

# AGENDA – Draft

**MEETING:** Control Room Operations Working Group (CROWG)  
**DATE:** Friday, 8 November 2024  
**TIME:** 09.30am – 12.30pm (AEST/QLD time)  
**LOCATION:** MS Teams Meeting, QLD Meeting “Hub”

**TELECONFERENCE  
 DETAILS:**

## Microsoft Teams meeting

**Join on your computer, mobile app or room device**

**[Join the meeting now](#)**

Meeting ID: 413 829 517 514

Passcode: G5MqbZ

**Dial in by phone**

[+61 2 8318 0090,,701970975#](tel:+61283180090701970975) Australia, Sydney

[Find a local number](#)

Phone conference ID: 701 970 975#

**Join on a video conferencing device**

Tenant key: aemo-au@m.webex.com

Video ID: 134 175 309 6

**ATTENDEES:**

| Name           | Company / Department |
|----------------|----------------------|
| Mario Rositano | AEMO (Chair)         |
| Alexis Bowman  | AEMO                 |
| TBA            |                      |

**APOLOGIES:**

| Name | Company / Department |
|------|----------------------|
| TBA  |                      |
|      |                      |
|      |                      |

**1. Welcome and Introduction**

- 1.1. Roll Call via MS Teams
- 1.2. Purpose and objectives of today’s CROWG meeting
- 1.3. Introduce any new members/guests

**2. Minutes/ Actions**

- 2.1. Previous meeting minutes, etc.
- 2.2. Updates to actions register

### **3. CROWG Meeting Administration**

- 3.1. Rotating the CROWG “Chairing” role.
- 3.2. CROWG on the AEMO website - Forums and Working Groups
- 3.3. CROWG mailbox reminder
- 3.4. Face to face meetings
  - What’s next for the rest of the year?

### **4. Power System – Recent Events and What’s on the Horizon**

- 4.1. Update from members – insights, observations, etc.
- 4.2. Spring observations – new record minimum demands, etc.
- 4.3. Summer outlook – insights, observations, etc.

### **5. Presentations, addresses and suggested viewing material**

- 5.1. Bookends of our workforce – How do our most (near retirement) and least (graduates) experienced staff fit into our control rooms? – Mario – AEMO
  - An approach to senior staff final years – Ed Selwood (Powerlink, GM Real Time Network Operations)
  - AEMO Graduate Program – Maddison Demmler (AEMO, People & Culture)
- 5.2. WA Power System
  - Warren Mumme - Western Power Senior Network Controller WA Representatives
- 5.3. Update on ACRNA Conference in Melbourne 23 & 24 October – Russell Gordon
- 5.4. “Normalisation of Deviance” [human factors] (~23 mins) ([Part 1](#)) and ([Part 2](#))
  - *How does this apply in your control room?*
    - *Ignoring alarms*
    - *SLD’s not up to date*
    - *Procedures not updated*
- 5.5. Other - TBA

### **6. Unit Daily Energy Constraints (DEC) – Constrained Capacity issue non-BDU**

- 6.1. A discussion on incorrectly submitted DEC and its implications from 1 July 2025 as part of the [ERI](#) project – Oliver Derum, OSM Business Lead (AEMO)

### **7. What makes a Control Room great?**

- 7.1. Continued discussion on various aspects of a control room development.
  - Leadership
  - Soft Skills
  - Culture
  - Other

### **8. Workplace Health, Safety and Environment in Power System Operations**

- 8.1. Discussion on how WHSE applies to the Power System.

**9. Training**

- 9.1. Update of Power System Operator Training Framework (PSOT) - Dan Lavis (AEMO)
- 9.2. NEM Operations Academy Program 2024 update - Dan Lavis (AEMO)

**10. Shift Work**

- 10.1. Update from members
- 10.2. Expectations of recent shift workers
- 10.3. Other business

**11. Communications**

- 11.1. Update – Darren Spoor (AEMO)
- 11.2. Revised sentence for 3.3.1 Section C: Operations Contact Details Requirements – Jordan Maxwell & Ben Madafiglio (Iberdrola)
- 11.3. Cyber Security: Spoof calls to control rooms – Jason Smith (AEMO, Energy Market Cyber Communication)

**12. Electricity Industry Terminology and Phraseology**

- 12.1. System Restart Document Update
  - Document review frequency
- 12.2. Emergency and Time Critical Document Update
  - Example: “Disconnection” and associated term information
- 12.3. What’s next?

**13. Control Room Technology and Ergonomics**

- 13.1. What are the latest upgrades, ideas, proposals, projects, etc. What currently works and what issues have been experienced.
- 13.2. Headphones, phones, recordings, etc. What is best practice in the NEM?

**14. Other Business**

- 14.1. Feedback/survey
- 14.2. Frequency of meetings. What should the CROWG aim for?
- 14.3. VDS Update

**15. Next Meeting...**

**Meeting Forward Plan**

| Date | Host | Location |
|------|------|----------|
| 2025 | TBA  | TBA      |