

CUSTOMER SERVICES ADVISORY COMMITTEES PROTOCOLS

Authorised By: LMW Board

Signature.......... Date...15/7/10.....

Custodian: Governance Committee / General Manager Customer Services

To be advised of amendments:

1. Board
2. Managing Director
3. General Manager Technical Services
4. General Manager Business Services
5. Manager Southern Region
6. Members of Customer Services Advisory Committees.

Location of Controlled Document: TRIM
Intranet
Internet
Box-606
Customer Services Advisory Committee Members

CONTROLLED DOCUMENT – Amendments to be made by Custodian/s only.
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Record Table for Review of Procedures/Forms/Documents

Revision	Review Due Date	Date Reviewed/ Amended	Reviewer (Title)	Procedure Re-issued? (Yes/No)	Comments
A	May 2012		GMCS		

1.0 Purpose

The purpose of the Customer Services Advisory Committees Protocols is to define the conduct of Members.

2.0 Scope

The Customer Services Advisory Committees Protocols apply to all Members of the LMW Customer Services Advisory Committees.

3.0 References

Water Act 1989

Customer Services Advisory Committee Terms of Reference

4.0 Definitions

CSAC – Customer Services Advisory Committees

Committee Membership – refer Customer Services Advisory Committees Terms of Reference – 5.3.

5.0 Protocols

5.1 Code of Conduct

As a member of a LMW Customer Services Advisory Committee you must:

- Act with **honesty and integrity**. Be open and transparent in your dealings; use power responsibly; do not place yourself in a position of conflict of interest; strive to earn and sustain public trust of a high level.
- Act in **good faith in the best interests of Lower Murray Water**. Demonstrate accountability for your actions; accept responsibility for your decisions; do not engage in activities that may bring you or the public entity into disrepute.
- Act **fairly and impartially**. Avoid bias, discrimination, caprice or self-interest; demonstrate respect for others by acting in a professional and courteous manner.
- **Use information appropriately**. Ensure information gained as a CSAC member is only applied to proper purposes and is kept confidential.
- **Use your position appropriately**. Do not use your position as a CSAC member to seek an undue advantage for yourself, family members or associates, or to cause detriment to Lower Murray Water; ensure that you decline gifts or favours that may cast doubt on your ability to apply independent judgement as a CSAC member.
- Act in a **financially responsible** manner. Understand financial reports, audit reports and other financial material that comes before the CSAC; actively inquire into this material.
- Exercise **due care, diligence and skill**. Ascertain all relevant information; make reasonable enquiries; understand the financial, strategic and other implications of decisions.

5.2 Inappropriate Conduct

A CSAC member must not, in that person's capacity as a committee member, do anything for which the member might be prosecuted for an offence or sued for a civil wrong.

5.3 Improper Influence

A CSAC member, or former CSAC member, must not take advantage of the CSAC member's position, to improperly influence another CSAC member, or LMW employee, in performing that person's functions; in order to gain any undue or improper advantage, either for the CSAC member, or any other person or body.

5.4 Communication

5.4.1 A CSAC member must obtain the prior consent of the CSAC Chair and Managing Director, before contacting or requesting information, from a LMW employee, except as a customer.

5.4.2 CSAC members are encouraged to discuss in general terms the work of the committee with customers of LMW. CSAC members must not divulge privileged information outside of the Corporation.

5.4.3 The Chair or spokesperson appointed by the Chair of a CSAC may, subject to receiving prior approval from the Managing Director of a proposed statement or media release;

- Make such public statements; and/or
- Issue such media releases, relevant to the activities of the CSAC.

5.4.4 Except as specified in 5.2.3 a person filling a position of committee member may not make any public comment or communication about the activities of the CSAC or of LMW.

5.5 Conflict of Interest Obligations

5.5.1 A CSAC member must ensure that there is no actual or perceived conflict between the committee member's activities as a CSAC member and the committee member's personal or political interests. IF IN DOUBT SEEK ADVICE FROM the Managing Director.

5.5.2 A CSAC member should exercise discretion in entering and performing any business arrangements that may give rise to an actual or perceived conflict of interest.

5.5.3 CSAC Members should be familiar with the Pecuniary Interest Requirements in the Water Act 1989 – refer Sections 109, 110, 111 and 112.

6.0 Process Flow Chart

Not applicable

7.0 Documents / Forms

Not applicable

8.0 Review

8.1 It is the responsibility of the Custodian of this procedure to ensure this procedure is reviewed every 24 months, as per the review due date listed in the record table.

8.2 The people listed as “to be advised of amendments” must alert the Custodian to the need for procedure review if any amendments are required to the procedure before the review due date.

9.0 Appendices

Not applicable