



Water Industry Operators Association of Australia

P.O. Box 6012
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4 Australian Water Industry Operator Certification Scheme Water Treatment Operator WIOA CODE of CONDUCT

This Code of Conduct outlines the standards of behaviour and commitment to excellence that is expected of Certified operational practitioners employed in the water industry.

This Code of Conduct represents a relevant and useful set of guidelines to ensure the profession of a Certified water industry operational practitioner continues to play a vital and ethical role in the operation of the water business.

Responsibilities of Certified Operators

Certified operational practitioner should assist in implementing this Code by helping to foster the professionalism of all operational staff within an atmosphere conducive to the promotion of integrity, appropriate behaviour and mutual respect in the workplace.

Compliance with Regulations and Protect Public Health

1. Understand and comply with relevant Legislation, Organisational policy, procedures and this Code. If there is any conflict between this Code and Legislation, the provision of the Legislation will prevail.
2. Provide services of the highest quality at all times to ensure the protection of public health and the environment.
3. Serve the public interest and act in a manner which promotes confidence in the integrity of all water industry operational staff.

Development of Skills and Pursuit of Best Practice

1. Engage in continuing learning to improve operational competence and extend knowledge and skills.
2. Actively pursue and wherever possible, implement systems which will lead to the attainment of industry best practice.

Knowledge Sharing and Mentoring

1. Seek to exchange and share all operational knowledge and skills attained as part of the Certification process and wherever possible, act as a mentor for other non-certified operators. Adequate training, supervision and instruction of staff are key factors in controlling and managing risks.
2. A Certified operational practitioner has an obligation to take steps to protect their own health and safety and that of their work colleagues, contractors or visitors to a site. They must ensure that staff observes risk management, health, safety, security and personal protective equipment procedures and requirements. Staff must identify and report hazards promptly and supervisors must ensure risks are eliminated or controlled.
3. Co-operate in every reasonable and proper way with other water industry operational staff.

