

Competency Benchmark Advisory Panel Meeting # 4 Summary

Held on: 26/08/2026 – 10:00 to 11:30

Chaired by: Christine Rieksen

Attendees: Advisory Panel members, Director

1. Acknowledgment of Country

Acknowledgement of Country provided.

2. Welcome and apologies

The Chair welcomed panel members.

Previous meeting minutes was confirmed.

Overview of key actions and matters arising:

- Endorsed Terms of Reference were provided to panel members
- Progressed discussions with Training Services and Office of Local Government on funding options for training delivery
- Change management workshop was held in July.

3. Program updates

An update was provided on the following programs and activities:

- Supervisor uplift program
- Learning materials
- 2026 Workforce composition survey
- Aboriginal pathways program
- Conference participation.

4. Draft Implementation Plan update

An update of the draft Implementation Plan was discussed.

The discussion was focused on:

- Implementation timeline

Department of Climate Change, Energy, the Environment and Water

Meeting Summary



- Pilot programs – Existing Workers (including challenge testing)
- Delivery cost considerations

5. Change management

Feedback on the change management workshop was provided reinforcing;

- Importance of clearly defining the change
- Targeted communication
- Human resource staff within local water utilities are key stakeholders
- Next steps with other stakeholder groups.

6. General business

- NSW Water Directorate provided an update on online awareness modules for water and wastewater operators
- Micro-credentials for new operators were discussed.

7. Next steps

- Registered Training Organisation meeting – 30 September 2026
- Advisory Panel meeting – 25 November 2026