industry who are also individual IWA Members.

The IWAs Special interest groups (SIGs) focus on a range of business functions within water corporations. SIGs report to the Board who in turn support the activities of all SIGs ensuring they are addressing appropriate issues and providing value to the industry as a whole.

**PURPOSE**

The Customer Service SIG exists to 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.

**OBJECTIVES**

To consider and gain continuous improvement in Customer Service topics of value to the Victorian water corporations, including but not limited to:

* Customer Experience uplift
* Customer Support including hardship and support for vulnerable customers
* Collections including escalation pathways
* Vulnerability and accessibility
* Family & Domestic Violence and Safety By Design
* Complaints
* Billing, collection and CRM Systems and processes
* Emerging issues for customer domains
* Regulatory environment including upcoming changes
* Emergency / event preparedness
* Advocate as an industry for issues important to us and our customers.

**ACTIVITIES**

Provide a forum for interaction at all levels around strategic Customer issues, including information sharing and learning from each other’s experiences to identify and adopt best practice.

Foster networks and communications between water sector Customer Service SIG Members.

Collaborate with other IWA Executive and other Special Interest Groups where expertise, topics of interest or objectives are aligned.

**TIMEFRAME**

Ongoing

**GROUP MEMBERSHIP**

Open to all individuals with appropriate responsibilities in Customer Service related functions in rural, regional and urban water corporations in Victoria with the involvement of guests by invitation only.

**POLICIES**

SIGs may create policies for review for industry consideration. These can only be endorsed industry wide through the approval of the IWA Executive and the VicWater Board.

**MEETINGS**

Meetings will be held at least 3 times per annum, in accordance with the scheduled IWA conferences.

The Convenor may call additional meetings when appropriate.

**ANNUAL REPORTS**

Convenors are to submit a report on the group’s functions for the prior financial year including outcomes on all meetings, topics and emerging issues the group addressed. The report is to be submitted to the Public Officer in August each year for inclusion in the IWA Annual Report.

**MEETING PROCEDURES**

The Group will determine its own procedures for the conduct of its meetings. However, meeting procedures will be consistent with those prescribed for IWA Board Meetings in the IWA Rules.

Group Members will elect the Convenor of the Group. The term of office of the Convenor will be for a maximum of two years, with the intention that the role rotates among water corporations.

The Group Convenor must be endorsed by the IWA Board. Convenors must become an individual Member of the IWA within 6 months of being endorsed as the SIG convenor.

**MINUTES**

The minute taker of the meeting will circulate the minutes of the meeting to the Convenor for comment within 5 business days of the meeting and then to all other SIG Members and the IWA Secretary within 7 business days after the meeting.

**CONFIDENTIALITY**

All information nominated as confidential by Group Members must remain confidential and not be divulged outside of the Group’s proceedings, other than to Members of the IWA Board.

**APPROVAL AND AMENDMENT**

The Group will review this Charter as required and, at least, every two years. Once amended, the Charter will be submitted to the IWA Board for approval.