

Appendix 6 – Updated MX Subcommittee ToR

Member Experience Subcommittee Terms of Reference (established August 2021)

Objective

- 1.1 The Board of the Australian Water Association Ltd (the Association) has established the Member Experience Subcommittee (the Committee) as a subcommittee of the Board under clause 19.3(a) of the Constitution.
- 1.2 The Committee is responsible for making any recommendations on the strategy's implications for members value proposition and experience.

2. Term

- 2.1 The Committee shall have a two-year term aligned to the term of the President.
- 2.2 The Board shall have the authority to discontinue the committee if it deems fit.

3. Purposes, Functions & Responsibilities

- 3.1 The main purpose of the Committee is to review and advise on the Association's Programs, Initiatives and Services that provide value and experiences for our members and potential members.

Management and staff will provide briefings and papers to enable the Committee to;

- 3.2 Review and provide advice on the Association's Awards Program (including implementation) and make any recommendations for change.
- 3.3 Be the final decision-making authority to resolve any challenges, judging panel disagreements or indecision on both State and National awards.
- 3.4 Identify relevant Australian water leaders to be considered for nomination for an Australian Honour (such as Order of Australia) and international awards including, but not limited to the Lee Kuan Yew Water Prize, Stockholm Water Prize and the IWA Awards.
- 3.5 Review the status, agreed terms, and activities of our Specialist Networks to recommend how the Association can make better use of, and generate more engagement with the Specialist Networks.
- 3.6 Review and recommend any existing and new collaborative arrangements that would facilitate improved cooperation and support between the Association and a broader association network.
- 3.7 Review and recommend any initiatives in technical content, events and publications, and provide advice on initiatives that will enhance the value proposition to our members or potential members.
- 3.8 Develop and recommend the member experience strategy and journey for the Association, ensuring a consistent approach to member engagement and retention, including but not limited to input and review of the Association wide biennial member survey.
- 3.9 Review membership data, allowing us to inform strategies and recognise opportunities for retention and growth.

4. Composition

- 4.1 All positions shall be nominated by the elected President (including the appointment of Committee Chair) and ratified by the Board. The Chair will be a current Board member.
- 4.2 The Committee will consist of no fewer than three members of the Board. The term of appointment will be for a period of two years. However, re-appointment is permitted to allow for continuity of membership. Members may include individuals who are not Board directors.
- 4.3 The Association's Executive Sponsor is the Head of Events, Award and Digital. The CEO and other management or staff will provide operational insight and administrative support as required.

5. Meetings

- 5.1 The Committee shall meet throughout the year as required. However, they must meet at least four times per year.
- 5.2 Decision making will be by consensus. If a matter cannot be decided on by the Committee, then the Chair and the Executive Sponsor will try to resolve it or refer the matter to the Board for resolution.
- 5.3 A quorum shall be any three members of the Committee.

6. Authority

- 6.1 The Board authorises the Committee to undertake the matters outlined within these terms of reference.

7. Reporting

- 7.1 The Chair, or another delegated member of the Committee, will report to Board meetings on the Committee's activities and any specific recommendations for Board approval will be submitted as Board papers.
- 7.2 The Committee may decide to report to the Board out of session if required.

8. Document Control

- 8.1 These terms of reference were established in August 2021 and will be reviewed as required but no later than August 2023.