

North East Water Customer Feedback Register *Membership Application*

Ms/Miss/Mrs/Mr/Dr	Surname	Other Names
Residential Address:		
Postal Address: <small>(if different from above)</small>		
Telephone (H)	Telephone (W)	
Facsimile	Mobile	
Email		

Please attach relevant information/background to support your application for membership.

Eg. previous community involvement or experience.

Please detail your specific interest area.

Signature..... Date.....

- *The Charter (attached) outlines the roles and responsibilities of register members and North East Water.*
- *An activity calendar will be provided to members upon commencement of membership.*

North East Water Corporation will use personal information only for the purpose in which it was collected unless required by legislation or it is a reasonable assumption that the original information would be used for this secondary purpose. In any other circumstances, the Corporation will contact the individual in order to obtain consent.

NORTH EAST WATER

**CUSTOMER FEEDBACK REGISTER
CHARTER**

A. PURPOSE OF THE CUSTOMER FEEDBACK REGISTER

The Customer Feedback Register (the 'Register') will assist North East Water (NEW) to meet its responsibility to engage with North East communities in issues, projects and planning which affects them.

The Customer Feedback Register will provide advice to NEW about:

- Key issues and needs in their communities
- The planning and implementation of water and wastewater services
- Disseminating information to customers and community members

The scope of the Customer Feedback Register is limited to those services and projects undertaken by NEW in fulfilling their current or future water and wastewater service provision.

B. MEMBERSHIP

After a call for Expressions of Interest, the following process will be used to appoint Customer Feedback Register members;

1. An appointed panel consisting of two NEW staff and the MD or delegated Executive will produce a list of preferred candidates.
 2. The Executive Management will review the list and appoint members to the Register.
- Members of the Customer Feedback Register will be appointed for a period of two (2) years unless they resign or are removed from office.
 - Renewal of membership will generally be restricted to a maximum of two (2) terms.
 - Members may resign at any time by formally advising the North East Water in writing.
 - NEW may remove a member of the Customer Feedback Register and must provide in writing to the member the reason for the removal.
 - The replacement, removal or addition of Customer Feedback Register members will be at the discretion of NEW; all such changes will be communicated to the Customer Feedback Register via the Managing Director.

C. AUTHORITY

- The appointment of this group will follow NEW's Procedure for Establishing Consultation Committees.
- Disbanding or alteration of terms of the Customer Feedback Register will be at the discretion of NEW. In making any changes to the terms of the Customer Feedback Register NEW will give due consideration to any submissions by the Customer Feedback Register.
- Responsibility for policy setting and changes to service delivery lies with NEW who will seek input and advice from the Customer Feedback Register on issues relevant to them.
- Customer Feedback Register members are obligated not to reveal any confidential, sensitive or personal information gained from discussions with NEW.

D. KEY OBJECTIVES

The objectives of the Customer Feedback Register will be to consider and respond to information provided from NEW regarding issues of a strategic regional planning nature.

Members will be regularly sent (via email) information briefings on issues identified as significant planning considerations by North East Water. Members will be asked to review and consider this information and then will be provided with an online survey to gather their input and feedback regarding these issues.

The Feedback provided by members will be used by North East Water as advice only and will assist the Corporation in its decision making processes.

All feedback received by members will be recognised and recorded in any relevant planning processes and reporting.

E. CUSTOMER FEEDBACK REGISTER PROCESS

- NEW will develop an annual schedule of Customer Feedback Register activity which will be provided to members each year. This schedule will detail all planned survey activities, as identified by North East Water's ongoing community engagement planning.
- Any surveys in addition to the annual schedule may be included by North East Water from time to time, members will be provided prior notification before these surveys are distributed.
- North East Water will prepare and distribute a detailed briefing paper regarding the relevant planning and strategic issues, to members, at least one week prior to the distribution of the survey.
- Members will then be sent an email link to an online survey requesting their feedback on the relevant issue.
- It is anticipated that the Customer Feedback Register will involve between one (1) and three (3) surveys per year.

F. REVIEW PROCESS

- A formal review of the Customer Feedback Register is to be undertaken annually by NEW to ensure relevance and to capture any additional issues that may have emerged in the preceding twelve (12) months.
- The review process will include the opportunity for Customer Feedback Register members to provide feedback to NEW regarding the process, procedures and outcomes of the Register, including the Charter and objectives.
- NEW will provide the Register members with feedback regarding the outcomes of the review in a timely manner.

G. COMMUNICATION

Formal Reporting

NEW commits to maintaining an open dialogue with Customer Feedback Register members. The methods of such communication may include written reports, invitations to members to attend relevant North East Water events and feedback on the results of the annual review process.

The Managing Director is responsible for coordinating the appropriate methods of communication based on the activities of the Customer Feedback Register.

Communicating with the public

The Customer Feedback Register members have an important role as an advocate for customers of NEW. This incorporates providing feedback and advice regarding the disseminating of information to customers and community members.

Communicating with NEW

All formal Customer Feedback Register correspondence will be undertaken through the Community Engagement Coordinator, Managing Director or nominated delegate.

Communicating with the media

Customer Feedback Register members may communicate with the media on matters relevant to NEW only following approval by the Managing Director.

The Managing Director is responsible for ensuring that such communications complement the Corporation's objectives. Appropriate resourcing will be provided to member who has been requested by NEW to communicate with the media.