



Town Water Risk Reduction Program

Chairs and Executive Officers of NSW Joint Organisations meeting

Town Water Risk Reduction Program

Key objective

Develop and implement a new approach of working together that enables local water utilities (LWUs) to manage risks and priorities in town water systems more strategically and effectively and, as a result, reduce risks in regional NSW communities over time.

Focus

Work together with the sector to identify the most fundamental barriers within state and local government that prevent effective and strategic risk management, and to develop and implement long-term solutions to these barriers.

1. Scale and remoteness
2. Skills and training shortages
3. Sub-optimal strategic planning
4. Inefficiently targeted government funding
5. Inadequate regulatory approaches

Design systems, programs and partnerships that **enhance** LWUs and their partners **capabilities**, better **support** and **coordinate** with LWUs, **regulate** LWUs more **effectively** and **fund** them more **appropriately**.

Partnership approach

There is a history of unsuccessful reforms in this space, which stakeholders have attributed to:

- **Failure to meaningfully engage** the sector in developing options
- **Failure to look inward** at Government's own shortcomings
- **Failure to follow through** and implement recommended options

This program aims to overcome these issues through a new approach with the following key elements:

Stakeholder Advisory
Panel

Collaborative design,
not just consultation

Stakeholders
involved at every
stage

Imprimatur and
resources to make
internal changes

Dedicated team
tasked to both
identify and
implement solutions



Our Vision for Town Water

Work collaboratively with stakeholders to build a town water sector where:

- Stakeholders, including the department, **work together in partnership**, sharing data and knowledge, consulting and collaborating with one another, and supporting each other where applicable
- Local water utilities are **supported to manage safe, secure and sustainable** water supply and sewerage services in an efficient and customer-focused manner
- The regulation of local water utilities is focused on outcomes, based on risk and the maturity of local water utilities, and is **fair and transparent**. Regulators are accountable and well coordinated.

Program focus areas

Improve the
regulatory
framework

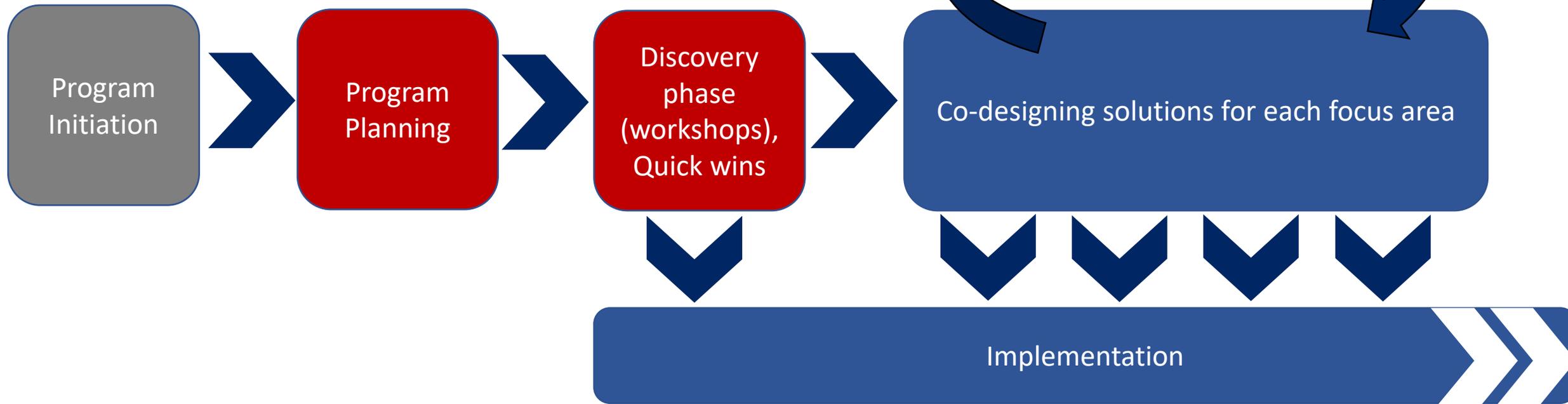
Encourage greater
collaboration
between utilities

Review of skills
shortages across
the sector

Investigate
alternative funding
models

Facilitate greater
State Government
support

Program Timeline



December 2020 –
March 2021

March – June 2020

July 2021 – September 2022



Planning,
Industry &
Environment

Water Reform Division

Key achievements to date

Progressed priority findings and recommendations of the Auditor-General report

- Website updates to provide transparency about current IWCM strategy processes

Partnering with the sector to design an improved regulatory framework

- Registrations open: June virtual and regional workshops on regulatory objectives, roles and responsibilities and roadmap towards improved regulatory framework
- Local water utilities volunteering to participate in re-design of IWCM strategic planning framework
- Exploring current approaches, identifying barriers to integration and sharing best practices of Councils who see value in integrating their IWCM and IP&R strategic planning activities

Operator skills and training

- Identification of barriers, possible mitigation factors and opportunities that can be addressed by the Program, informed by discussions with stakeholders including Central NSW JO, Namoi JO.
- Bringing together people already working on creating sustainable operator training in NSW into a focussed project team.
- Supporting Training Services NSW to develop draft Water Industry Skills Strategy.

Next steps – 3 month look ahead

- June virtual and regional workshops on regulatory objectives and roadmap towards improved regulatory framework
 - Virtual workshops – Wed 2 June & Tue 15 June
 - Griffith – Mon 21 June
 - Dubbo – Wed 23 June
 - Queanbeyan – Fri 25 June
 - Tamworth – Tue 29 June
 - Coffs Harbour – Wed 30 June
- **Investigating existing regional collaboration and looking for opportunities to enhance regional collaboration**
- **Investigating opportunities for increased state government support**
- Co-regulator working group
- Commencing pilots across the program – IWCM strategies, skills and training, regional collaboration
- Councillor awareness and training package – including case studies, videos
- Emergency management roles and responsibilities

What do you think?

- What do you think of our program's focus and activities?
- If we are going to **increase support or collaborate with you** – what would that look like?

More information?

Erin Cini
Director Town Water Risk Reduction Program
0422 581 317
Erin.Cini@dpie.nsw.gov.au

Sascha Moege
Manager Town Water Risk Reduction Program
0414 310 763
Sascha.Moege@dpie.nsw.gov.au

Email the team at regional.town.water@dpie.nsw.gov.au

