

Town Water Risk Reduction Program

Stakeholder Advisory Panel meeting #16

25 May 2022

What we will cover today



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Acknowledgment of country

1

Acknowledgement of country

The Department of Planning and Environment acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.



Declarations of conflicts of interest

2

Actions arising from
previous meeting

3

Actions arising from previous meeting

- **Action 14.3** Briefing on secure yield/water security and planning work – Will complete in meeting, agenda item 6
- **Action 15.1** Briefing on quality assurance framework – Will complete in meeting, agenda item 7
- **Action 15.2** Panel members to provide comments on the conceptual framework and the proposed questions proposed by Aither - Complete
- **Action 15.3** TWRRP to prepare a one-page overview of the WaterNSW river water qualities document and place on web page - In progress

Draft regulatory framework - update

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Draft regulatory framework - update

- Overview of the feedback we received
- Implementation and transition
- What we heard and changes to the framework

Overview of the feedback we received on the draft regulatory framework

Who did we hear from?

18 public submissions

- Bathurst Regional Council
- Bega Valley Shire Council
- Cabonne Council
- Central Coast Council
- Central NSW JO
- Central Tablelands Water
- Common Thread Consulting
- Goldenfields Water
- Hunter H2O
- MidCoast Council
- Mr Michael Smit and Mr Adam Jones
- Namoi JO
- NSW Health
- Orana Water Utilities Alliance
- Parkes Shire Council
- Public Interest Advocacy Centre
- Stephen Palmer Consulting
- Water Directorate

Submissions are available on [our website](#).

Overview of consultation

13 survey responses (some organisation responses, some individuals)

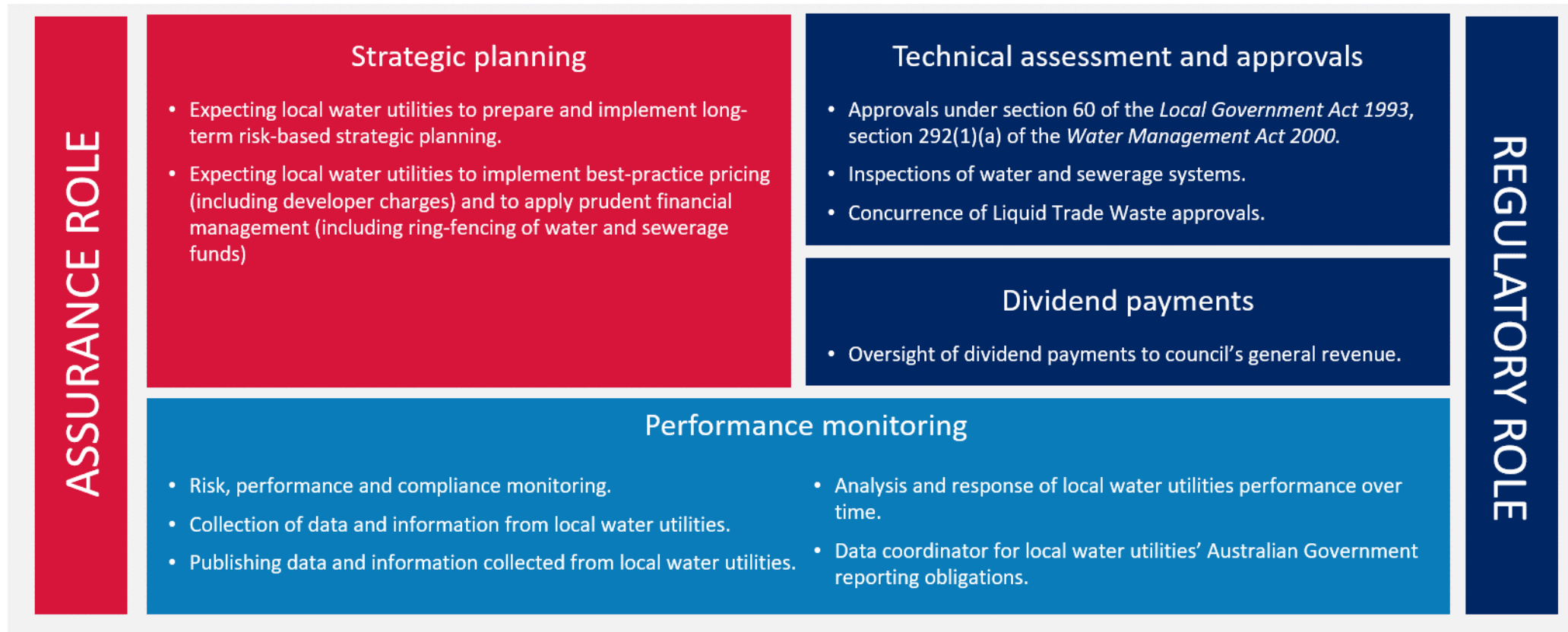
- LGNSW
- Public Interest Advocacy Centre
- Local water utilities: including Carrathool Shire Council, Hay Shire Council, Shoalhaven City Council, Tweed Shire Council.
- Consultants: Focussed Assets, GHD, HunterH2O
- Department staff



Overview – What we heard

- Positive feedback and support for move to risk-based and outcomes focused regulatory approach
- Lots of feedback on potential risks to be managed for successful implementation and specific requests for additional guidance
- Concern framework might leave too much discretion with the regulator
- Concern about the whole framework being Gazetted under s.409(6) of the Local Government Act
- Need to clarify the department's different roles, and where we have a regulatory role or assurance role
- Suggestions for improvements to the regulatory and assurance processes throughout

Regulatory and assurance role of the department



Implementation and transition

How are we managing implementation risks?

- Framework designed to facilitate the change: includes accountability and transparency measures, Quality Assurance, review of decisions.
- Water Utilities team involved in all steps of regulatory and assurance framework design, guidance and process design.
- Training for Water Utilities team for risk-based regulation by 1 July. Training includes management tools to consolidate learning. Additional training modules through July and August.
- Ensure clear interim structure and resources to support change implementation, ahead of broader realignment currently underway.
- Over the longer term, ongoing culture change effort supported by organisational design.

Implementation of the framework

What does success look like on 1 July 2022?

- Minister approves Regulation and assurance framework for local water utilities – framework is designed to support utilities in managing risks
- Relevant sections are Gazetted
- Delegations in place
- Quality Assurance framework in place
- Guidance on using IP&R Framework for local water utility strategic planning published
- Training for Water Utilities team for risk based regulation
- Regulator collaboration framework endorsed by all regulators and published

Section 60: Assessment and approval of works

- Application form available online, ability to track applications 60 day ‘clock’
- External guidance published for applicants
- Internal process in place for assessing and approving applications as, received
- Clarity about all applications currently with the department and a plan for transition

Strategic planning

- Commenced plan for engaging with each of the 40+ utilities undertaking IWCM strategies - to meet ‘no disadvantage’ commitment
- Clear transition timetable

Strategic planning transition



Strategic planning transition



We will publish guidance for each of the 12 strategic planning outcome areas by 1 October 2022.

Guidance will be delivered by the department with support from service providers and other regulators (eg, NSW Health, EPA). Drafts will be published as they are available.

Our intention is to use the following groups to review the guidance:

- Stakeholder Advisory Group (self-nominate areas of interest)
- Strategic Planning Working Group (self-nominate areas of interest)
- Pricing and Financial Management Focus Group
- Water Directorate
- LGNSW

What do you think?

To ensure we can meet the timeline of 1 October 2022 we are planning to use existing collaboration groups and industry representative bodies to review the guidance materials.

We commit to continual improvement of guidance materials, including a review of the guidance materials with our review of the regulatory and assurance framework after 2 years.

What we heard and planned changes to the framework

What we heard from the consultation – Vision and objectives of the sector

Feedback

- Broad support for the vision and objectives of the local water utility sector
- Vision aligns with expectations of regional NSW
- Some views that focus was too much on regulation of local water utilities and not enough on reform of department's approach
- Strong emphasis on the role of the partnership approach between the department and the sector
- Various specific drafting requests

Proposed response to feedback

- Local water utility sector objectives, updated to:

*Services that, ~~where possible,~~ meet customer **and community** needs, expectations and preferences.*

- Refer to a more comprehensive set of legislation relevant to local water utilities (eg, NSW *Public Health Act 2010*)

What we heard from the consultation – Regulatory role of the department

Feedback

- Support for the regulatory role of the department in most submissions.
- Regulatory principles supported but should be given greater visibility in the document and should better emphasise collaboration with the sector.
- Five submissions opposed a regulatory oversight role, arguing instead that regulation could be undertaken through the Integrated Planning and Reporting framework of the Local Government Act 1993.
- Concerns about resourcing implementation, in particular, to ensure cultural change within the department.
- Suggestion that framework needs more emphasise the separation of accountabilities for regulation and assurance, advisory and funding roles.

Proposed response to feedback

- Drafting amendments will emphasise the distinction between the department's regulatory/assurance and advisory/support roles. Further clarifying information to be included in forthcoming guidance documents.
- The department's regulatory/assurance role is acknowledged and broadly supported by the sector.
- The role of IP&R will be explored and supported through a pilot process over the next cycle (2022 – 2025) and further guidance.
- Risks of resourcing and cultural change is acknowledged as a key implementation risk and will be addressed in separate documentation.
- Regulatory principles feedback is supported and will be addressed through drafting changes.

Roles of the department

Policy and strategy

NSW Water Strategy

Regional water strategies

Advisory

Advice on managing regulatory issues

Specific or general technical and regulatory support

Incident and emergency management support

Programs (eg, water efficiency, leakage, training)

Share knowledge and promote best practice

Regulation and assurance

Strategic planning

Dividend payments

Technical assessment and approvals

Performance monitoring

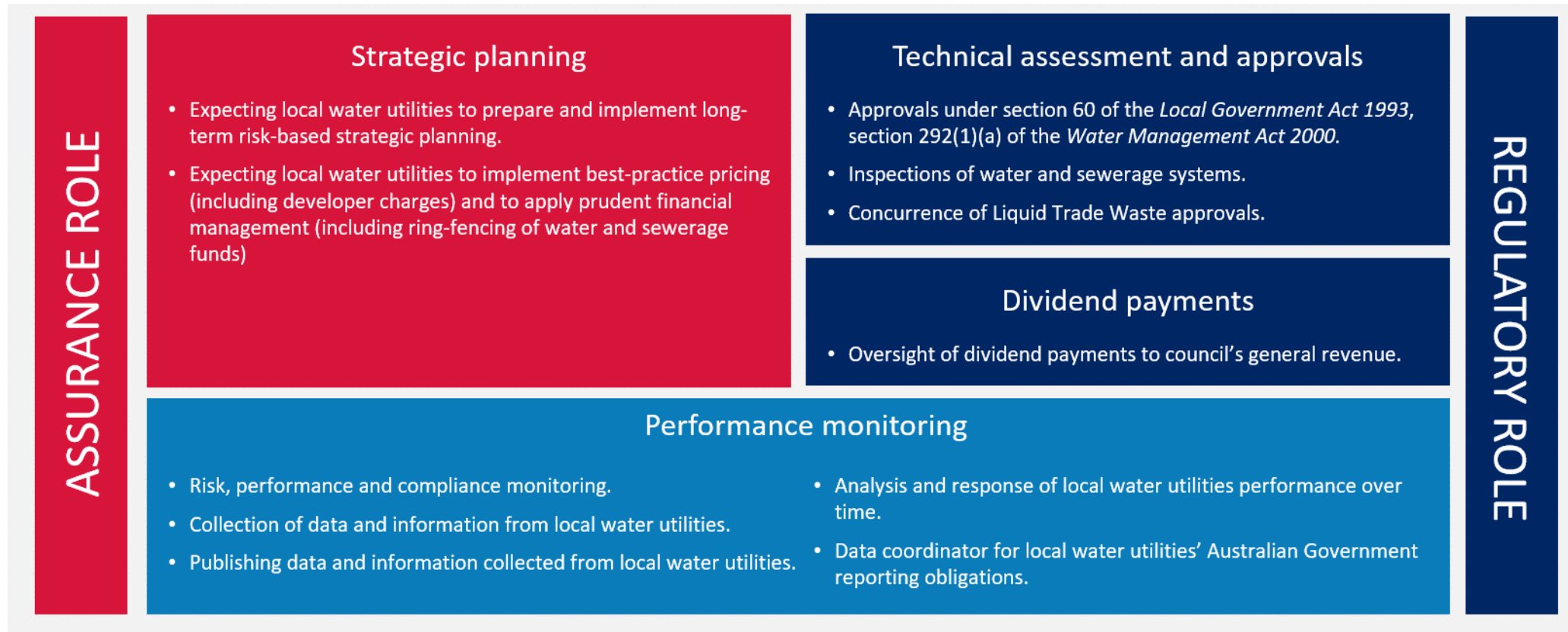
Funding

Safe and Secure Water Program

Aboriginal Communities Water & Sewerage Program

Emergency works

Regulatory and assurance role of the department



What we heard from the consultation – Strategic planning oversight

Feedback

- Lots of constructive feedback and support
- Misunderstandings/miscommunication around department's role, and s409(6) LG Act
- Questions on need for regulatory role as IP&R framework already provides adequate regulatory oversight
- Concern over/opposition potential risk that DPE exerts financial or funding controls or infrastructure approval control to require effective strategic planning as a prerequisite
- Concerns over/opposition potential risk that outcomes focussed approach might leave (too much) discretion to the departmental officers on what is reasonable and, as a result, perpetuate “old ways of working”
- Drafting suggestions to improve set of strategic planning outcomes
- Suggestions specific guidance that might be helpful, including on how to use/integrate with IP&R framework
- Some suggestions about benefits of a more granular assessment decision (ie. to promote best practice not just achievement of minimum and “pass/fail”)

What we heard from the consultation – Strategic planning oversight

Proposed response to feedback

- Clarify the role is oversight/assurance and its rationale (ie to address significant risks that require proactive assurance for sector stakeholders including customers, community, councillors, local water utilities, and regulators)
- Review language to ensure it reflects oversight/assurance role
- Clarify scope and impact of gazettal.
- No change to proposed outcomes focussed approach to the assurance role, relying on quality assurance framework, adequate internal skills and resourcing, cultural change, and improved transparency and accountability mechanism to make it work and not fall back into “old ways”
- Drafting amendments to the set of outcomes to consider/include regional strategic planning approaches.
- Other detailed feedback that will inform guidance development.

What we heard from the consultation – Assessing and approving dividend payments

Feedback

- 10 submissions commented on this section
- Support for requirements/restrictions for dividend payments
- Confusion about financial audit requirements (misunderstood as an additional requirement to existing audits)
- Strong support for a review of the dividend methodology

Proposed response to feedback

- Amendments to framework give more clarity, including that the department does not have an approval role.
- Update internal processes to ensure clear that DPE receives information and checks, (not approves)
- Propose review of methodology by 1 July 2023.

What we heard from the consultation – Assessing and approving proposed works

Feedback

- 17 submissions were received on this section
- Broad agreement that the approach is an improvement on the current processes and
- Strong support for approval at early stage of project development to provide certainty, limit ‘scope creep’ and be cost effective
- Suggested focus for Implementation resourcing and cultural change:
 - to encourage innovation and move beyond “robust and easy to operate”
 - to recognise council's responsibilities for its infrastructure and service delivery risks
- Consider an integrated approval process to manage competing regulatory requirements
- Concerns about how conditioning of approvals might be implemented
- Clarify how funding and approvals processes interact
- Some stakeholders question the need for a role of NSW Government in works approvals

What we heard from the consultation – Assessing and approving proposed works

Proposed response to feedback

- Be clearer about how the framework establishes transparent expectations of the department's role, supported by accountability mechanisms and quality assurance.
- Be clearer that the department is implementing training and management support for staff through the change.
- Clarify the framework for the application of conditions and provide examples in the guidance.
- While integrated approval from multiple regulators is not possible under current instruments, we will:
 - consult with regulators during assessment
 - convene the local water utility regulators forum between agencies
- Provide more clarity about internal review of decisions processes
- We will provide information separately on the interaction between the regulatory framework and funding.

What we heard from the consultation – Inspecting water and sewage treatment works

Feedback

- 10 submissions commented on inspection program
- Strong positive feedback about the inspection program
- Water and Sewage Treatment Officers are 'the soul of the [department's] business'
- Broad support for continuation of the program of inspections and reporting
- View is that inspection reports should only be shared with other regulators if agreed by water utility – not shared directly
- Suggestions for improvements to reporting, particularly around use and reporting data

Response to feedback

- Continue the inspection program
- Review the content of inspection reports in conjunction with local water utilities and other regulators
 - Consider how inspection reports could meet water utilities' reporting needs of other regulators
 - Include more consideration of operational data in inspections, and better manage data collected
- Provide guidance to water utilities on how best to use and communicate content of inspections reports to stakeholders

What we heard from the consultation – Concurrence for approvals to discharge liquid trade waste

Feedback

- 7 submissions commented on this section
- Acknowledgement that trade waste guidelines were recently reviewed
- Suggestion that developer charges are removed from trade waste guidelines
- Suggestion that a simpler methodology be developed for small local water utilities.
- Suggestion for more flexibility – noted that Central Coast Council approach is different to adjacent Hunter Water and Sydney Water
- Timelines should be the same as other regulatory decisions (60 days)

Response to feedback

- Document this feedback so it can be incorporated in the next periodic review of trade waste guidelines

What we heard from the consultation – Performance monitoring and reporting

Feedback

- 16 submissions made responses to the section
- There was strong support for use of the National Performance Reporting Framework (NPR) with the addition of justified NSW-focussed indicators.
- There was general support for the approach for performance monitoring and reporting of local water utilities.
- One submission supported stronger use of IP&R.

Response to feedback

- The performance monitoring focus group (the PM Group) recommended NPR indicators as the basis for performance monitoring.
- The PM Group has considered indicators suggested in response to the public consultation.
- The PM Group has also identified additional NSW-focussed indicators for public consultation.
- A final draft list of indicators, incorporating NPR and NSW-focussed, is being compiled.

What we heard from the consultation – Review of departmental decisions

Feedback

- 14 submissions commented on this section
- Support for introduction of internal review – “good step forward”
- Suggestion to clarify what is required as justification/cause for review
- Suggestion to add option for an independent technical review of decision
- Suggestion of internal peer review of assessment and recommendations (i.e. before decision is made)
- Suggestions for timeliness of a review decision
- Suggestion that the Land and Environment Court be given a role to hear disputes

Proposed response to feedback

- We will clarify what is required as justification/cause for review
- We will incorporate peer review and other internal governance mechanisms in our processes and the Quality Assurance framework
- We are considering timelines expectations for reviews of decisions
- No existing Land and Environment Court jurisdiction

What we heard from the consultation – Collaboration between local water utility regulators

Feedback

- 9 submissions commented specifically on regulator collaboration.
- Strong support for department to act as a coordinating regulator in promoting collaboration between regulators
- Support for department to act as a regulatory expert, supporting utilities to understand the requirements of other regulators.
- Support for regional approach to collaboration, between water utilities and regulators

Proposed response to feedback

- Department to lead the convening of the local water utility regulators forum between agencies
- Pilot regional approach in Hunter / New England region, expand on existing relationship between department, NSW Health and EPA staff.
- Pilot to consider regional forum between regulators and water utilities

Implementation - update

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Actions to deliver and implement



Framework implementation and DPE Water change

DPE Water Utilities team working with the TWRRP team on the changes needed to implement the actions arising from the Town Water Risk Reduction Program

Actions to date

Formation of project teams for preparation of internal and external guidance, processes and templates

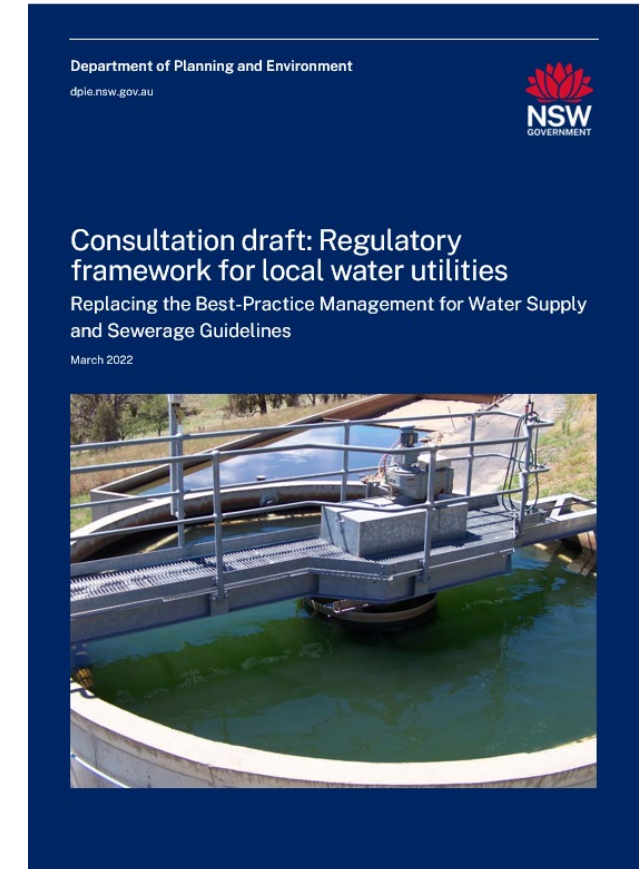
Kick off of quality assurance framework project – strong continuous improvement focus

Implementation and transitional planning for the new Regulatory Framework underway

Planned in the next month

Preparation of internal and external guidance, processes and templates

Regulatory capability training program co-design and delivery



DPE Water change program



DPE Water Utilities team is currently taking part in a change program

Change program drivers

Right structure, resources and systems in place to support the urban water sector

Proactively build culture of the team and follow through on the collaboration training undertaken last year

Strengthen our reputation for consistently providing excellent service to our customers and stakeholders

Realise synergies from addition of new teams to

Actions to date

Change professional engaged

Workshops underway to explore resources, staff training and development, internal systems and documentation

Alignment with TWRRP regulatory framework

Planned in the next month

Co-design workshops with staff

Organisational design

Learning and development identified

Finalisation of change program

Commencement of formal consultation

Water Efficiency Program update



Regional Leakage Program

Bulk meter replacement pilot

Objective: Improve leakage measurement

Metric: Shift LWU water loss management

Current performance:

- assessment with 14 target LWUs
- developing funding agreement for identified projects to a max of \$150,000 per LWU using SSWP co-funding thresholds
- expecting installation of approx. 50 bulk meters

Next steps: considerations of a broader program - 120 bulk meters identified across 14 target LWUs

Active leak detection pilot

Objective: Find leaks, test approaches, demonstrate value to LWUs

Metric: 7,500ML of leaks identified and repaired

Current performance:

- 528km of initial 1,500km round
- 7 LWUs completed, 3 more current, 5 to go this FY
- 1.1ML/year/km leaks found

Broader program target: 7,000km surveyed by June 2024 (10% of mains)

Next steps: consideration of a broader pilot

Washing Machine Program

Washing machine replacement pilot

Objective: Save water, trial approach, assist low-income households

Metric: Pilot target 3,000 units, 75ML/year water saving

Current performance:

- > 3250 applications
- > 2700 approved applications
- > 1700 units ordered
- on track to meet metrics by early June
- participant savings on average \$250/yr (\$70 water, \$90 power, \$90 detergent)

Next steps: considerations of a broader pilot taking advantage of demand and expected benefits

More information: <https://water.dpie.nsw.gov.au/plans-and-programs/water-efficiency>

Other actions underway in DPE Water Utilities



DPE Water Utilities are also working on other support initiatives with the sector

RealWare trial

Objective: Trial and assess handsfree technology

Current performance:

- received 4 headsets
- begun trial with DPE inspection staff

Next steps: continue trial; assess success alongside concurrent pilot trials (TWRRP); decide on expansion

Coagulation prediction software trial

Objective: Trial and assess coagulation prediction technology in regional NSW

Current performance:

- scoping trial for implementation with DPE inspection staff with 3 candidate LWUs (TBA)

Next steps: trial of technology in field with DPE inspection staff and LWU operations

NSW Health – DPE Water webinar and other actions

Objective: Embed learning from recent boil water alerts and water quality incidents

Current performance:

- working group formed with DPE and NSW Health
- detailed look at internal and external facing protocols.
- scoping content with NSW Health

Next steps: production of materials and booking of webinar.

Secure yield/water security and planning - update

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Water security planning

TWRRP SAP briefing

Michael Blackmore
Director Water Utilities

25 May 2022

Water security planning

Water security is important to ensure long term continuous access to reliable drinking water supply and water for sanitation.

Uninterrupted long-term access to water allows communities to grow and thrive by contributing to good public health, economic development opportunities, social amenity and liveability.

Fresh water is a finite resource and is highly influenced by climate and weather patterns.

Without robust water security planning and adequate investment in water infrastructure, a community can be exposed to threat of drought, severe water restrictions, or even water supply failure.

Local water utilities must understand water security

Local water utilities' strategic planning for water security contributes to the water security of their region and the state.

The new regulatory framework asks local water utilities to understand water security as one of the proposed 12 strategic planning outcomes.

- What is the local water utility's access to current and potential water sources?
- How will the utility address current and future risks around reliability of access to water?

A role for the NSW Government

The department works in partnership with local water utilities to support integration of state, regional and local water utility strategic planning – especially with respect to water security planning.

The department also has a licencing and approvals role that includes water supply licencing and works approvals.

Water security analysis

Water security analysis assesses the long-term risk a regional town or community faces in accessing a reliable water source.

This risk is assessed considering the availability of water in the from the environment, operating conditions and the levels of service expectations of the community.

Secure yield

Secure yield is defined as the highest annual water demand (in ML/year) that can be supplied from a water utility's supply infrastructure that meets the levels of service expectations of the community.

The secure yield may be increased by providing larger storages, more water sources, increased transfer capacities, changes in demand or a combination of these.

5/10/10 Rule

Is a common planning assumption or level of service.

5 - a water supply should be under water restrictions for no more than 5% of the time (in a modelled scenario)

10 - water restrictions should not be needed in more than 10% of years

10 - water restrictions should aim to reduce usage (demand) by 10%

The 5/10/10 Rule is a guidance value that can be replaced if the community has alternate expectations about their water security.

Water sources and why it is important



Where your water comes from is important

The three water sources are different and water security analysis is dictated by the source

Note that in all cases water utilities require a licence and works approval.

Regulated rivers

Water and river flows that are regulated by artificial structures such as dams, weirs, off-takes, storages, etc.

Water releases, river flows as well as allocations and ordering are under the control of the NSW Government (DPE and WaterNSW).

Water security is influenced by climate, water storage, allocations, regulated uses, river operations as well as LWU infrastructure.

The NSW Government holds most of the cards.

Example: Water stored in Wyangala Dam and river flows downstream into the Lachlan River, to towns such as Cowra, Forbes and Condobolin.

Unregulated rivers

Water and river flows that are not regulated by artificial structures that are under the control of the NSW Government.

Extraction is controlled by water sharing plan rules but water releases and river flows are not under the control of the NSW Government.

Water security is influenced by climate, extraction and LWU infrastructure such as water storage, weirs, off stream storages.

Example: Water stored in Lake Rowlands and river flows in Coombing Creek upstream and downstream of the dam.

Groundwater

Water under the surface of the ground.

Extraction of water is controlled at a local level.

Water security is influenced by extraction, recharged and LWU infrastructure such as bore characteristics number, size, depth and extraction limits.

Example: Groundwater in the Lachlan Alluvium accessed for Forbes town water supply.

Town water security planning of the past

Unregulated rivers

Local water utilities encouraged to utilise water security planning guidelines known as *Assuring future urban water security: Assessment and adaption guidelines for NSW local water utilities*

Method prescribed is known as the Secure Yield method includes consideration of climate impacts.

Planning methodology burdensome for some water utilities and industry's capability to engage with the guidelines has been a point of concern raised by the sector.

Groundwater

Local water utilities asked to establish the sustainable yield of groundwater sources and contact DPE Water before undertaking this exercise. Method involved local level modelling.

DRAFT – December 2013

Assuring future urban water security

Assessment and adaption guidelines for
NSW local water utilities



Regional Water Strategies

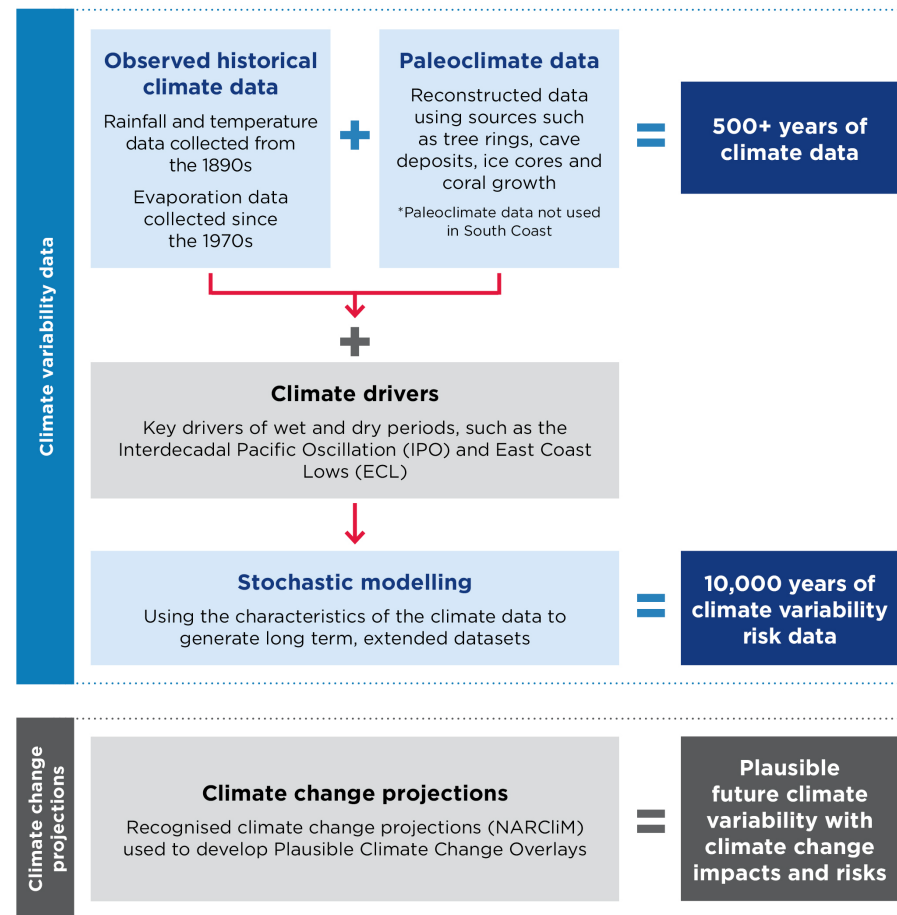
What are the Regional Water Strategies

The NSW Government are preparing 12 regional water strategies in partnership with water service providers, local councils, communities, Aboriginal people and other stakeholders across NSW.

A new approach to modelling

Regional water strategies will be underpinned by new climate data and modelling that improves our understanding of past climate conditions and plausible climate futures, providing a more accurate picture of extreme climate events. The Regional Water Strategies use a new four-step approach to better understand past and future climate risk.

1. Historical data
2. Paleoclimate data
3. Stochastic methods
4. Climate projections



Town water security planning in the future



Regional Water Strategy modelling to underpin town water security planning

DPE Water is modelling all surface water catchments as a part of the regional water strategy modelling project.

DPE Water has made a public commitment to publicly report regional water strategy data in DPE Water's Open Data Timetable.

DPE Water is currently refining guidance for town water security analysis using this new data, which incorporates advancements in climate understanding. This will enable local water utilities to undertake security assessments using the new data, when it is released.

Consolidated guidance is the current vision. Guidance by water source the current step in that vision.

Regulated rivers

HunterH2O engaged.

Interim guidance published, currently being piloted by HunterH2O with local water utilities taking part in the Namoi Joint Organisation's regional water security planning.

Unregulated rivers

HARC engaged.

HARC developing guidance that will then be piloted then finalised.

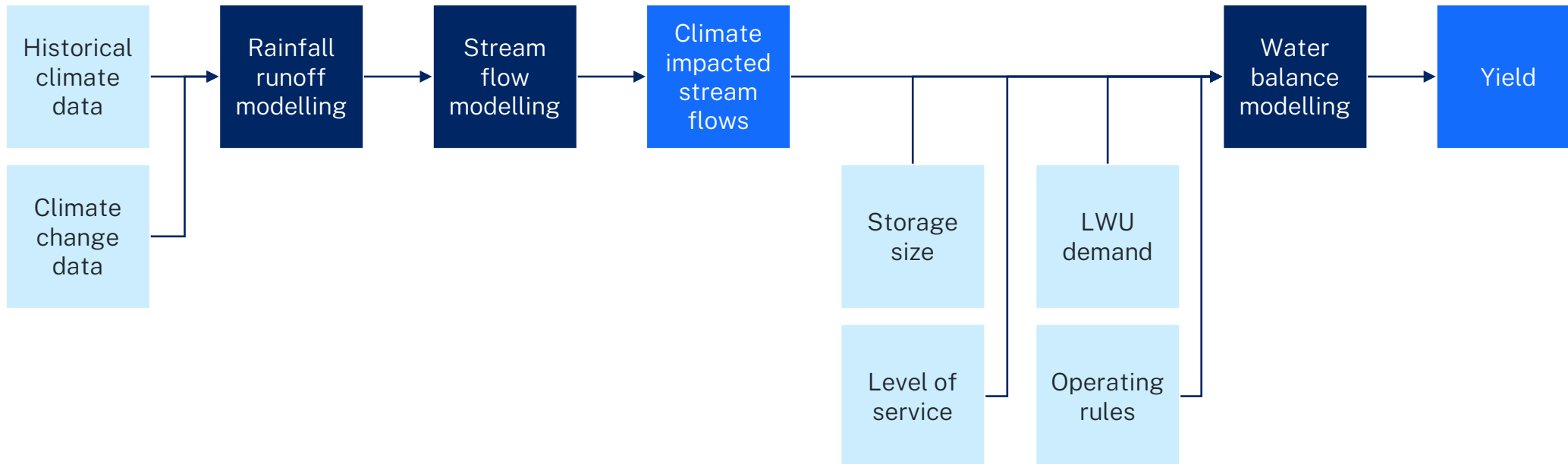
Groundwater

Interim guidance developed with DPE Groundwater and published. Updated guidance material nearing completion. DPE are currently undertaking early works to apply the new climate data to GW.

Deeper dive into unregulated river water security modelling

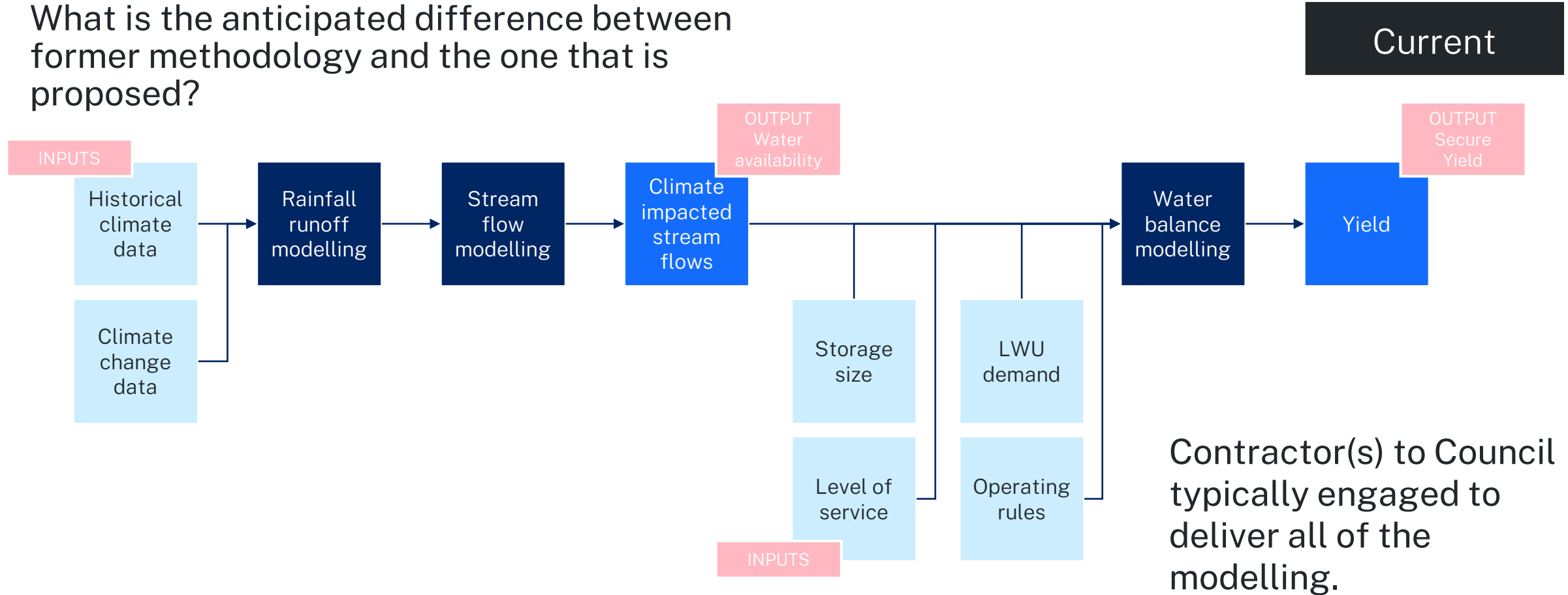
What is the anticipated difference between former methodology and the one that is proposed?

Current



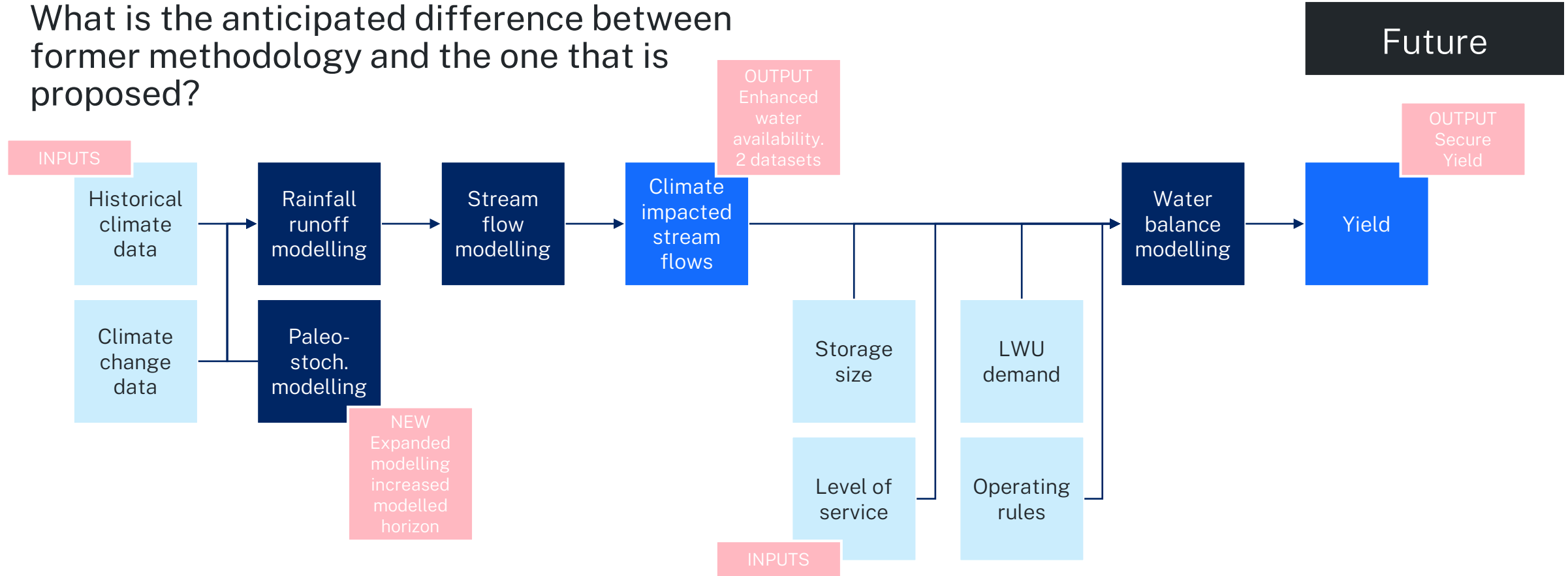
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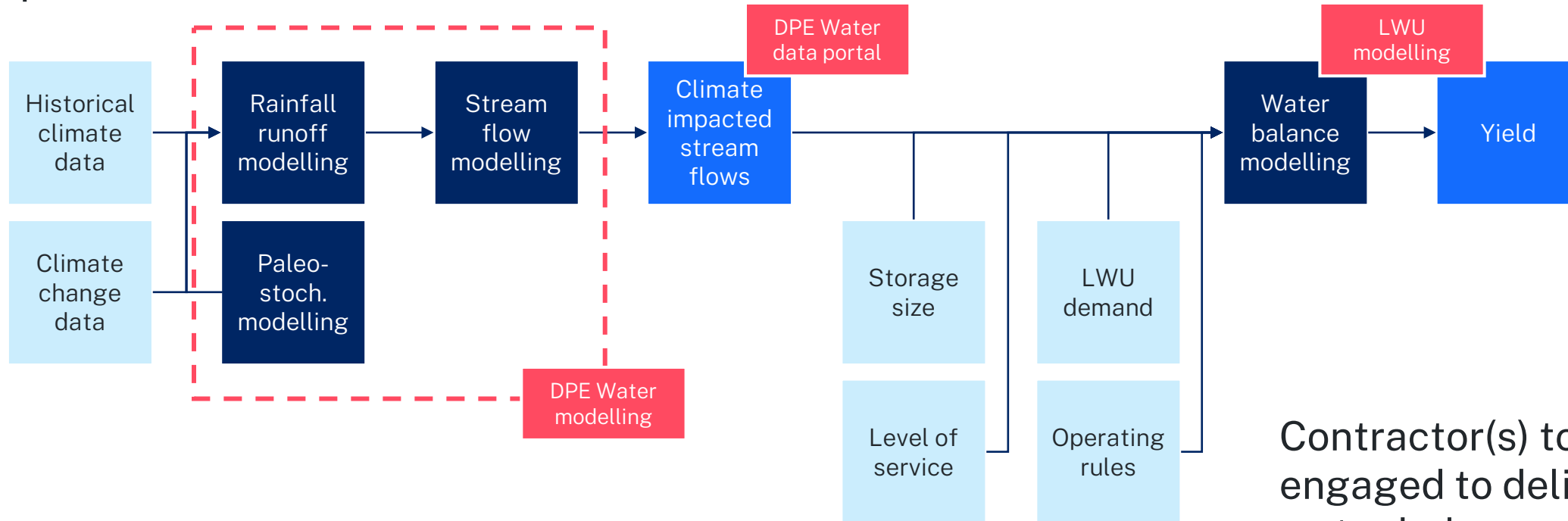
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Deeper dive into unregulated river water security modelling

What is the anticipated difference between former methodology and the one that is proposed?



Future

Contractor(s) to Council engaged to deliver **just** the water balance modelling.

Quality assurance - update

7

Quality assurance - update

An effective approach to quality assurance allows the department to demonstrate that department is:

- supporting achievement of the vision and objectives defined in the regulatory framework.
- satisfactorily addressing the risks that the framework seeks to manage.

To achieve this, the department requires a quality assurance framework that balances the achievement of two objectives:

- Ensuring that the department is managing the key risks flagged in the framework and its work with local water utilities.
- It helps leaders within the department to understand how the department is performing as a regulator, and ensures resources are being allocated efficiently and effectively.

Internal quality assurance measures

Potential focus areas <i>From AS ISO 9001:2016</i>	Definition
Context	The department understands and take into consideration external and internal factors needed to support its regulatory functions
Leadership	Leaders across all levels of the department are committed to the success of the regulatory framework. They demonstrate their commitment by providing sufficient resources and clearly communicating roles, responsibilities, and authorities clear.
Planning	The department have in place a clear plan on how to address risk and opportunities related to its regulatory functions.
Support	The department ensures sufficient resources are allocated to deliver its regulatory objectives, and carefully monitor their use and effectiveness
Operations	The department has in place processes and documentation to support it's of the framework and guide performance of its regulatory objectives.
Performance evaluation	The department have in place a process, systems, and capability to assess its performance against the objectives define in the regulatory framework
Improvement	The department is committed to continuous improvement, including managing nonconformities, solving problems, error-proofing, and taking corrective action when required.

External quality assurance measures



In addition to measuring our own performance, the department must also measure the external impact of the new regulatory framework to ensure it is achieving its intended outcomes.

Potential focus areas	Definition [Proposed measures]
Accountability and transparency	The department can demonstrate that it is both accountable and transparent in its regulatory and advisory roles. It can also demonstrate both impartiality, and satisfy perceived risks of impartiality.
Decision-making structure	The department should be able to demonstrate that internal processes and governance arrangements support regulatory integrity and transparent decision-making. Decision-making should be consistent with the regulatory framework.
Performance monitoring	The department can demonstrate that it is aware of the impacts of its regulatory actions and decisions, helping drive improvements and enhance systems and processes internally.
Role clarity	The department should be able to clearly articulate and demarcate its regulatory roles. Objectives and activities should be clearly distinct from the remit of other regulators. The department should be empowered to co-operate and co-ordinate with other bodies in a transparent manner.
Collaboration and stakeholder engagement	<p>The department should be able to clearly demonstrate that it is engaging effectively with stakeholders as part of achieving the objectives outlined in the new regulatory framework.</p> <p>The department can also demonstrate that it communicates in a transparent and responsive manner, implementing the new regulatory framework in a modern and collaborative way</p>
Risk-based and data driven	The department can demonstrate that it manages risks proportionately and maintain essential safeguards while minimising regulatory burden, and leveraging data and digital technology to support those they regulate to comply and grow.

Other matters raised by Panel members

8

Next meeting and a look
ahead

9

Next meeting and a look ahead



- Next meeting Wednesday 22 June 2022 (9.30am)
 - Regulatory framework
 - Implementation Skills and training

Items for noting

10

A. TWRRP engagement summary April/May 2022

Date	Who we met with	Issues covered
27 April 2022	TWRRP Senior Officers Group (representatives across NSW Government agencies)	Update on Town Water Risk Reduction Program
28 April 2022	Namoi Regional Town Water Strategy group	Progress of the Namoi Regional Town Water Strategy
1-3 May 2022	Western Division of Councils conference, Cobar	Presentation on Town Water Risk Reduction Program
10-12 May 2022	Ozwater conference, Brisbane	Participated in a workshop on skills and training hosted by qldwater.
16 May 2022	Performance Monitoring Focus Group	Regular meeting of the TWRRP Performance Monitoring Focus Group
17 May 2022	Goldenfields Water and DPE Planning	Inclusion of County Councils in the Development Assessment Process.

B. TWRRP Evaluation framework

- No additional feedback received from the Panel following 23 April 2022 meeting.
- In response to feedback received at the meeting, the TWRRP team and Aither have continued to work together to:
 - ensure key risks, such as water security, skills and training are better integrated in the evaluation framework, and
 - refine the stakeholder consultation list and evaluation approach.
- TWRRP team will be sending emails to stakeholders in the week of 16 May 2022 to advise them of forthcoming survey/interviews.
- 24 sector representatives will be offered an interview (including all SAP members)
- 100 sector representatives will be invited to complete the survey (including all councils that the TWRRP has consulted or collaborated with).
- Aither will lock in interviews asap and conduct interviews and surveys between 26 May and 3 June 2022.

C. WaterNSW pilots

- All three pilots have commenced.
 - **Dam Safety (Clarence Valley, Orange/Tamworth Councils)** – site visits to all three councils conducted early/mid May. Initial discussions focussed on a detailed survey of dam operations.
 - **River Operations (Hay/Murrumbidgee Councils)** – Site visit/commencement workshop held 18 May 2022.
 - **Catchment management (Tweed Shire Council)** – kick-off meeting on 6 May 2022, with prioritisation of final focus areas to be completed ahead of meeting in the week of 20 May 2022.
- Weekly progress reporting from WaterNSW to TWRRP (with formal project management each month).
- All pilots are on schedule for completion by end of July 2022.

Town Water Risk Reduction Program

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