

Open Action Item Summary			
Ref No.	Description	Due Date	Status
	<p>identified as an area for improvement to keep lines of communication open between irrigators and SunWater in 'good' years.</p> <p>The role of SunWater 'Consultation Advisor' was raised for clarification, and was confirmed as Kate O'Connell.</p> <p>Administrative support to be clarified, including the payment of allowances for travel.</p>		<p>SunWater to advise the Chair of any change in contact for the 'Consultation Advisor'.</p> <p>SunWater to advise process for travel reimbursement for IAC members.</p>
3	<p>Proposal to re-establish the IAC as broader 'Leslie Dam Water Users' group and extend the invitation to a broader network of stakeholders.</p> <p>It was agreed that a representative from Southern Downs Regional Council be invited to attend the IAC meetings to facilitate greater understanding between stakeholders.</p> <p>Other stakeholders to be invited on a needs basis, including Department representatives.</p> <p>Meetings will alternate between locations - Brookstead and Cunningham.</p>	2 Sept	<p>Currently under consideration for the next IAC meeting and inclusion in the terms of reference.</p> <p>IAC meeting dates set for the next 12 months:</p> <ul style="list-style-type: none"> - 2nd Sept 2016 (Cunningham) - 3 February 2017 (Brookstead)
4	<p>The effectiveness of SunWater's communication with irrigators was discussed.</p> <p>SMS was identified as a preferred method of contact due to the simplicity and timing of messages. The current frequency of messaging was considered appropriate.</p> <p>'Newsplash' newsletter was not considered a 'must-read' and important messages may be getting lost. Most agreed they would scan and bin.</p> <p>Other customer communication – such as the end of water year newsletter – was considered long and important messages were getting lost. There is a disparity between 'need-to-know' and 'nice-to-know' information.</p> <p>A more tailored and direct communication of water use/levels was proposed. Specifically, a monthly email update which includes Dam level, expected losses, available water, requests for bulk releases, and any other scheme issues/forecasts for the upcoming month. Short, sharp and factual</p>	Ongoing	<p>SunWater will be conducting ongoing review and improvement of customer communication. The feedback provided by the Upper Condamine IAC will help inform improvements.</p> <p>The monthly email update is under consideration.</p>

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	information that is prepared by the local manager (in this case Darb McKinlay).		
5	<p>The draft carryover proposal was briefly discussed. It was agreed not to proceed with submission of the proposal to the Department of Natural Resources and Mines, on the basis that it was difficult to avoid potential impacts on other water users.</p> <p>SunWater outlined an alternative announced allocation approach using periods less than a full 12 months.</p> <p>A request for basic modelling on how the storage volume below the cut-off level (460.35 mAHD) would be drawn down, noting that the council high priority water allocation in Leslie Dam is 3262 ML.</p>	<p>N/A</p> <p>2 Sept</p> <p>2 Sept</p>	<p>No further action required on the carryover proposal.</p> <p>SunWater to prepare more detailed AA scenarios for consideration and discussion by the IAC.</p> <p>SunWater to provide basic modelling on storage volume cut-off at the next IAC meeting.</p>