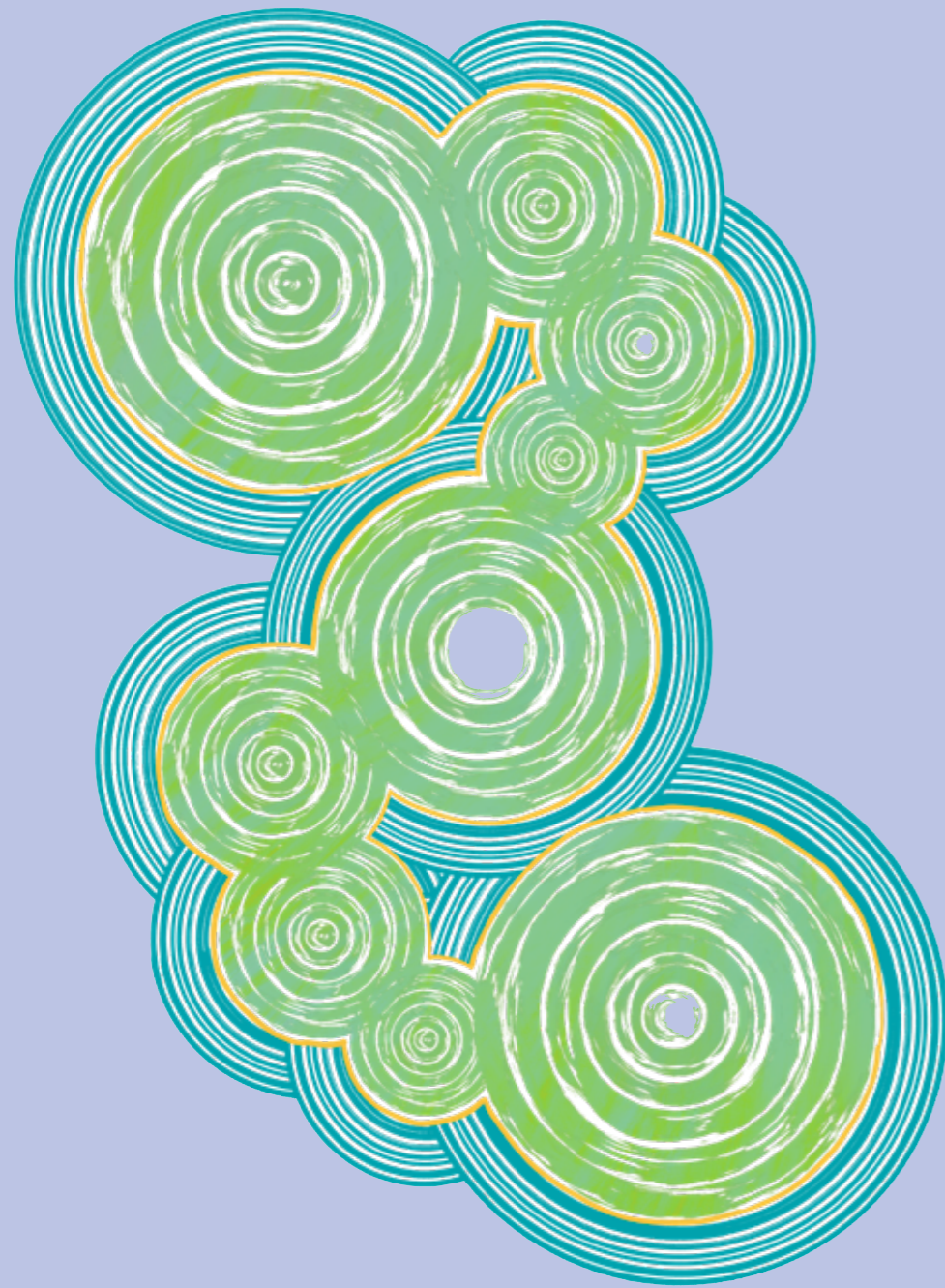


Price and Service Plan 5 Water Future Community Advisory Panel Handbook

September 2024





TasWater proudly acknowledges the Tasmanian Aboriginal people as the custodians of lutruwita / Tasmania – Aboriginal land, sea, sky and waterways. We pay our deep respects to the Elders past and present and acknowledge today’s Tasmanian Aboriginal community.

Image credit – Caleb Nichols-Mansell

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Welcome

Thank you for agreeing to be part of TasWater's first-ever Water Future Community Advisory Panel, to help shape the future of water services in our state.

As a member of the Panel, you will play an important and influential role in representing your community.

Why do we need your input?

TasWater is at a critical juncture – we have unique assets, our climate is changing, and customer expectations are growing. We need to prepare for an uncertain future and find the balance of price and service that is fair for all Tasmanians, shaping the future of water services in our state.

During your deliberations, you will hear diverse perspectives and consider a range of information that will help address one central question, also known as your 'remit':

The purpose of this handbook

This handbook provides all the practical information you need to be involved in the Panel.

It outlines the challenges we face and explains how your role will ensure our decision-making process is led by the values and priorities of our community.

In addition to this handbook, you will also receive a Background Report that includes a detailed overview of how TasWater operates as a business, and the topics we'll explore throughout the Panel process.

You will also receive a Community Engagement Report that explores the findings from our customer research and broad community engagement to support your discussions.

This is the biggest community engagement in our history, and we're excited to have you on board!

We look forward to meeting you at our **online Meet and Greet session** on Tuesday 1 October 2024.

How do we prepare for tomorrow while being fair to customers today?



The task

Your insights will inform the Price and Service Plan 5 we will submit to the Tasmanian Economic Regulator in July 2025.

TasWater's purpose is to provide exceptional water and sewerage services for a thriving Tasmania.

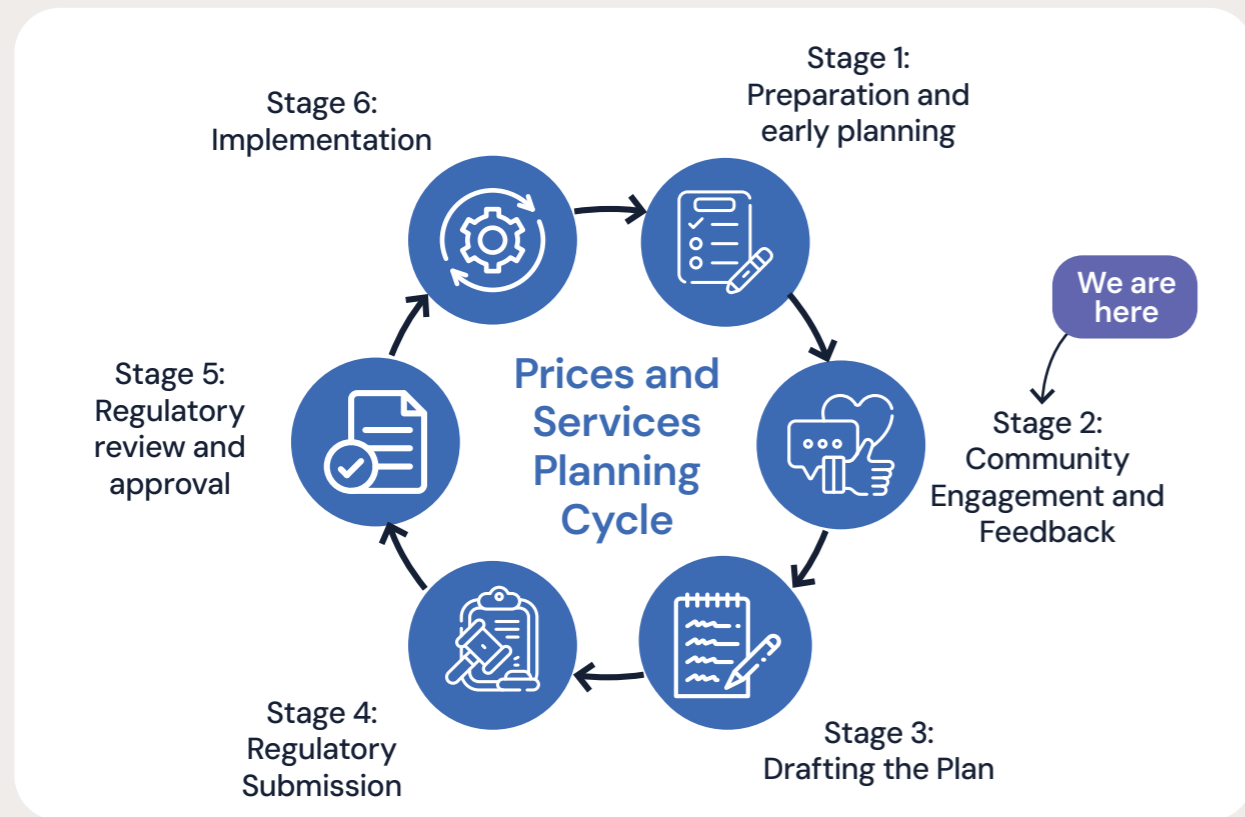
We aim to deliver quality services today, invest in future needs, and maintain affordability for our customers now and for generations to come – **preparing for tomorrow while being fair to customers today.**

Finding the right balance between the services we provide and the prices we charge to our customers is central to this aim.

Every four years, our prices are reviewed to make sure they continue to reflect the outcomes our customers expect and cover the costs to deliver quality water and sewerage services across Tasmania. This is typically an ongoing process that occurs over six stages.



Image credit – Fred and Hannah



A key part of this process is the Price and Service Plan that we provide to the regulator. This is the fifth time TasWater has prepared such a plan, so we refer to the plan we have under development as the "Price and Service Plan 5" or "PSP5".

We are currently at Stage 2 of our PSP5 process and must reach Stage 4 by July 2025, when we are required to provide our proposed Price and Service Plan 5 to the Tasmanian Economic Regulator. This plan needs to demonstrate how we will operate to provide quality, regulated services for all Tasmanians and find the balance between price and service that is fair for everyone.

We are undertaking an extensive program of community engagement, including the Panel process, as part of Stage 2 to ensure that our customers and community are at the centre of shaping the plan that will be delivered from July 2026 onwards.

The challenge

How do we prepare for tomorrow while being fair to customers today?

What you will consider

With major infrastructure investment required and the current economic challenges in Tasmania and Australia more broadly, we need to find a price that is fair for everyone.

There are many factors that need to be considered when determining water and sewerage pricing:

- The **quality and reliability of service** Tasmanian communities, households and businesses expect.
- Climate change increasing pressure on **water security and service reliability**.
- Increasing **environmental expectations** of the community.
- Heightened concerns about **affordability**, particularly for vulnerable customers.
- The need to understand **diverse communities** across the state.
- The **experience customers expect** when they come into contact with us.
- The need for our **business to remain financially viable** over the long-term.

What you can influence

There are many factors to consider when planning for future services and prices. You will be able to provide recommendations to TasWater on:

1. **Community preferences:** Understand and convey the community's needs, expectations, and long-term goals for water security and planning.
2. **Customer outcomes:** Define and outcomes for customers, setting target performance levels.
3. **Pricing:** Help determine the prices for water and sewage services and the method for calculating these charges.
4. **Service and price trade-offs:** Balance service levels and prices for current and future generations.
5. **Project prioritisation:** Decide which projects should be prioritised for investment.
6. **Service access and quality:** Ensure fair access and quality of services across Tasmania.
7. **Environmental and social outcomes:** Consider environmental and social impacts and determine who should bear the costs.
8. **Community engagement:** Develop strategies for ongoing community engagement.

Your insights will help TasWater balance future service levels and costs effectively, ensuring we meet community needs while managing resources responsibly.

What you cannot influence

Certain factors are outside the scope of this process and cannot be influenced by community recommendations. These include:

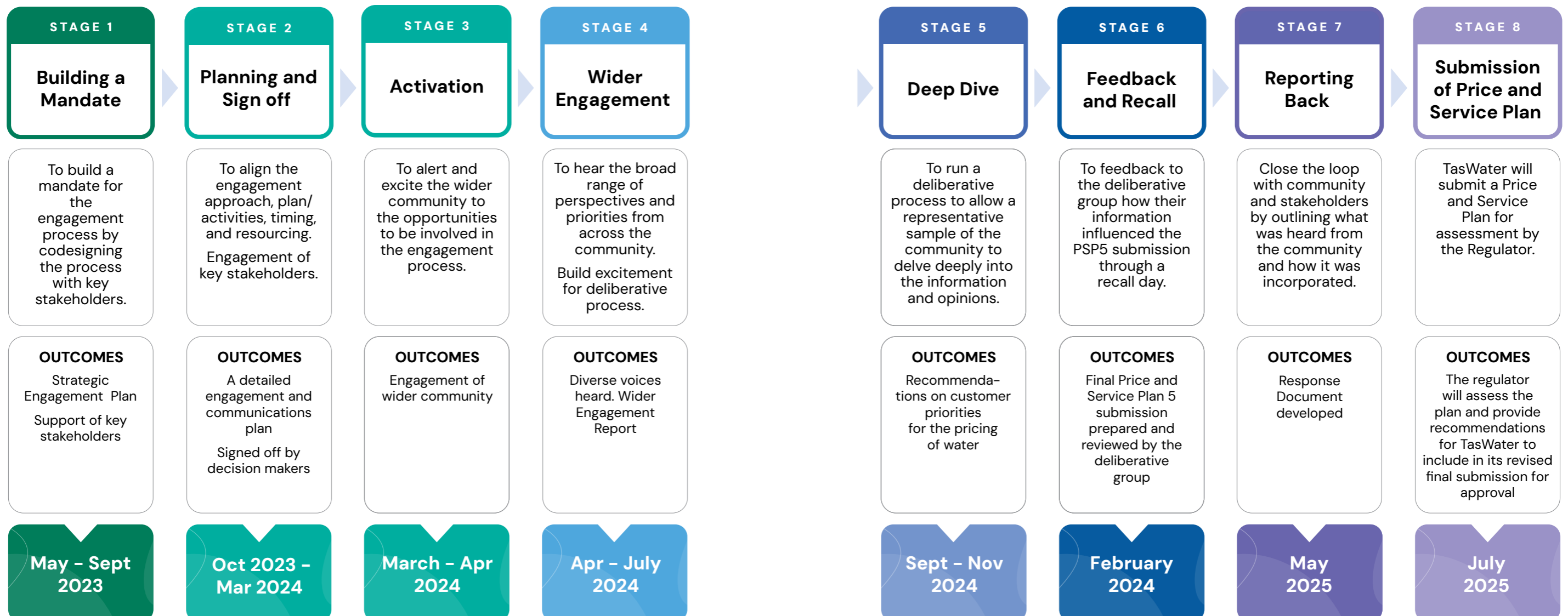
- **Legal and regulatory compliance:** TasWater must adhere to all legal and regulatory obligations.
- **Financial sustainability:** TasWater must remain financially sustainable and viable.
- **Inclusive process:** Our process will be inclusive and engage meaningfully with all customer and community segments.
- **Board authority:** Final decision-making authority will remain with the TasWater Board before the draft Plan is sent to the Office of the Tasmanian Regulator for approval.
- **Process or timeline:** The process and timeline for development of the Price and Service Plan 5 is fixed.
- **Climate awareness:** Our evidence based awareness of the changing climate and its impact on our ability to deliver future services.

You will hear from experts and receive lots of information along the way, but you don't need to become an expert yourself – all you need is a willingness to listen and share your voice!

The process

There are seven stages of strategic engagement that will inform the development of our Price and Service Plan 5, which we will submit to the Tasmanian Economic Regulator in July 2025.

Strategic engagement roadmap



The Panel process starts at 'Stage 5 – Deep Dive', building from a period of wider engagement, which gathered diverse perspectives of people across Tasmania.

The strategic engagement roadmap forms part of a broader Strategic Engagement Plan, which can be accessed in full [here](#) or visit www.yoursay.taswater.com.au

What you will be required to do

Sessions, dates and times

The Panel will meet seven times, including a Meet and Greet session so you can get to know each other and your facilitators.

The final Recall Day in early 2025 is where you will hear from TasWater about how the Panel recommendations were incorporated into the proposed Price and Service Plan 5, before it is submitted to the Tasmanian Economic Regulator.

There may also be opportunities for panellists to connect and learn outside of the scheduled sessions on a voluntary, opt-in basis. Further information will be provided once the Panel has commenced.

Sessions will be facilitated by independent expert facilitators **MosaicLab** and will be held both in-person and online.

Event	Location	Dates	Times
Panel Meet and Greet	Online - Zoom	Tues 1 Oct 2024	6pm-9pm
Panel Day 1	In person - Tram Sheds, Launceston	Sat 5 Oct 2024	9.30am-4.30pm
Panel Day 2	Online - Zoom	Sat 19 Oct 2024	9am-5pm
Panel Day 3	Online - Zoom	Sat 26 Oct 2024	9am-5pm
Panel Day 4	Online - Zoom	Sat 9 Nov 2024	9am-5pm
Panel Day 5	In person - Launceston Convention Centre	Sat 23 Nov 2024	9.30am-4.30pm
Panel recall day	Online - Zoom	Sat 22 Feb 2025	10am-4pm

Zoom link for all online sessions: <https://us02web.zoom.us/j/85988682852>

An agenda will be provided to you one-week prior to the session and will be available on the online portal, unless otherwise requested.

Link to the online portal: <https://join.groupmap.com/661-5BE-C8B>

Tuesday, 1 October 2024 - Meet and Greet (online)

You will meet your fellow panellists, the facilitators and the team from TasWater, and learn about the project and your role.

Saturday, 5 October 2024 - Panel Day 1 (in person)

You will learn more about working together as a Panel, hear from TasWater about the regulatory process and challenges, and engage in conversations with expert speakers to gain a deeper understanding about the dilemmas faced by TasWater.

Saturday, 19 October 2024 - Panel Day 2 (online)

You will engage in small group conversations with fellow panellists to explore the background materials, learn more about the challenges in dialogue with expert speakers, and as a panel, begin to generate your ideas for recommendations.

Saturday, 26 October 2024 - Panel Day 3 (online)

TasWater will help the Panel to deep dive into the remit and challenges. The Panel will spend time considering the big trade-offs TasWater is facing and begin to form their initial ideas for recommendations and identify any final information gaps.

Saturday, 9 November 2024 - Panel Day 4 (online)

TasWater will share some reflections on the panel discussions to date and answer questions about pricing and trade-offs. The Panel will begin spending time drafting their recommendations.

Saturday, 23 November 2024 - Panel Day 5 (in-person)

The Panel will hear feedback on their recommendations before finalising their recommendations for TasWater and celebrating their collective achievement.

Saturday, 22 February 2025 - Recall Day (online)

An opportunity for the Panel to learn how TasWater has incorporated the recommendations into their draft Price and Service Plan 5, and share your insights and feedback. An agenda will be provided to you one-week prior to the session and will be available on the online portal, unless otherwise requested.



Image credit - Nicholas Storr



In person sessions

We have two in-person sessions as part of this multi-day Panel. These will both be held in Launceston, at the following venues:

Tram Room 29, Tram Sheds, Launceston

Saturday, 5 October 2024 – Panel Day 1

Address: 4 Invermay Road, Invermay TAS 7248

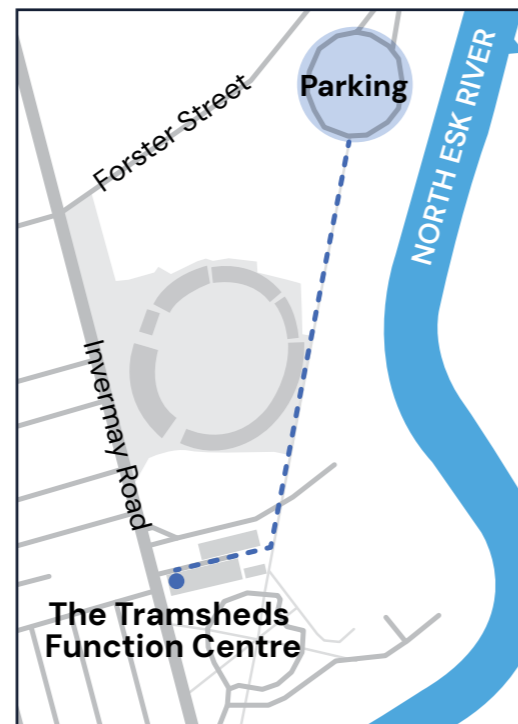
Getting there:

- **Walking** – 5 minute walk from the CBD in Launceston.
- **Public Transport** – Bus Stop 3 Invermay Road, QVMAG is in front of the Tram Sheds and is serviced by Bus Routes 110, 115, 116, 117, 770, 771 and 772 – see Launceston Network – Metro Tasmania.
- **Parking** – Ticketed parking is available directly outside the Tram Sheds, including disabled car parking spaces, at a cost of \$2.70 per hour. Alternatively, there is a nearby carpark at 14 Forster Street, Invermay that is a 5–7 minute walk, where all-day parking is available at a cost of \$4.00 per day – see map.

Accessibility:

Tram Sheds is all on one level with ramps available at the front door internally and out the front in the car park.

Car parking



Launceston Convention Centre, Door of Hope Complex, Launceston

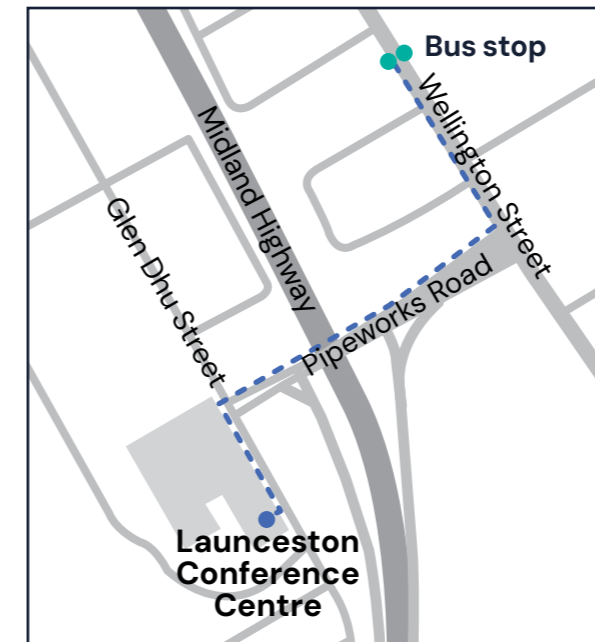
Saturday, 23 November 2024 – Panel Day 5

Address: 50 Glen Dhu Street, South Launceston

Getting there:

Public Transport – Bus Stop 6 on Wellington Street is a short walk from the Door of Hope Complex and is serviced by Bus Routes 110, 115, 116, 117, 770, 771 and 772 – see Launceston Network – Metro Tasmania.

From Bus Stop 6, walk up Wellington Street and turn right onto Pipeworks Road (at Hungry Jacks). Walk along Pipeworks Road to Glen Dhu Street. The Door of Hope Complex is straight ahead. Turn left on Glen Dhu Street and follow the footpath to the Main Entrance – see map below.



Parking – There are over 250 free carparking spaces at the Door of Hope Complex, these are available on a first come first served basis.

Once on Glen Dhu Street, the first carpark is accessed by turning left on Melbourne Street, then right into the car park.

Other car spaces are accessed by continuing along Glen Dhu Street past the building, turning

right onto the property and then turning left – see blue spaces on map below.

The undercover carpark is reserved for the disabled, people with mobility restrictions, and parents with prams. This can be accessed by taking the second ramp on the right (the first ramp is the exit) – see orange spaces on map below.



Accessibility:

Access on Glen Dhu Street is via stairs. There is no lift.

Level access to the building is via footpath from the Upper Carparks and the Undercover Carpark.

If you need any support to access or participate in any of our in-person sessions, please contact MosaicLab who will be able to make arrangements for you.

What to wear: We want you to be comfortable. Dress in casual attire that you feel comfortable in for a full day of activities. The venue may have varying temperatures, so bring a light sweater or jacket. There will be some walking and standing, so wear shoes that provide good support.

What to bring: Regular meals and breaks are provided, but you may want to bring some snacks with you. Everything else you will need, such as pens and paper, will be provided.

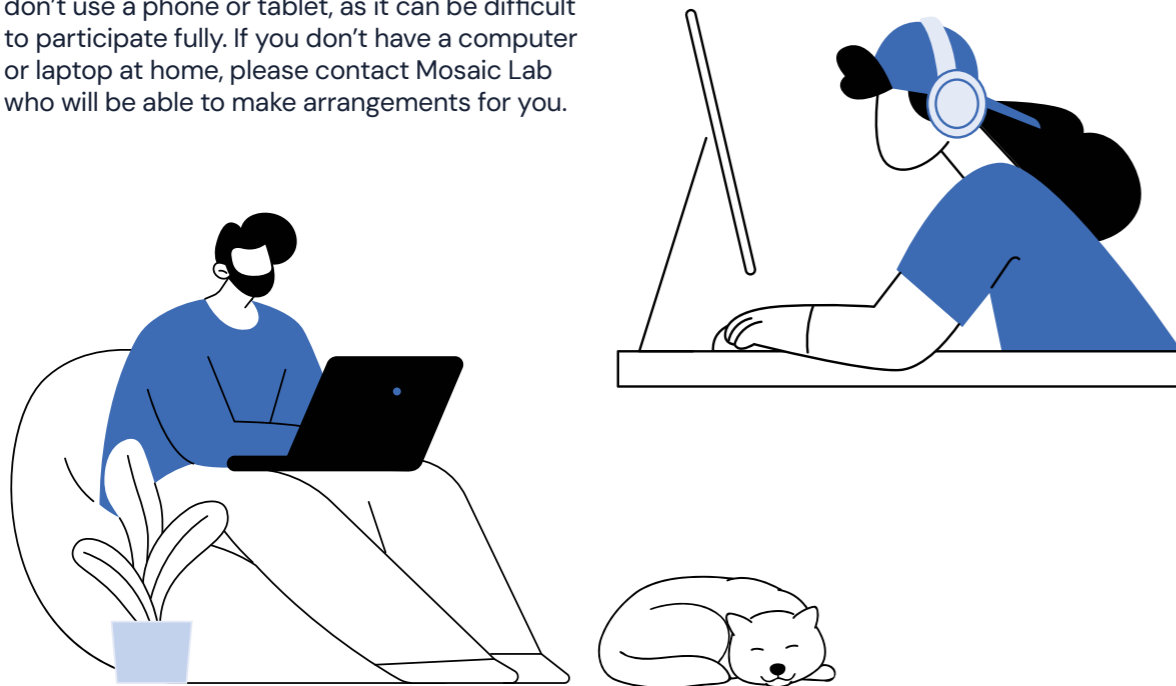
Online sessions

Five sessions will be held online using Zoom. Other simple, online tools will also be used during the sessions.

The basic requirements for using Zoom are:

- **Accessibility:** An internet connection of at least 5 megabytes-per-second speed upload and download. To test your connection speed, visit: www.speedtest.net
- **Full engagement:** Please have both your video and audio on through your computer or laptop via headphones/camera/microphone. Please don't use a phone or tablet, as it can be difficult to participate fully. If you don't have a computer or laptop at home, please contact Mosaic Lab who will be able to make arrangements for you.

- **End-to-end participation:** Please be prepared to be present from beginning to end.
- **Be stationary:** Please be prepared to participate from a stationary spot. Participation from a moving vehicle, while on a walk, etc. is not ideal for this type of experience and can be unsafe.
- **Be fully present:** Please eliminate notifications, distractions, or anything that will take your attention away from the experience.



Technical support

Technical support will be provided to ensure everyone can participate. We especially recommend you use the technical support services if you aren't experienced working online.

If you don't have a computer or internet access at home, we will help you participate. Please contact MosaicLab who will be able to make arrangements for you.

MosaicLab can also provide support before the online sessions begin to check that your laptop or computer is working with Zoom to the right standards. It may be helpful to ask a friend or family member to help you with the checks if you need assistance.

If you would like some help from us in advance of the session to check your Zoom connection and assist you with the basics of using Zoom, please book in for one of the sessions below by sending an email to register@mosaiclab.com.au

Event	Location	Dates	Times
Tech Support Session 1	Online - Zoom	Thurs 26 Sept 2024	6 - 6.30pm
Tech Support Session 2	Online - Zoom	Mon 30 Sept 2024	4 - 4.30pm

Zoom link: <https://us02web.zoom.us/j/85988682852>

During the technical support session you will get help to do Zoom basics, including:

- Turn your microphone on and off (mute).
- Turn your video on and off.
- Use the chat line.
- Share your screen and change between different views.
- Use the online tool GroupMap to capture your inputs.

Online library

We will store key information and panel outputs in our online library in GroupMap.

The space will include:

- A document library of reports, research and other information presented to the Panel.
- Information about any tasks the Panel is asked to complete.

Link to the online portal: <https://join.groupmap.com/661-5BE-C8B>

How the Panel will operate

What is a Community Advisory Panel?

Community advisory panels, also known as deliberative panels or community panels, are powerful examples of deliberative, democratic engagement. This means that members of the community affected by a decision are put at the centre of the decision-making process and closer to decision-makers.

A Community Advisory Panel is built around a number of key principles:

- A **random sample of people** affected by the decision is selected to participate.
- **Participants receive detailed, in-depth information** to understand the issues and opportunities related to the decision.
- Participants are **given the time and support needed to discuss** information, weigh up issues, and agree on recommendations.
- Participants **write their own report, presented directly to decision-makers**, with high influence over outcomes.

How was the Panel selected?

All TasWater customers had the opportunity to express interest through TasWater's YourSay platform from March to May 2024. Over 3000 people who registered their initial interest received an invitation and from this customer group, over 500 people expressed interest in participating in the panel.

An independent organisation, newDemocracy Foundation, managed the selection process to ensure there was a demographically representative sample of the Tasmanian community. Forty-five panel members were confirmed in partnership with MosaicLab, who independently managed the onboarding of panel members.

It is important that community advisory panels are independent of the host organisation to maintain the integrity of the process. TasWater was not involved in the selection of the members of this panel.

Your role

Participation

Your role as a member of the Panel includes listening, asking questions and contributing to discussions.

In order to do this, you will:

- **Have access to specific information** and hear from people who are subject matter experts or key stakeholders.
- **Discuss the information** and issues with your fellow Panel members and **weigh up all of the evidence** presented to you.
- **Agree on the Panel's final recommendations** and help write a report to be presented to TasWater.
- **Familiarise yourself with the information** contained on the Panel online portal.

Along with other community members, you'll be asked to consider all information presented to you in order for you to recommend a balance of price and service that is fair for all Tasmanians.

You don't need to be an expert on water-related services to participate. You'll have access to a range of information, including the outcomes of prior community engagement and research.

While the Panel will often come together as a whole, you'll also have discussions in small groups that will help you to have deeper conversations, share your views and learn more about other people's ideas and perspectives.

MosaicLab's facilitators will provide support throughout the process to ensure this is a genuine and open process where all panellists are able to have their say and feel heard.



Expectations



Read

1. **Read the information** contained in this handbook along with information and background materials as provided.



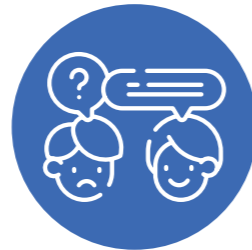
Attend

2. **Attend all sessions** – while we recognise that life can be unpredictable, it's important you attend all sessions of the Panel. Please advise register@mosaiclab.com.au of any changes to your availability.



Discuss

3. **Participate in an open, respectful and thoughtful manner.**



Share & ask

4. You are welcome to **ask people close to you for their thoughts** on the remit question to gain additional perspectives for your Panel participation.

Respectful relationships

We want all Panel deliberations to take place in a friendly, safe and supportive environment. We ask that all parties commit to making sure that the experience is respectful and as enjoyable as possible for everyone involved.

As part of this commitment, it's expected that everyone, including the facilitators, representatives, speakers, observers and panellists, are respectful of each other and that nobody is subjected to any unnecessary emotional or psychological stress. This includes, but is not limited to:

- Inclusive and supportive language
- Communicating with empathy
- Respecting the diversity in the room.

Discussions will be focused on the challenge. There won't be time available to discuss other things that aren't related to the remit, or things that sit outside of the defined scope.

Different views and healthy disagreements are encouraged as part of the process. However, any threatening, derogatory or aggressive words or actions that could reasonably be perceived to cause distress to others, may result in that person being asked to leave the session and/or the process.

The Panel will discuss and decide on their own working agreements at the introductory session and these agreements will help to guide behaviours relating to how the Panel works together throughout the process.

If at any time you feel unsafe, threatened, or are aware of any inappropriate behaviour, please contact one of the facilitation team members from MosaicLab or, if out of session, please email register@mosaiclab.com.au

Payment

Panellists will receive a payment as recognition of costs associated with attendance, and in gratitude for your significant commitment in representing your community.

The Panel will meet across seven sessions in total (approximately 45 hours in total) outside of business hours. Panellists who attend all seven sessions will receive \$975 in total – \$825 to be paid after Panel Day 5 on 23 November 2024 and \$150 to be paid after Panel Recall Day on 22 February 2025.

MosaicLab will ask for banking details and will provide payment to panellists.



Image credit – Nicholas Storr

TasWater's role

We will incorporate your recommendations as much as possible.

We will listen, clarify and consider the input and recommendations provided by the Panel.

The feedback, insights and guidance provided will be shared with employees, Executive and Board members to inform our proposed plan and improve our services more broadly. The Panel's report will also be made publicly available for anyone to read.

When developing the Price and Service Plan 5, we will identify how the Panel's decisions have influenced the development of the final submission.

Where a recommendation of the Panel can't be incorporated, we will explain why. We will also provide updates throughout the plan's development and into its implementation from 2026 – 2030.

Additionally, TasWater's role is to:

- Observe the deliberations.
- Provide support on logistics for the sessions.
- Host the online portal.
- Provide relevant and useful information that will help you respond to your remit.
- Respond to your questions and requests for further information.

The following staff from TasWater are the core team working on this project. They will attend and observe the Panel sessions and respond to requests from the Panel.

- Hayden Moore, Head of Commercial & Pricing
- Davide Palermo, Economic Regulation & Pricing Manager
- Dale Radford, Senior Commercial & Pricing Analyst
- Samuel Paske, Head of Brand & Insights

Other TasWater staff, including our Chief Executive Officer, members of our Executive team and subject matter experts across the business, will also attend and provide expert information to the Panel.



Our promise to you

We promise to genuinely partner with the community at every step of the Price and Service Plan process from defining the challenges, understanding the options and incorporating community preferences into our solutions.

We will be flexible throughout the process and regularly give updates on progress, including how our partners' input affected decisions.

We will *Collaborate* with our community and the Water Future Community Advisory Panel, as defined by the International Association for Public Participation (IAP2) spectrum.

Collaborate means we will look to you for advice and innovation in finding solutions and include your advice and recommendations into the decisions as much as possible.

Where we cannot accommodate your preferences, we commit to providing you with an explanation for why not.

Observers

From time to time, there may be observers attending the sessions.

Observers can be an important part of any deliberative process as they provide an opportunity for people to view the Panel and process in action.

Having observers in attendance helps to build understanding and enhance the transparency of the process.

Observers are provided with a set of rules that govern their behaviour and aren't able to disturb panellists or disrupt the process.

As some of the components of this process are being held in an online environment, it's not always practical for members of the public to observe the process as they may have ordinarily done in a face-to-face environment.

Therefore, we may ask for support from panellists to communicate and be involved in communications material, such as videos, to engage the wider public in the process.

At this stage, the observers attending the online session may include TasWater employees, Executive and Board members, as well as TasWater shareholders and the Tasmanian Economic Regulator.

Your facilitators

MosaicLab is a highly experienced team of independent facilitators and community engagement practitioners who specialise in deliberative engagement.

MosaicLab's role as facilitators is to support panellists in your discussions.

Expert independent facilitation is a vital component of a deliberative process and helps foster informed and robust discussions. Your facilitators will work to create a supportive and

open environment where panellists can express themselves freely and ensure everyone has the opportunity to contribute in meaningful ways.

The MosaicLab facilitators will guide the process in a way that helps you to do your work as effectively as possible within the time that we have together.

The MosaicLab facilitation team includes (pictured left to right): Keith Greaves, Nicole Hunter, Jody Kingston and Naomi Oosting.



Media and social media

Sharing the Panel's story

The Panel is an open and transparent process and panellists are welcome to share their experience publicly.

However, panellists are asked to act in a professional manner and demonstrate respect to others when making comments or participating in conversations.

Please be aware anything said to a journalist, submitted to a media organisation or posted online on social media is a public comment.

If panellists choose to post on social media about their participation or comment to media, please respect the privacy of fellow panellists, speakers, TasWater and MosaicLab. Please only speak from your perspective – not on behalf of the group and don't reference specific individuals.

As the Panel's deliberations occur over an extended period of time, panellists are requested not to pre-empt any decisions or deliberations of the Panel on any media platform, as these won't be determined until the last day.

If you use social media to post about your experiences during the process, we encourage you to use the hashtag: #TasmaniasWaterFuture

TasWater will post highlights of the panel sessions on our website and social media channels on Facebook, LinkedIn (@TasWater) and Instagram (@tas_water).

If you'd like help with handling an enquiry from the media, or to refer an enquiry to TasWater, please contact our communications team at media@taswater.com.au or (03) 6108 7003.

Recording, filming & photography

To promote transparency in the deliberative process, TasWater will photograph and video some panel sessions.

Some panellists will be invited to participate in brief interviews about their participation.

Photographs and videos will also be used to promote the engagement process and the Price and Service Plan 5.

A photographic and video permission process will be discussed at the Meet and Greet session. You will have the opportunity to let us know if you don't wish to be photographed or videoed.

Key contacts

General enquiries and dietary and accessibility requirements:
register@mosaiclab.com

Media enquiries:
media@taswater.com.au
or (03) 6108 7003.

MosaicLab:
register@mosaiclab.com.au



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