



Planning,
Industry &
Environment

Town Water Risk Reduction Program

Stakeholder Advisory Panel

Meeting 6 | 22 June 2021

What we will cover today

Preliminaries

- Acknowledgement of country
- Welcome
- Outcomes and actions arising

Updates

- Regulatory workshops (feedback from interviews and updates on virtual and regional workshops)
- LGNSW conference
- Understanding IWCM strategies and the IP&R framework
- Councillor training
- State Government support in emergencies

Discussion

- TWRRP engagement summary
- Specific issues raised by Panel members

Other matters

- Next meeting

Outcomes and actions arising

- All actions completed on time.
- Invitation to JO Chairs / Executive Officer group to engage.
- Continue to incorporate Panel feedback into virtual and regional workshops.
- Consultation with LGNSW on IP&R / IWCM project and emergency management.



Update
Regulatory Framework workshop series

Roadmap to an improved regulatory framework



Develop roadmap

- **May:** 22 interviews with LWUs, local council staff, elected representatives, state government agencies, private consultants, sector reps.
- **2 June:** 2 online workshops (1A + B) to develop key inputs to roadmap.
- **15 June:** 2 online workshops (2A + B) to codesign roadmap.

Test roadmap

- **June:** Sector-wide online survey.
- **21 - 30 June:** 5 regional roadshow events (Griffith, Dubbo, Queanbeyan, Tamworth and Coffs Harbour).
- **7 - 9 July:** LGNSW Water Management Conference.

What we heard in interviews – views on roles

NSW Government

- State-wide strategic direction
- State-wide resource management
- Funding/financial support

DPIE Water

- State-wide strategic direction/delivery
- Regulate, monitor, assess, approve
- Guidance, direction and support to LWUs

LWUs

- Own and operate
- Set service levels
- Manage risk
- Safe and secure water supply
- Infrastructure and assets
- Community/customer interface
- Workforce and skills training

Co-regulators:

- Communicating/collaborating between each other
- Support strategic planning processes
- Service level requirements
- Manage risk

What we heard in interviews – Perceptions of co-regulators

DPIE

- Mainly negative feedback, mixed understanding/confusion

NSW Health

- Mainly positive feedback, clear understanding

NSW EPA

- Mixed feedback, clear understanding

OLG

- Little feedback, lack of understanding

NRAR

- Mixed feedback, some understanding

What we heard in interviews – regulatory risks & challenges

- Differing capacity, resources and resourcing of LWUs/local councils: one size fits all doesn't work
- Funding/financial burden on LWUs
- Resourcing/staffing LWUs/councils
- Ageing assets/infrastructure
- Lack of shared data, information, modelling to inform planning and decision making
- Water security and supply
- Resilience, future proofing and climate change
- Lack of clarity around responsibility and processes for strategic planning (water security and safety and service provision)
- Complex, confusing, outdated regulations and processes



What we heard in interviews - What is working well?

- Regional focus and local presence of LWUs and regional DPIE teams.
- State and regional water planning (e.g. regional water strategies).
- Some elements of Best Practice Management Guidelines (e.g. benchmarking data) and Safe and Secure Water Program (funding).

What we heard in interviews – what is NOT working well?

- Integrated Water Cycle Management (prescriptive, expensive, little regard for size and scale of LWU/council, lacks collaborative approach).
- Best Practice Management Guidelines (some aspects good but complex, narrow, inconsistent, inflexible).
- Section 60 approvals and processes (not objective or transparent, not suited to design/construct approach, role of DPIE Water, not fit for scale).
- DPIE Water (inconsistent approach to assessment and regulation, lack of collaboration, inflexibility).

What is NOT working well? (continued)

- Confusion around role and approach of regulators (siloed approach, responsibilities unclear, multiple requirements across regulations/legislation).
- ‘One size fits all’ approach (capacity building, support and guidance, collaboration—how to differentiate/regulate between LWUs).
- Lack of access to data, modelling, guidance material to support strategic planning and regulation and delivery.



Feedback from virtual workshops and Griffith workshop

Virtual workshops 2 and 15 June

NOTE: Feedback on both workshops is currently being compiled by Elton Consulting and will be presented to the Panel at the 22 June meeting.

- Well attended:
 - 2 June (workshop 1A): 32
 - 2 June (workshop 1B): 22
 - 15 June (workshop 2A): 31
 - 15 June (workshop 2B): 31

Griffith face to face workshop 21 June

- 23 attendees

Dubbo - 32 registrations; **Queanbeyan** – **29** registrations (as of 22/6/21)

Virtual workshops – Initial observations from TWRRP Team

- Better integration of broader strategic planning (LWU planning, IP&R, regional water strategies, state economic and urban development planning)
- Regulatory framework to support adaptive strategic systems/planning by LWUs; be outcomes-focussed and risk and maturity based
- LWU strategic service planning to be integrated into IP&R framework for best community outcomes
- Scope of s60 to focus on “due diligence” assessment and be based on risk
- Government/regulators consider setting minimum service standards; issues: how to pay for it and how to address not-connected communities
- Concept of a “lead” or “coordinating” regulator
- Appreciation of, and support for, technical/regional support

Griffith workshop – Agenda

Morning session

1. Overview of the Town Water Risk Reduction Program

- Program overview and priority areas
- Collaboration and co-design approach
- Opportunities and challenges

2. Improving the regulatory framework

- Summary of consultation process and outcomes to date
- Interactive workshop activities.

Afternoon session

3. Emergency support for councils and local water utilities

- Feedback on discussions to date
- Workshop activity: Identify priority areas for improvement

4. Regional collaboration and State Government support for local water utilities

- Activity: Identifying opportunities for collaboration between councils
- Activity: Identifying opportunities for State Government support

Update LGNSW conference

TWRRP at LGNSW Water Management Conference 7-9 July

- Minister video message
- Jim Bentley keynote presentation
- Town Water Risk Reduction Program overview and update
 - 30 min session presented by Erin: presentation and Q&A
 - Roadmap for improved regulatory framework – testing workshop outcomes
- Interactive workshop
 - Councillor awareness and training
 - Make it Your Business – Understanding governance to reduce risks in water service provision
- Water Directorate Forum
 - ‘How can State-owned Corporations help Local Water Utilities?’

What should highlight in our overview presentation at the Conference?

Update
Understanding IWCM strategies
and the IP&R framework

Update

Councillor awareness and training

Councillor awareness and training

- Risk Edge has been contracted to develop resources.
- DPIE will provide water content for one page of OLG's 2021 *Councillor Handbook* (no previous content).
- DPIE will brand and host all collateral. These will be made available to interested organisations and agencies.
- David Somervaille has volunteered to be first video interviewee - included in the *Water - Make it your business* presentation at Narrabri.

Update

Enhancing support for LWUs in emergencies

Progress so far

- Completed preliminary conversations with 15 key stakeholders to understand their views of the major gaps in existing emergency support arrangements for LWUs.
 - **Output:** a 'long-list' of the gaps stakeholders told us about.
- Organised an initial workshop of the same stakeholders for Friday 18 June to reflect what we heard and prioritize issues for the program team to focus on over the next year.
 - **Output:** a 'short-list' of priority issues to test with the wider sector.
- Currently designing an activity for our regional roadshows in June that will:
 - Test the priority issues identified at the 18 June workshop with a wider audience.
 - Provide an opportunity for stakeholders who wish to collaborate with the program team on this work to signal their interest.

TWRRP engagement summary

TWRRP engagement summary – May/June 2021

Date	Who we met with	Issues covered
24/05/21	Orange City Council, Cabonne Shire Council, Central Tablelands Water	Potential IWCM pilot
27/05/21	Chairs and Executive Officers of NSW Joint Organisations meeting	Overview of TWRRP
27/05/21	Resilience NSW	Enhancing support arrangements for LWUs in emergencies
28/05/21	Victorian DELWP	Victorian support arrangements for regional utilities in emergencies
31/05/21	DPIE - Planning	Emergency management
01/06/21	Local Government NSW (LGNSW)	Enhancing support arrangements for LWUs in emergencies
04/06/21	Griffith City Council	Potential IWCM pilot
04/06/21	WSAA	Enhancing support arrangements for LWUs in emergencies
09/06/21	NSW EPA	Enhancing support arrangements for LWUs in emergencies

TWRRP engagement summary – May/June 2021 (continued)

Date	Who we met with	Issues covered
09/06/21	Riverina Water, EPA, NSW Health	Riverina Water East Wagga Borefield PFAS
09/06/21	Riverina Water, Wagga Wagga City Council, Lockhart Shire Council	Opportunities to partner with the TWRRP
09/06/21	Goldenfields Water	Opportunities to partner with the TWRRP
9/06/21	Albury City, Greater Hume and Federation Councils	Opportunities to partner with the TWRRP
10/06/21	Murray River Council	Opportunities to partner with the TWRRP
10/06/21	Leeton Shire Council	Opportunities to partner with the TWRRP
10/06/21	Atom Consulting (Annalisa Contos)	Enhancing support arrangements for LWUs in emergencies
10/06/21	Local Government NSW (LGNSW)	Enhancing support arrangements for LWUs in emergencies
11/06/21	NSW Health	How DPIE Water and NSW Health can work better together
15/06/21	Office of Local Government (OLG)	Enhancing support arrangements for LWUs in emergencies
18/06/21	Multiple - workshop	Workshop on enhancing support arrangements for LWUs in emergencies

Feedback from/issues raised by Panel
members

Next meeting

- Next meeting is scheduled for Wednesday 28 July 2021 at 9.30am
- Proposed topics include:
 1. Workshop series outcomes:
 - a) Policy and regulatory objectives
 - b) Roadmap to improved regulatory framework
 2. Dam Safety NSW presentation to the Panel (TBC)
 3. Update on IWCM pilots (EOIs close on 30 June 2021).
- **Have more to say?** Email the team at regional.town.water@dpie.nsw.gov.au