

Question 24 (all departments and entities) Challenges experienced by department/agency

Please list a minimum of five main challenges/risks faced by the department/agency in 2019-20.

A significant challenge may be any matter or strategy that impacted the department/agency, whether it arose externally or internally or as a result of new policy or legislation.

	Challenge experienced	Internal/ External	Causes of the challenge	Action taken to manage the challenge/risk
1.	COVID Pandemic – business continuity	External	Rapid and numerous changes to restrictions and requirements. Potential or actual COVID infection within workforce	Barwon Water utilised a Pandemic Incident Management Team (PIMT) to monitor and respond to changes in restrictions and requirements and plan for potential business continuity impacts. Causes such as border closures and differing restrictions within Victoria (regional vs Melbourne) necessitated additional processes and controls to enable field-based personnel and contractors to access work locations in a timely manner. Significant work was done to ensure timely and accurate communications were provided while adhering to requirements such as Communications reviews prior to release. Barwon Water linked with numerous external planning and support forums (e.g. Water Sector Resilience Network, Regional and State Control/Emergency management teams/committees etc.), to ensure rapid intelligence gathering and effective support/management for actual or potential impacts. Barwon Water and the PIMT implemented strong processes and controls to segregate critical roles and enable rapid contact tracing, assessment and response to suspected or actual COVID cases.
2.	Fire Season preparation and management	Internal/External	Resources already engaged in Pandemic incident management/Fatigue/Concurrent events e.g. La Nina	Barwon Water continued the use of established Fire Season Management processes and have drawn on the skills and expertise of in-place Pandemic Incident Management Team members as well as other Operational and Support functions (e.g. Safety team members), to support preparation, monitoring and response to Fire (and Flood/Severe weather) events.
3.	Pressure on Water Security position due to dry 2018-19.	External	Climatic conditions	The Melbourne Geelong Pipeline continued to operate to boost local storage levels. The Lovely Banks to Montpellier pump station was completed at the end of 2019, extending the service area of the MGP

				<p>and increasing its rate of delivery from 7 GL/year to 16 GL/year, which is approximately 50 per cent of the Greater Geelong region’s annual water demand. Anglesea borefield was also brought online in November 2019 to stabilise local storage levels over the summer period. The borefield supplied approximately 2 GL before being put on standby mode in July 2020. Accessing additional water from the Melbourne Geelong Pipeline and Anglesea borefield ensures storages will not go into the restrictions range over the short-term.</p> <p>To combat future water security needs of our region, Barwon Water commenced the Water for Our Future Program. The Water for our Future program will progress engagement with our community and stakeholders to determine a preferred portfolio of long-term water security options that aligns with the vision and criteria set by the Water for our Future community panel.</p>

Question 25 (all departments) Newly created bodies

Please list all newly created bodies (authorities, offices, commissions, boards and/or councils) created within the department in 2019-20 and provide the following information:

- Date body created
- Expenditure in relevant financial year
- FTE staff at end of relevant financial year
- purpose/function(s) of the body.

Not applicable.

Section I: Implementation of previous recommendations

Question 26 (relevant departments only)

Please provide an update on the status of the implementation of each of the below recommendations that were made by the Committee in its *Report on the 2017-18 and 2018-19 Financial and Performance Outcomes* and supported by the Government. Please delete those lines that are not relevant to the department.

Not applicable.

Section J: Department of Treasury and Finance only

Question 27 (DTF only) Revenue certification

Not applicable.

Question 28 (DTF only) Net cash flows from investments in financial assets for policy purposes – General Government Sector (GGS)

Not applicable.

Question 29 (DTF only) Purchases of non-financial assets – General Government Sector (GGS)

Not applicable.

Question 30 (DTF only) Revenue initiatives

Not applicable.

Question 31 (DTF only) Expenses by departments – General Government Sector (GGS)

Not applicable.

Question 32 (DTF only) Economic variables

Not applicable.

Question 33 (DTF only) COVID-19 pandemic response

Not applicable.

Question 34 (DTF only) Resource Management Framework – Funding reviews

Not applicable.

Question 35 (all departments and entities) Enterprise Bargaining Agreement (EBAs)

Please list the Enterprise Bargaining Agreement (EBAs) concluded in 2019-20 that had an impact for the department/agency. For each EBA, please show the number of employees affected and the growth in employee expenses attributable to the EBA.

Enterprise Bargaining Agreement	Number of employees affected	Number of employees as a % of department/entity	Growth in employee expenses attributable to the EBA (\$ million)	Growth in employee expenses attributable to the EBA (\$ million) as a % of total employee expenses
Barwon Region Water Corporation Enterprise Agreement 2019	300	100%	\$893,754.00 or 2.5% wage growth as per Government Enterprise Bargaining policy and wages framework	2.39%

Section K: Treasury Corporation of Victoria only

Question 36 Dividends

Not applicable.

Question 37 Commodity risk management

Not applicable.

Question 38 Foreign exchange risk management

Not applicable.

Question 39 Public Private Partnership (PPP) projects

Not applicable.