

Community consultative forum terms of reference

Responsible Executive:

Managing Director

Date of issue: 00 xxxx 2016

Version: 1.0 Next review date: 00 xxxx 2016



Purpose

The Community Consultative Forum (the forum) provides advice on the interests of customers and consumers of Icon Water and other key issues related to Icon Water's planning and operations as Icon Water may determine.

Objectives

The objectives of the forum are to:

- seek wider consultation with the ACT community on emerging operational issues
- disseminate information to the ACT community on Icon Water's efforts at improving water supply and wastewater service delivery
- review consultation strategies, programs and activities being undertaken and/or proposed by Icon Water
- promote stakeholder engagement in decision making

Responsibilities

In order to fulfil its objectives, the forum will:

- consider and comment on a range of information presented to it in relation to the performance objectives of Icon Water
- review the effectiveness of consultation approaches being considered and/or used by Icon Water and participate in activities which may assist Icon Water to meet consultation objectives
- advise Icon Water about current and emerging issues relating to the organisation from the community's perspective
- identify, communicate, represent and consider the broad range of needs and interests of the ACT community
- assist Icon Water in keeping the ACT community informed about the business by disseminating information via existing community networks
- encourage all members of the forum to present their views and respect their right to have different views
- respond within agreed timeframes to requests for information
- protect and preserve confidentiality.

Authority

The forum is an advisory committee and does not have any formal decision-making role or any responsibility for the management of Icon Water.

Conflict of interest

Forum members must declare their interest, whether perceived, pecuniary or otherwise, should they feel a conflict may arise at a forum meeting. Employees of organisations which receive sponsorships from Icon Water or are a significant provider of goods and services to Icon Water, must declare their potential conflict of interest prior to the forum commencing to discuss a relevant agenda item, or as soon as the potential conflict becomes known to the forum member.

Membership

The forum will, to the extent practicable, include a person representing each of the following interests:

- business and consumer groups
- district community councils
- residential consumers
- environmental groups
- organisations representing community sectors such as low income households, older people, people with disabilities, aboriginal people and people from non-english speaking backgrounds.

The forum will also include senior management representatives of Icon Water. The overall number of members will be limited to no less than 10 and no more than 15 to ensure the forum remains workable and effective. Members are appointed for a two year term.

Meetings

Frequency	At least three meetings per annum and such additional meetings as the Chair may decide in order to meet its objectives.
Chair	Managing Director Icon Water or his nominee from time to time.
Location	ActewAGL House Board Room, with alternative sites from time to time.
Quorum	Eight members. The Managing Director shall determine whether meetings will proceed in his absence.
Papers	<p>Papers for consideration of the forum shall be prepared using the specified templates.</p> <p>The Executive Officer to the Managing Director (or nominated meeting secretary) shall distribute papers no later than seven business days prior to the meeting.</p>
Invitees	Paper authors should attend meetings to speak to their papers. Management and other representatives (such as special advisors) may attend meetings as required for individual agenda items.
Agenda	The Executive Officer will maintain the Agenda. Forum members may propose agenda items for consideration by the Chair.

Secretariat

The Executive Officer shall provide secretariat support for meetings including:

- scheduling meetings for each calendar year
 - issuing invitations to meetings
 - coordinating meeting arrangements (such as room set-up and catering)
 - collating and distributing meeting packs
 - taking and distributing minutes of each meeting.
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Reporting

Forum activities will be reported by Icon Water as follows:

- the minutes of forum meetings shall be published on Icon Water's website
- a summary of the forum's work each year shall be included in Icon Water's Annual Report.

In addition, forum activities will be communicated to Icon Water employees throughout the year using staff newsletters and emails as appropriate.

Forum protocol

To assist forum members to fulfil their obligations as representatives of the community, the following protocols will apply.

Icon Water commitments

Icon Water agrees to:

- Support the smooth operation of meetings by providing a Chairperson who is a representative of senior management.
- Provide appropriate meeting facilities.
- Liaise with forum members to assemble an agenda and distribute this in advance of meetings.
- Ensure that minutes of the meeting are recorded and made available to forum members following each meeting.
- Promote the existence and objectives of the forum to the community and employees of Icon Water.
- Give consideration to suggestions made by forum members as to how the operation of the forum may be improved.
- Undertake a review of the forum and its terms of reference at least every two years.
- Work within these terms of reference.
- Work together with members to create a forum based on openness, trust, cooperation, flexibility and honesty.

Forum member commitments

Members of the forum agree to:

- Attend meetings and actively participate in discussions.
 - Report on the views of the interest areas they represent and disseminate information on behalf of Icon Water.
 - Suggest agenda items for upcoming meetings where appropriate.
 - Represent the views of Icon Water fairly and accurately.
 - Act in a way that demonstrates respect for each other, including individual needs, interests and responsibilities.
 - Be willing to think laterally and non-traditionally in tackling issues.
 - Work together with openness, trust, cooperation, flexibility and honesty.
 - Work within these terms of reference.
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Approval and review

These terms of reference and any subsequent amendments shall be approved by the Chair. Amendments can be proposed by forum members and considered for approval at any time.

These terms of reference shall be reviewed at least every two years.
