



Water Industry Operators Association of Australia

Submission of Abstract

Platform or Poster: Platform

Title of Abstract: Lessons from experienced operators – case studies in critical decision making

Abstract (200 words): The Lessons from experienced operators project is an industry funded research project managed through Water Research Australia (WaterRA).

This project aims to capture the lived experience of water industry operators, to gain an insight into their decision-making process. These include everyday decisions made by operators, along with complex and time critical decisions, that are often made under pressure or with competing priorities.

This paper presents a Decision Ladder (DL) Template theory which has been applied previously to frontline workers across several industries. This is for better understanding the decision-making process used by water industry operators when faced with a range of situations, both in routine and challenging non-routine events.

A set of workplace examples and case studies are presented, selected from accounts taken from operator interviews, to demonstrate the power of the DL Template to convey the critical decision-making process of water industry operators.

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