

# Value of Operator Competency

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- The Value of Operator Competency project aims to communicate the value gained by having frontline operators that are equipped with the right level of knowledge, skill and experience applicable to the roles and responsibilities undertaken.

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- This forms the basis of the competency required to exercise good judgement for sound and informed decision making.



- Project research tasks:
  - Literature review of water quality safety incidents.
  - A National survey.
  - Review of the governance approach used by other industries.
  - A review of the international water industry competency requirements.
  - Seqwater case study
  - Competency requirements when adopting new technologies.

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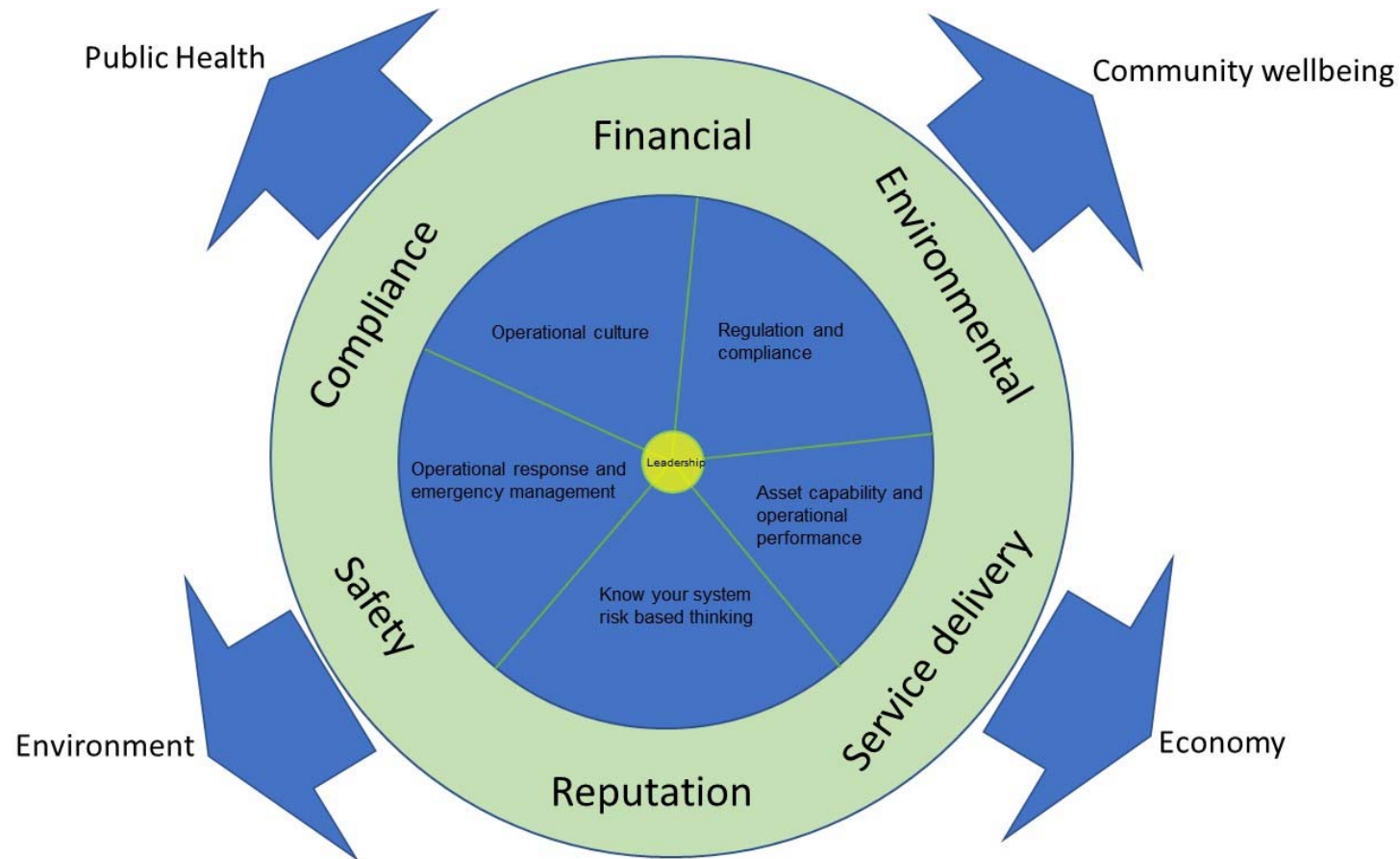
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- Link between frontline operator competency deficiencies and human error, due to poor judgement and decision making.

Precursors → Incident → Aftermath


- Competency deficiencies categorised into five operational principles.

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- What provisions apply to the Australian water industry to ensure frontline operator competency?
    - Legislation
    - Regulator recommendations
    - Certification (Voluntary)
    - Other guidance
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- How has this influenced the Australian water industry approach to the provision of frontline operator competency initiatives?
  - What did the National survey tell us?
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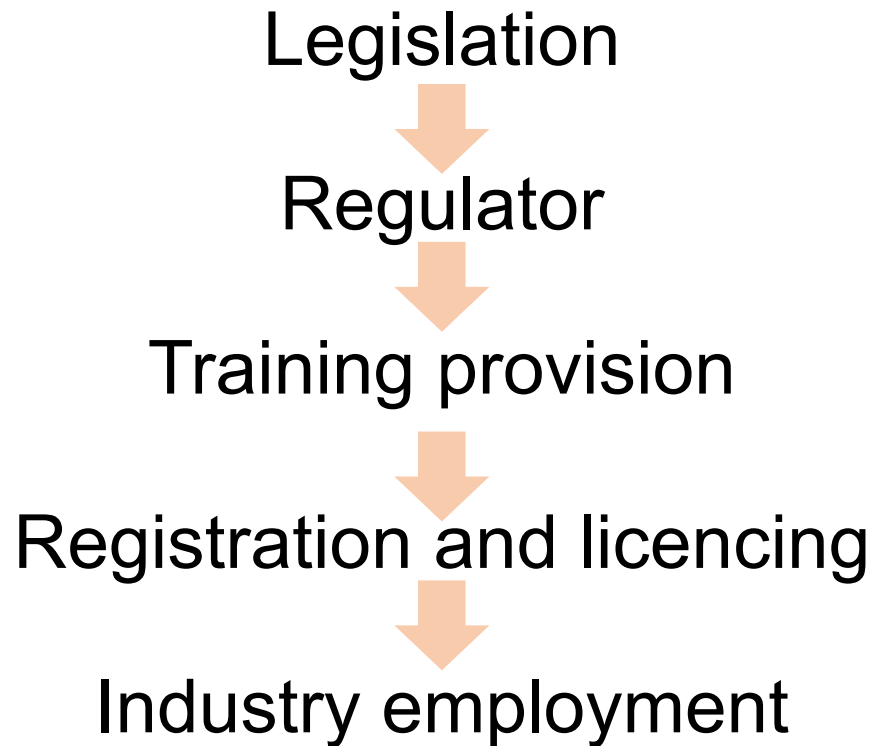
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- How does this compare to other industries?
  - this project compared the requirements for aviation (LAME), nursing, electrical and engineering.
- Employees have similar decision making responsibilities.

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- Other industry governance approach:



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- What does this type governance achieve for these industries?
  - The foundation to the valued trust and confidence we as customers or patients have in the industry or individual delivering the service we seek.
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- Why isn't it the same for the Australian water industry?

*Everyday 24/7 water industry frontline operators are responsible for the delivery of safe and reliable drinking water to millions of consumers and for the treatment of millions of litres of wastewater to ensure environmental protection standards are met.*

- It is frontline operators that make many of the decisions that influence this outcome.
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- Could the governance differences lead to competency deficiencies – the precursor to human error?
  - Is this an acceptable governance approach for the Australian water industry of the future?
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## What opportunities does this research generate for the water sector?

- increased customer trust and confidence.
- benchmarks frontline operator competency.
- builds technical capacity, capability and consistency across the industry.
- facilitates portability of skills.
- increase staff engagement and confidence.
- provides a career path to attract a new generation of frontline operators.

**Key aspects for a resilient and reliable future workforce.**



**Thank you**