

Frequently asked questions



Customer committees

Thinking about joining a customer committee? We've put together answers to some common questions about the committees, what's involved and how to apply.

What is the purpose of the committees?

Our customer committees are aligned to our different services and customer groups across northern Victoria. They provide a direct voice for customers, helping shape GMW's services, future planning and priorities.

The committees help us to:

- Understand the issues that matter most to customers and their communities
- Learn what customers need and expect from our services, now and in the future
- Improve how we communicate and work with customers
- Discuss business challenges and identify practical solutions
- Share information between GMW and local communities through existing networks and organisations
- Provide customer input into service plans, price plans and other projects
- Offer a customer perspective on issues raised by government departments and other agencies.

What skills do I need to be a committee member?

You don't need any special qualifications to join a customer committee. We're looking for people who:

- Have knowledge or experience they can share
- Understand the needs of their community, industry or region
- Can provide a customer perspective
- Are connected with other customers and community members
- Can represent the views of others.

Is it worth my time?

Our new customer committee model has been running for a year, and members have given overwhelmingly positive feedback. Members say committees are worthwhile forums for open discussion on issues that matter to customers.

If you want to better understand GMW's work and help shape decisions affecting customers, it is a valuable way to contribute. You'll have direct access to GMW staff and subject matter experts, hear different customer perspectives and provide input on important issues before proposals and decisions are finalised.

Will committee members be paid?

Yes. Customer committee members will be paid for their participation in line with the [Victorian Government's Appointment and Remuneration Guidelines](#) for their participation.

To help make participation accessible, the following allowances are also available where needed:

- Travel allowance, based on ATO rates
- Childcare allowance of \$250 flat rate per meeting.

What is the time commitment for committee members?

We want our customer committees to be a manageable commitment. The number of meetings each year will vary depending on the committee.

Customer committee	Minimum meetings each year
GMID East, West and Central	Three
Diversions	Two
Pumped Districts	One
Water Districts	One
Loch Garry	One

Members will also be invited to attend an annual summit to meet with the GMW Board, connect with members from other committees and provide input into GMW's future planning.

Please note:

- Additional meetings may be held if specific issues or projects arise
- Meeting times and formats will be designed with committee members. Meetings may be held in person or online, depending on the group's preferences.
- Reasonable adjustments will be made to support people with access requirements to participate in meetings.

How many members will be on each committee?

To help ensure a range of customer views are represented, each committee includes members from different regions and customer groups. The table below shows the makeup of each committee.

Customer committee	Members	Representation
GMID East	Up to nine	Four from Shepparton district and five from Murray Valley district
GMID West	Up to nine	Four from Loddon Valley district and five from Torrumbarry district
GMID Central	Up to nine	Four from Rochester district and five from Central Goulburn district
Diversions	Up to 12	Ideally three representatives from each region: Kiewa/Mitta Mitta/Upper Murray, Ovens/King/Mid Murray, Goulburn Broken

		and Loddon Campaspe. Each region to include a regulated, unregulated and groundwater representative.
Pumped Districts	Up to nine	Ideally three representatives each from Nyah, Tresco and Woorinen
Water Districts	Up to six	Ideally one representative each from Tungamah, Normanville, East Loddon, Mitiamo, East Loddon (North) and West Loddon
Loch Garry	Up to eight	Representatives from the Loch Garry customer group

How do I submit my expression of interest?

Expressions of interest from eligible customers can be made by completing our online Customer Committee Expression of Interest Form at yoursay.gmwater.com.au/customer-committees.

If you'd prefer to fill in a paper copy of this form, please phone us on 1800 013 357 or visit one of our customer service centres in Tatura, Shepparton, Rochester or Kerang.

How are members selected?

We will review all applications to make sure applicants meet the eligibility criteria noted in the terms of reference.

If there are no more than two eligible applicants above the number of available positions, we'll recommend the eligible applicants to the Board for approval.

If there are more than two eligible applicants above the number of available positions, the next step will depend on the type of committee:

- **GMID customer committees:** An election will be held, with the results provided to the Board for approval.
- **Non-GMID customer committees:** A selection panel will review the applications and consider the range of skills, knowledge and experience applicants can bring to the committee. The panel will recommend the mix of members that best meets the needs of the committee, with the recommendation provided to the Board for approval.

How can I find out more about the committees and the process to apply?

- If you would like more information on our customer committees, or would like to discuss how to apply, you can visit yoursay.gmwater.com.au/customer-committees or phone us on 1800 013 357.
- Terms of reference can be found in the document library on this page.