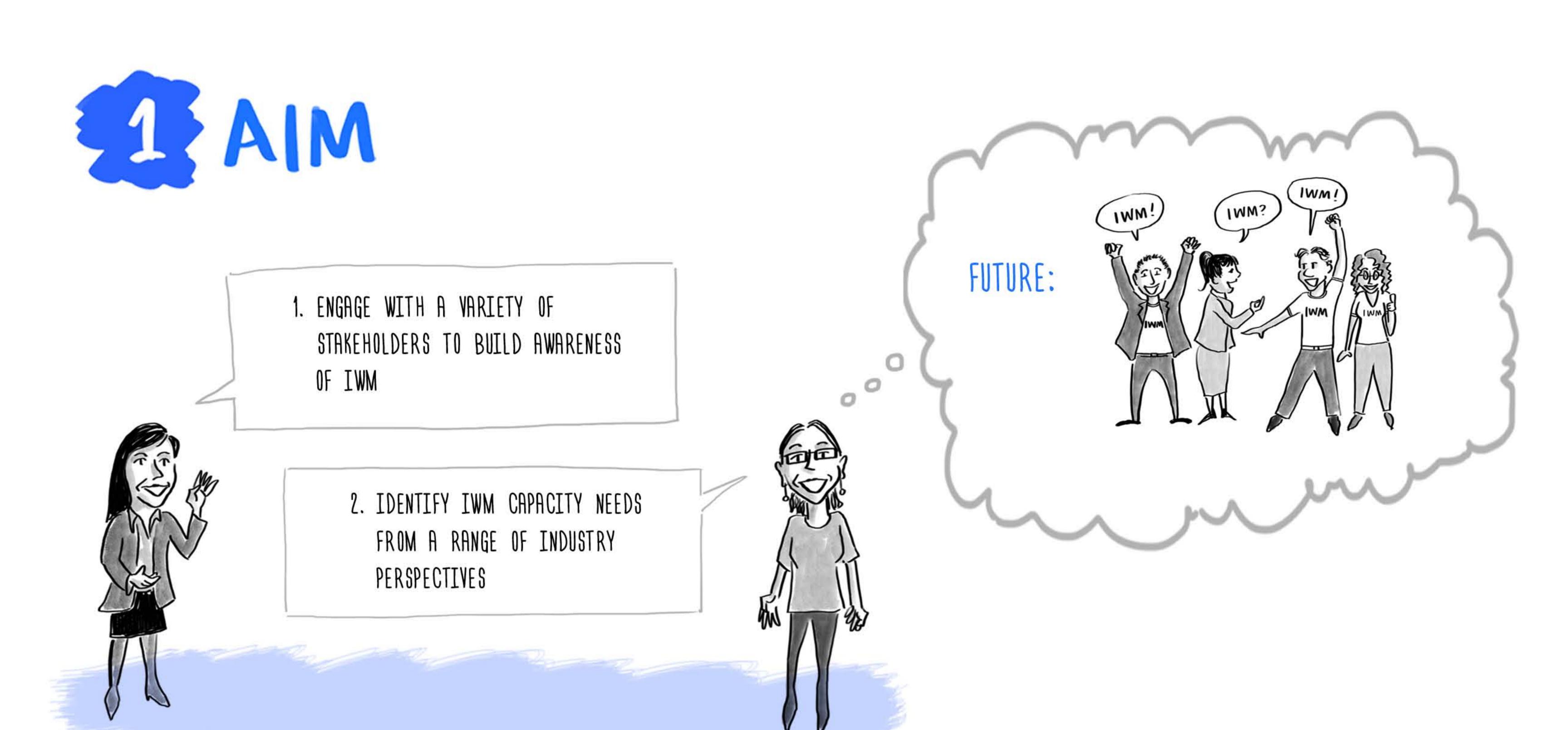
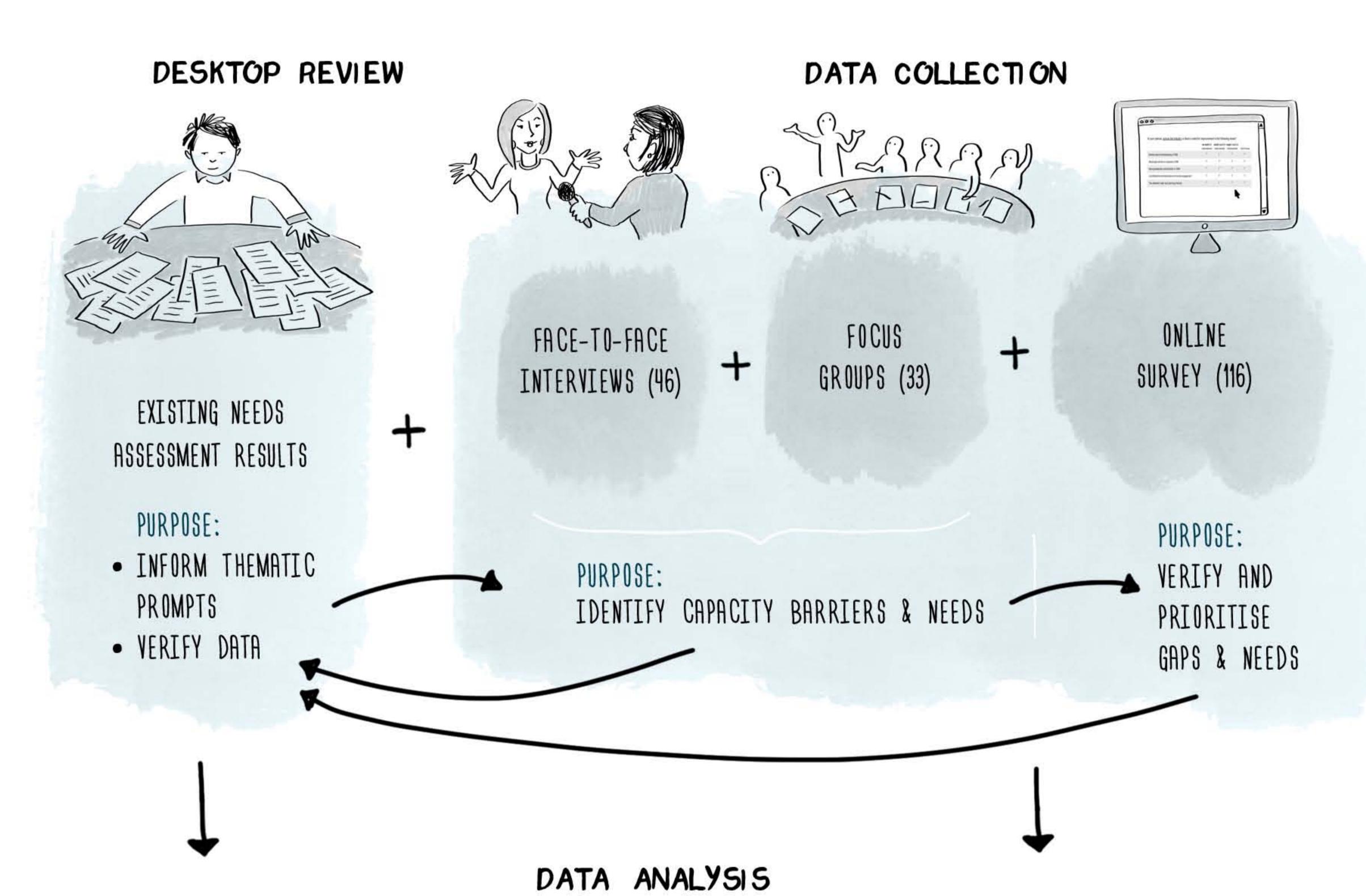
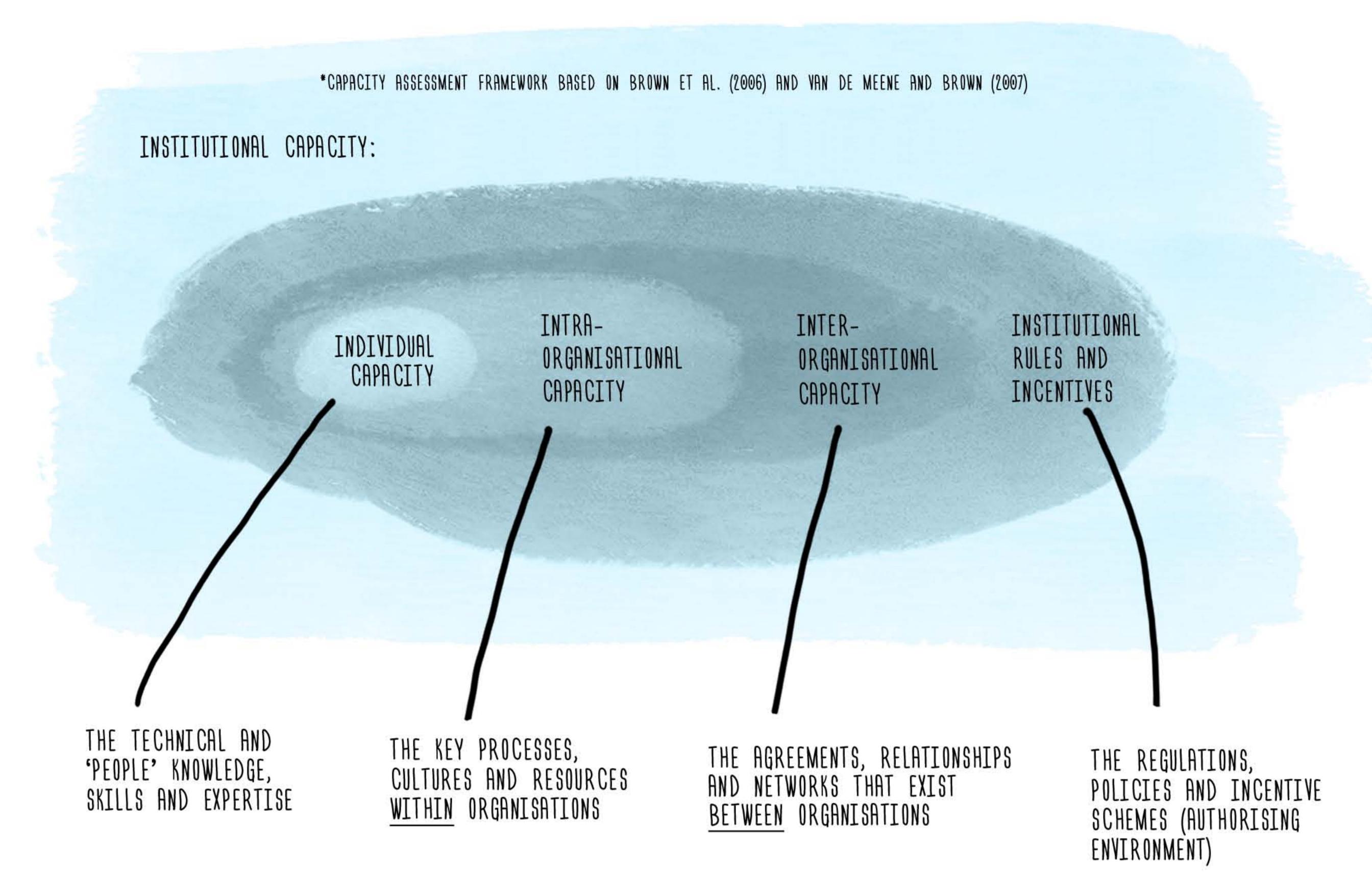
ASSESSING THE IWM NEEDS OF THE VICTORIAN WATER INDUSTRY clearwater.











BRESULTS

MOST PARTICIPANTS HAD DIFFICULTIES UNDERSTANDING THE REAL VALUE AND BENEFITS OF IWM TO THEIR ORGANISATION

IWM VISION (NEED FOR CLEAR AND SIMPLE DEFINITION & TAILORED DRIVERS)

AREAS FOR

IMPROVEMENT INCLUDE

RESPONSIBILITIES, AND

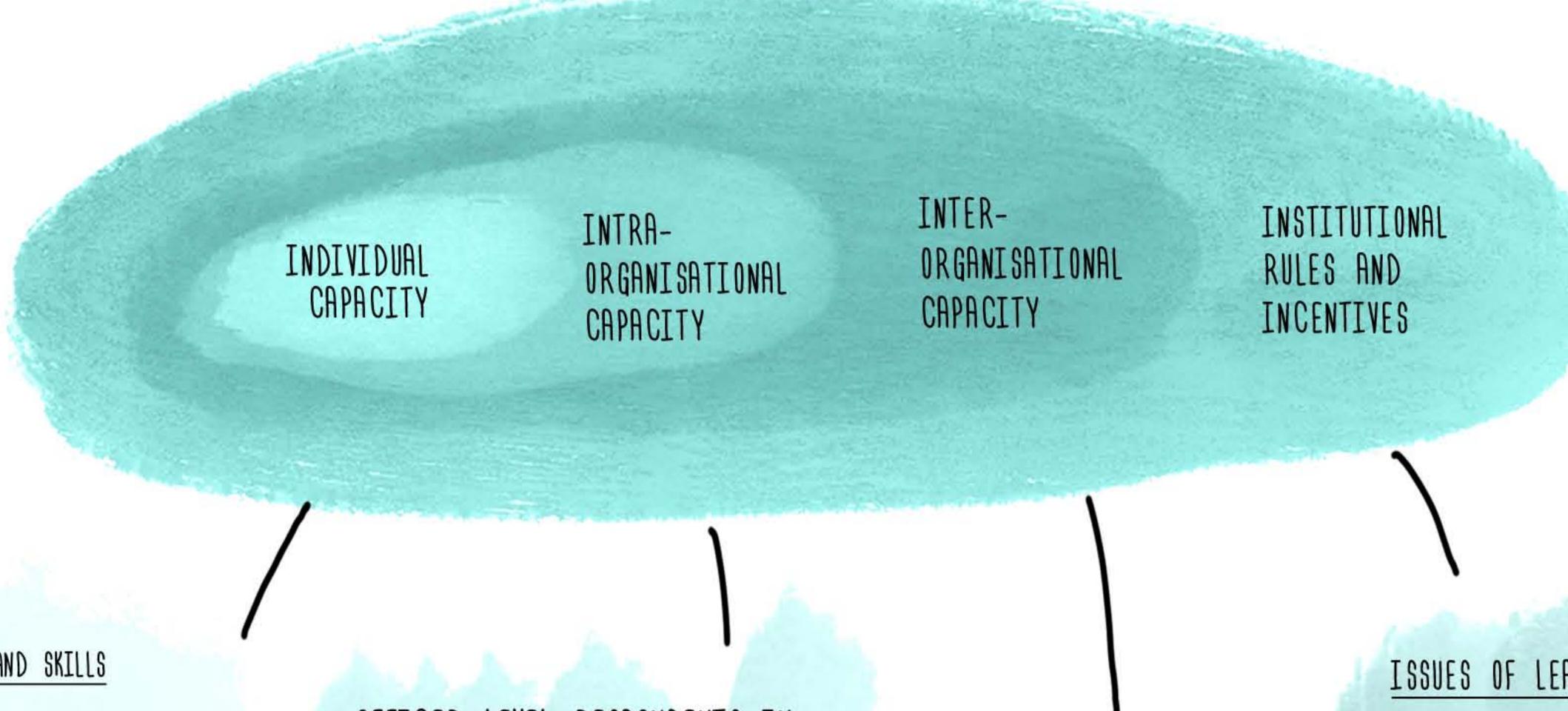
BETTER COMMUNICATION

BETWEEN ORGANISATIONS

CLEAR ROLES AND

AND COORDINATION

INVOLVED IN IWM.



KNOWLEDGE AND SKILLS ALREADY GOOD, BUT IMPROVED BY:

- MORE COORDINATION OF
- AVAILABLE TRAINING MAKE MORE AVAILABLE (REGIONAL + MORE STAKEHOLDER TYPES

e.g. CONTRACTORS)

 BROADER SKILL AND KNOWLEDGE BASE - EXPAND FROM TECHNICAL TO 'SOFT' SKILLS (e.g. INFLUENCING, SYSTEMS THINKING, ENGAGEMENT ETC)

OFFICER LEVEL RESPONDENTS IN PARTICULAR REPORTED A LACK OF ORGANISATIONAL COMMITMENT, OFTEN DUE TO ISSUES WITH INTERNAL COMMUNICATION AND COLLABORATION ACROSS DEPARTMENTS OR A LACK OF

SENIOR LEVEL SUPPORT. THE ABILITY OF CHAMPIONS TO ENABLE THE IMPLEMENTATION OF

IWM WAS ACKNOWLEDGED WITHIN

THE INDUSTRY AS A KEY

SUCCESS FACTOR.

CONCERNS WERE RAISED ABOUT HOW TO APPLY IWM IN A RESOURCE CONSTRAINED ENVIRONMENT. WHO SHOULD BEAR THE COSTS OF IWM? => NEED TO BUILD A STRONG

IWM PROJECTS AND APPROACHES

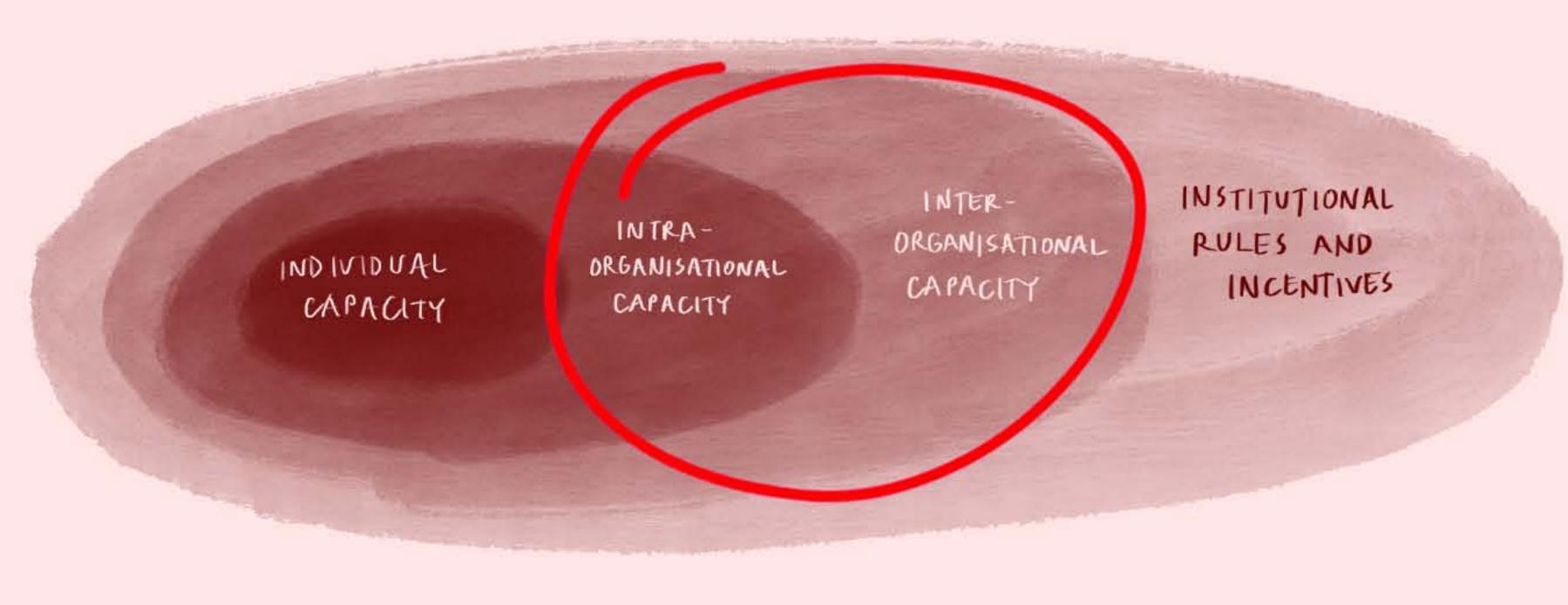
BUSINESS CASE FOR

ISSUES OF LEADERSHIP AND DIRECTION

LACK OF CLEAR AND CONSISTENT LEGISLATION AND REGULATION FOR IWM. IN PARTICULAR, THERE IS A DESIRE FOR IWM TO BE LEGIS-LATED IN A HOLISTIC MANNER

> NEED FOR STRONGER COMMUNITY ENGAGEMENT - PEOPLE'S ATTEN-TION IS NOT ON WATER (THIS RELATES TO THE TAILORED DRIVER ABOVE)

THERE IS A NEED FOR A GREATER FOCUS ON ORGANISATIONAL STRENGTHENING ACTIVITIES (TARGETING INTRA- AND INTER-ORGANISATIONAL CAPACITY);



THERE IS POTENTIAL IN SHIFTING/EXPANDING IN TARGET GROUPS FROM:

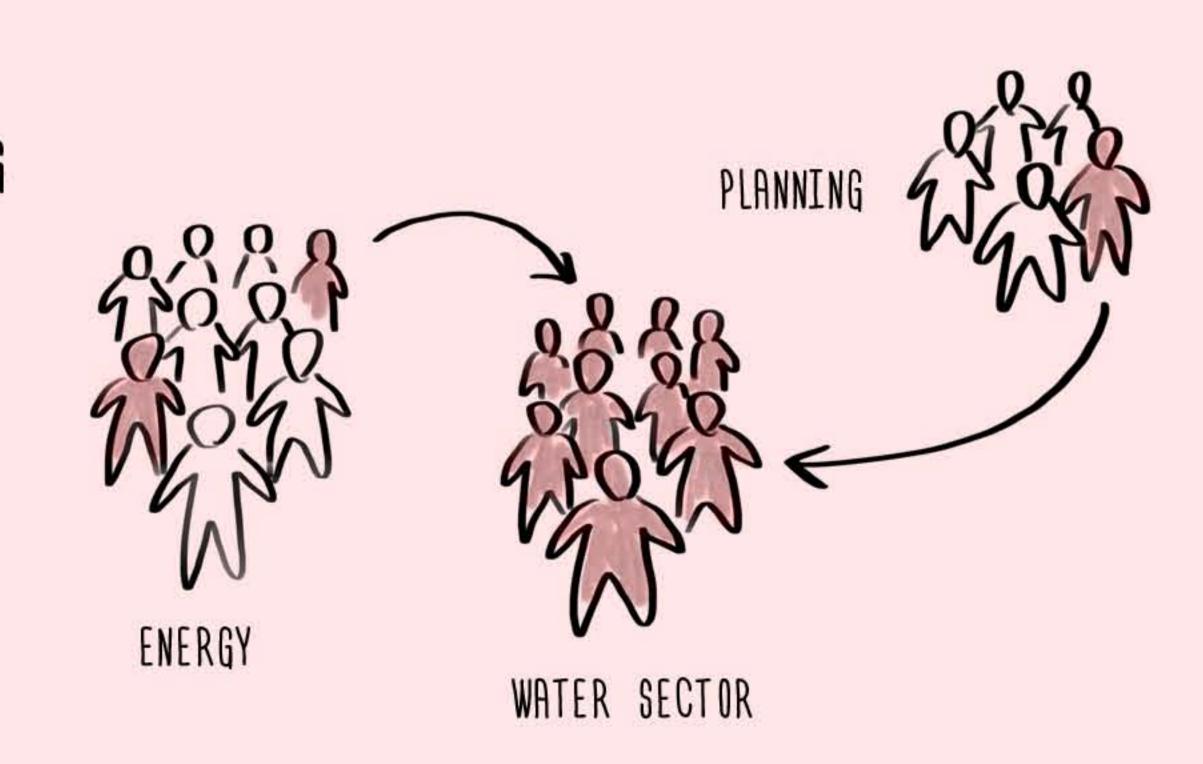
CAPACITY BUILDING CAN HELP BY:

'SOFT' RATHER THAN PURELY TECHNICAL SKILLS;

EFFORTS IN INDIVIDUAL CAPACITY SHOULD CONCENTRATE ON

(1) LOWER LEVEL TECHNICAL OFFICERS TO MIDDLE/HIGHER MANAGEMENT OFFICERS WITH DECISION-MAKING RESPONSIBILITY,

(2) CONVERTED TO UNCONVERTED AUDIENCES, INCLUDING AUDIENCES FROM OTHER SECTORS THAN THE WATER SECTOR.



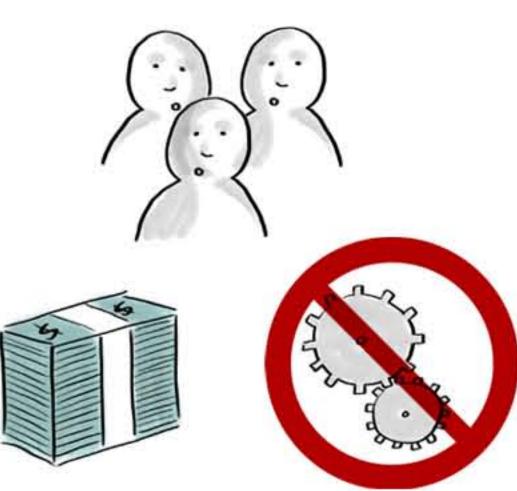
GREATER COLLABORATION IS NEEDED WITH KEY PLAYERS IN THE INDUSTRY AND OTHER NATIONAL OR INTERSTATE CAPACITY BUILDING PROGRAMS



SMALL NEED FOR IMPROVEMENT

4 CONCLUSIONS

IWM IS AN ENGAGEMENT AND INVESTMENT PROBLEM, RATHER THAN A TECHNICAL PROBLEM



NEED FOR SYSTEMIC THINKING

MAJOR NEED

FOR IMPROVEMENT

