

OPERATOR

Winter 2011 Edition



Inside

President's Prattle	2
Then and Now.....	2
Black Saturday Fires.....	3
Profile of a Member.....	4
Qld Operator of the Year	4
Qld Water Workers Excellence	5
Qld Workshop	6
New Qld IDIOT	7
Kempsey Bridge Pipeline Repair	8
Barcoo Wins	9
Qualities of a Superhero	9
NZ Tour 2011	10
All in a Day's Work	12
2011 Members Prize.....	13
Corporate Member News.....	14
Men's Health Week Survey.....	15
New Members	16



Victorian bushfire regrowth.
Black Saturday fires –
Operators' insights on page 3.

Qld Operator of the Year
Robin Cherry (R) with
Graeme Anderson.
Read more about Robin
on page 4.



Bungee jump – read about
the 2011 NZ trip and our
intrepid bungee jumpers
on page 11.



Newsletter of the WATER INDUSTRY OPERATORS ASSOCIATION OF AUSTRALIA

President's Prattle



Recently, as part of another life as a school board member, I listened to a fantastic speech by an educator who talked about educational change and the way that the information age has altered how schools are now expected to deliver learnings. The presenter relayed a conversation he had with his daughter after enquiring if she would like a watch for her birthday. The daughter replied “why would I want a watch it only does one thing? My phone can tell me the time, make a call to someone, let my friends know how I’m going via social networking and then order and pay for tickets to a show”. The father, who at this stage started to feel really old looked at his watch and said “no hang on, it can tell me the date as well”. The moral of the story is we live in a very fast moving information age.

Operators are no longer just expected to perform their normal roles by way of supplying safe drinking water, repair broken mains and/or maintain a safe and sustainable environment 24 hours a day 7 days a week for 365 days of the year. We must do it all while having a computer and phone strapped to our chests! Gone are the days of playing the hero, take for instance Superman - saving the girl and heading home to enjoy a kryptonite-free cold beer. We must now remember to fill out the paperwork at the end of the day as well. With a majority of the workforce in most councils and water boards having operational staff with less than five years experience and who are younger and faster; it's time for most of us to hand over the lycra to someone who fills it out better than we can. This is where hopefully WIOA can always play a huge role in making sure the information gets out to our younger generations and recognising the legacy of the retiring brigade.

Hope you enjoy our ‘Superhero’ edition and remember *keep on raising the bar.*

John Day, WIOA President



Captured in one photo – water level measurements in a tower.



Level measurement was achieved using a “mechanical” technology. The red circled gauge is a bourdon mechanical movement to indicate water level in the tower. Operators needed to go to the tower to view and record the water level in the tower.



Level measurement is achieved using “electronic/digital” technology. The green circled sensor is a non-contact radar level sensor. Sound pulses are transmitted from the sensor to the surface of the water and bounce off the water back to the sensor. The “transit time” between the sent and received sound pulses is electronically calculated to provide the level. This level is then transmitted by either analogue or digital signal to the operator’s control room for the operator to view and record.

BLACK SATURDAY FIRES – Operators' Insights

It's now two and half years since the Black Saturday fires in Victoria and whilst the burnt trees are slowly being replaced with new growth, the hurt to the community is still raw. Water industry Operators from Goulburn Valley Water (GVW) were one of the first services on the scene, involved in the important task of securing water, providing water pressure and stopping water and sewage leaks. Both the South East and South West teams were involved in the fires in some way, with these teams located in the southern section of the GVW service area. These WIOA members not only work but live in the hardest hit areas. I felt it was time I spoke to some of these brave individuals to share their personal stories.

Over the days and weeks of the fires, the operators had to find ways to deal with what they were seeing to allow them to get on with the job. There was not only the emotion of seeing what had been destroyed by the fire, but for many of the workers, their own homes and families were being threatened. Below are comments and observations from the South East team, based in Alexandra and responsible for surrounding towns including Marysville, who experienced the devastation first hand when attending the scene in the days, weeks and months following that tragic day.

"Immediate shock horror, devastation, loss of life, towns destroyed. We had to drive into a war zone. It was very upfront. Then we had to combat our own internal anxieties, had to get control to be able to continue with our own jobs. Couldn't believe what we saw. Had to collect ourselves."

"We needed to crimp copper pipe for hours from lowest to highest part of town – trying to increase water pressure. Working up slope chasing water leaks for days. We were constantly checked by police – asking what we were doing there."

"Work came first but we also had our family, friends and animals at risk as fires were still blazing. They had to fend for themselves. Fortunately this is a very dedicated team. Everyone came to work and gave 110% at work. Phenomenal hours were put in to get power and telemetry back on."

In the weeks after the fires were put out, the work continued. The rest of the state had moved on, but workers in the area were trying to put things right. Overwhelmingly, the smells and sights of the carnage left by the fire were a constant reminder of what they were dealing with. On top of that, they were working in communities that were grieving the loss not only of property and infrastructure, but horrific loss of life. It was an isolating job as it was difficult to convey their unique viewpoint and experience to others.

"There was a series of road blocks for weeks leading up to Marysville. We had to drive past burnt out cars every day – weave our way up the highway. Everything felt like it was stuck in a time capsule. There was little outside communication as all the phones were down. It was very quiet, not a bird or animal to be heard or seen, no one allowed past the road blocks but us and the police. There were red sun sets and smoke for three weeks."

"Getting home at the end of each day you smelt of charcoal and smoke. Whenever you saw people all they wanted to do was ask you questions about what you saw. But you didn't want to talk about it, you kept avoiding the questions."

"There were people that stayed in the town – shell shocked after their experience – we found it hard to do our jobs as we kept getting stopped by the residents to talk, as no one else was allowed in – we had to be compassionate but also get our jobs done. We became counsellors ourselves."

The impact of the fire didn't stop once the flames were out and rebuilding had started. Even as regrowth was happening, people were still coming to terms with what had happened and how this was going to change their existence, as individuals and as a community.

"There was an immense social and mental impact on the works team. Some of the sights the guys had to face you never want to see. We knew people that didn't make it, only saw them days or hours before. Socially things are not the same. We have gone from a high to a low. The community spirit straight after the event was amazing. The community mindset has changed now."

"I was so happy to have a new car smell when I was issued my new ute. For months the ute reeked of smoke and ash which was a constant reminder."

"Mopping up for months was very arduous. The clean up tripled the work load. It was an eerie moonscape after the clean up."

"Hard to fathom how many trees used to be there – now it's just open – moonscape."

"The cycle of life is moving on – slowly but surely. The first regrowth happened around autumn."

"We are still locals doing our jobs. Living as part of the community."

"It was a huge impact socially – we are still trying to do our jobs but affected by what we saw and had to deal with."

This interview was not easy to conduct. I would like to extend my sincere gratitude to the GVW South East team; District Manager Ken Turner, and team members Peter McNair, Gary Fox, Heath Vine and Rachael Walker, who shared these very personal stories with me. You are all heroes in my book.

Cynthia Lim



PROFILE OF A MEMBER

Name: Kim Barton

Position: Assistant
Team Leader Treatment and
Pumps East

**Employer &
Location:** Cradle
Mountain Water -
Devonport



How long have you worked in the water industry and what attracted you to it? 16 years, fell into the role via an opportunity.

What do you enjoy most about your job? Variety, hands on, outdoor, plus the overall challenge

What is the most exciting/adventurous thing that you have experienced at work? First time down a manhole (confined space) for blocked NRV.

How long have you been a WIOA member? 12 months

How do you relax? Fishing, motor bike riding, spend time with family..

Where do you live and what's the best thing about it? Devonport, lifestyle and culture.

OK, A FEW QUICK QUESTIONS TO FINISH

Age: 48

Nickname: Bart

Family Status: Married with two

Pets: No

Favourite food: Roast

Least favourite food: Fast food

Favourite TV show: Sons of Anarchy

Worst TV show: Friends

Favourite Movie: Mad Max

Favourite Musical artist/s: Ozzy Osbourne

Favourite book: Travel Australia

Ambition in life: Stay happy

Hobbies: Fishing, bike riding

Best Trait: Silly, happy go lucky

Worst Trait: Perfectionist / clean freak

Four people to invite to a BBQ: Ozzy, Kylie, Queen Elizabeth II, Benny Hill

Brendale Angler Snags Queensland Operator of the Year Award

sponsored by 

Unitywater's Robin Cherry, Queensland Operator of the Year 2011, is a veteran of the water supply and sewerage industry. Robin, the operator of the \$20 million Brendale Sewage Treatment Plant (STP) for more than three decades, recently snagged his Queensland water award at the Water Industry Operators' Association conference in Toowoomba.

Robin won the award based on the criteria of overall plant management, performance and presentation, knowledge and input into plant processes, understanding of environmental issues, as well as initiative and innovation in process operations.

He beat some tough competition, coming up against contenders from across Queensland, including two colleagues from Unitywater. "They say I have the knack for running a biological nutrient reduction treatment plant," Robin said. "It's the first time I've ever won anything, so it was a big surprise."

Since the 1970s, Robin has embraced the challenge of ever-enhancing technology for monitoring the treatment plant and a few upgrades in facilities.

"When I first started out 37 years ago in Pine Rivers Shire Council, sewage plants were small package plants attached to individual estates," he said. "There were about nine of them that were eventually reduced to one plant at Brendale."



Robin Cherry at work

Robin's next challenge will be working on the \$19 million upgrade of the Brendale STP, which recently reached its capacity. "We currently process 7 million litres of sewage a day and need to upgrade to allow for the growth of industry and residential estates in the Brendale and Warner areas," he said.

Robin, who has overseen two major upgrades in the past, said the next upgrade would provide significant benefits to local recycled water users like sporting clubs.

His greatest 'water adventure', work wise, has been getting the right mix of phosphorous and nitrogen and other biological nutrients in sewage to protect the local environment, especially the rivers he loves to go fishing and crabbing in. Robin is a keen angler in the local area. In the Pine River, Robin enjoys crabbing in his motorised 4.2m aluminium tinny with loyal hunting dog Gemma, a great dane bullmastiff cross. "At dusk, while putting bait in the crab pots or collecting mud crabs, we often see bull sharks jumping out of the water."

But in the quieter realms of the STP, Robin sticks to taming creatures of another nature – the bugs or micro-organisms that aid in processing sewage water before release into local waterways.

Robin's prestigious plaque for Queensland Operator of the Year is now in pride of place on his desk.

"It was good to be recognised, but I've had a lot of good people behind me," he said.



Qld Water Workers Recognised for Excellence

Two highly skilled technical water operators from the Gold Coast and Nanango have been recognised for their outstanding achievements at this year's Queensland Water Industry Workshop.

Brendon Schutz (Allconnex) was awarded the **qldwater 2011 Queensland Operator of the Year – Civil Works**, and **Cameron Ansell** (South Burnett Regional Council) the **qldwater 2011 Queensland Young Operator of the Year Award**.

Dr Rob Fearon, CEO **qldwater** said the awards acknowledge the recipients' individual contribution to the urban water industry and reward innovation, civil expertise and customer service. The young operator award also aims to encourage future opportunities for young operators within the industry. This year's award recipients were well-deserved winners and it was encouraging to see such a high level of commitment and dedication to the future of the water industry across this year's nominations.

"Both have completed Certificate III in water industry operations and have made significant contributions to their employer and the community. Brendon's success is a tribute to his 10 years civil and customer service expertise. Brendon has effectively managed the Gold Coast's innovative Pressure Leakage Management Project, which is designed to reduce water usage and minimise water loss through the detection and isolation of water pressure and leaks. This has been a particularly important project for the Gold Coast community, especially during the drought period prior to 2010. Brendon's ability to manage the technical aspects while responding to community issues has ensured this project's success" he said.

Dr Fearon said as Treatment Technical Officer for the past six years, Cameron had been instrumental in managing the successful upgrades of the Kumbia Reservoir, Gordonbrook Treatment Plant, Yallakool Tourist Park Sewage Treatment Plant and Murgon Water Treatment Plant projects. Cameron's strengths have enabled him to improve service infrastructure while reducing costs and time frames for the completion of projects. This has resulted in large cost savings for the community, an increase in quality and dependability of water supply and better workplace health and safety outcomes," he said.

Operator of the Year – Civil, Brendon Schutz said he was delighted and honoured to receive this award. "I feel as though I'm continuously learning new things everyday about the water industry, so to be recognised for my contributions so far, is a truly rewarding experience. I thank Allconnex for the opportunity and am looking forward to the further professional development opportunities that the award will provide," he said.

Cameron Ansell said he was very pleased to have been nominated and recognised through this award.

"It is great to feel a part of the water industry and for my efforts to be recognised by my colleagues and peers. I am very grateful for the experience I have gained at the South Burnett Regional Council. Working within a smaller council allows for involvement across the entire spectrum of operations from treatment through to reticulation. The projects I have worked on have given me such a broad level of experience," he said.

Award recipients receive an all expenses paid trip to join the WIOA tour of NZ and attend the Water Industry Operations Group New Zealand Conference in 2012, a perpetual commemorative trophy to be presented to their council and an individual plaque.

Winning nominations were selected by a panel of water representatives from employer submissions demonstrating candidates' commitment to skills training and development, overall plant or system management and responsibility, Occupational Health and Safety, customer service, teamwork and ability to meet Standard Operating Procedures and Council/Authority and regulatory requirements.

To be eligible candidates must be employed within the Queensland Water Industry and be responsible for the operations and maintenance or construction of community/industrial water and wastewater treatment plants, operation and reticulation networks. A list of full criteria is available at www.qldwater.com.au under "Projects and Training."



*Operator of the Year (Civil Works) -
Brendon Schutz (L) with Rob Fearon*



*Young Operator of the Year -
Cameron Ansell (L) with Rob Fearon*

QLD WORKSHOP

Comments from Attendees

I found the event to be a useful tool for an operator and most interesting. The networking aspect was great for me as it was my first event of that kind. WIOA are to be commended on the running of such a professional and highly successful workshop. Thank you for the opportunity to attend!!!!

Martin Melville, Water Treatment Operator Sunshine Coast Region, Seqwater

The Toowoomba WIOA Conference was a great event, you got to see all the new technologies from the companies at the trade show and I also got to meet other operators from across Queensland and hear the papers written by them on their respective plants. I got the chance to write and present a paper for the first time which was a real buzz to do. I was fortunate to receive second prize for the Ecolab best paper by an operator at the workshop.

Martin Schelberg, Senior Water Treatment Plant Operator, Toowoomba Regional Council



From an Exhibitor viewpoint As with all the WIOA shows we have exhibited at, it was very professionally organised and run and we get good results. **Darren Taylor** (L), Merriman



Award Winners

Congratulations to all the 2011 Qld Workshop Award winners

Ecolab Prizes – Best Papers by Operators

First Place – Marcus Boyd, Toowoomba Regional Council

Second Place – Martin Schelberg, Toowoomba Regional Council

Third Place – John Granzien, SEQ Water



*Ecolab Prize –
First place winner
Marcus Boyd (R),
with Alex Madarasi
from Ecolab.*

Iwaki Pumps Australia Prize (formerly WITA Prize) – Best Paper Overall



*Ian Davis (L) with
Shane Wohlsen from
Iwaki Pumps Australia*

WIOA Prizes – Best Poster Papers

First Place – Martin Melville, Seqwater

Second Place – John Paulger, Toowoomba Regional Council

Third Place – John Paulger, Toowoomba Regional Council



*First place winner –
Martin Melville (L)
with George Wall*

A New Queensland IDIOT

It was WIOA's pleasure to induct another WIOA Member into the esteemed IDIOTS (Inducted as a Delegate of the Inextricably Obstructed Tap Society) fraternity during our Workshop in Toowoomba in June.

John Paulger has been in the water industry since 1971 and has had an unwavering passion for the industry for decades. He was active in trying to get a national operators association going in the 1980's and was very active with WITA in its formative years, regularly attending numerous WITA, (now WIOA) events.

John joined WIOA in 2004 and has been a member ever since, being extremely active with WIOA. He has promoted the association at every chance and has upheld the principles of being a WIOA member over this period.

John was awarded the Qld Operator of the Year Award jointly with Ian Cuthbertson in 2009 at the WIOA Workshop held in Caloundra – a great achievement. Don Mackay described John as “one of the most deserving winners ever.” John has been prepared to mentor his peers and share his knowledge as well as contributing articles to this newsletter.

In 2009, Government Skills Australia formed a national Operations Technical Group to discuss technical issues relating to the water training package. With his extensive wastewater treatment experience, John was one of the first people nominated to be involved and he attended the meeting of the group in Melbourne. This meeting was important as it shaped the future outcome of the certification project that WIOA is currently involved with. We hope that John will be involved in many more working groups.

When WIOA considered taking the 2011 Workshop to Toowoomba, we gave John a call. He located some potential venues for us and arranged meetings so we could come and inspect them. Once we decided to come to Toowoomba, the work only just started for John. He acted as the liaison person between WIOA and Toowoomba Regional Council and has done a power of organisational work on our behalf, including convincing the Council to host the event. Having support locally is really important to us considering how few staff we actually have, and our main office is about 1400km away in Victoria.

John has shown outstanding dedication to WIOA, mostly in behind the scenes roles and we are pleased to have him officially inducted into the IDIOT Society.

For his induction, in front of 250 people at the Workshop dinner, we took a trip down memory lane, tied in with a few current bits and pieces to amply display John's suitability to become an IDIOTS member. John's handlebar mo is pretty famous but like a lot of others in the 70's he used to have it on both sides of his head and had real teeth. John used to be

a pretty handy rugby league player and played in an A Grade premiership team for Brisbane City Council in 1973. For his induction we made him don a rugby jersey for the rest of the night.

Some more recent things – John loves his American baseball and you can't get him away from the TV when its on. He's an Angels fan and last time over there he brought a cap back. John plans his US trip around the Calgary stampede to watch cowboys and indians go round and round the arena. Every good cowboy needs some boots, John received a pair as a present from his son in law but his wife Elaine refuses to let him wear them because he wears them on the outside of his jeans. We managed to get our hands on his boots and he had to wear them as part of his induction. Every good cowboy wears bull-riding chaps as well – so they were the next to be put on.



John in his rugby league playing days.

Now that he had all the gear on, we got him to undertake the real IDIOTS challenge - to sing the chorus of one of his favourite songs – 'Like a Rolling Stone' by Bob Dylan. He proved that as a karaoke singer he's much better with 30 stubbies under the belt. HOW DOES IT FEEL!!! Congratulations John – keep up the good work – You Idiot!



John Paulger all decked out as a rugby playing cowboy.



John on stage – “How does it feel!”.

Kempsey Bridge Pipeline Repair



Kempsey Shire Council is situated in the mid coast of NSW. Council water operations staff noticed leakage dripping into the middle area of the river, below the foot bridge of the Pacific Hwy Bridge, crossing the Macleay River.

This bridge supports several AC water pipelines, and the 225mm pipe which supplies East Kempsey, was judged to be in urgent need of repairs, to ensure a continuous supply of water to the residents.

Several options were considered (and most were discarded).

1. Scaffolding placed off the side and then under the bridge – this installation would be high risk and provide no mobility to repair several leaking joints at the same time.
2. Close the Pacific Hwy for at least half a day and source an inverted knuckle boom machine that could reach down and under the footbridge area. The Road Traffic Authority would impose heavy restrictions, particularly during school holiday traffic.
3. Hire a large barge, with a scissor lift fitted, to reach up the approximate 20m from river level. There would be enormous stability issues when the scissor lift was at full height. All boating traffic would have to be stopped, to avoid any wash and movement.
4. Call the Aqualift boys (who have been useful in difficult to access issues before).

An onsite inspection showed no major problems with roping over the side and then traversing in and under to work on the leaking pipeline. The main worry was whether or not the gibault joints would undo, as they would be at least 25 years old, and suspended over water. Pipe repair sleeves were sourced and a time fixed for two days hence – a trial shut down had to be done first, to see if the water flow could be interrupted successfully.

Meantime, the Aqualift team went back to BCW (Base Camp Wauchope) to do some serious practice for the job ahead. A full day

was spent rehearsing the traversing procedures and also refreshing our rescue techniques. Plan A, was to abseil down, change ropes several times, to traverse in and under to the pipeline. When completed, the operators would traverse out and climb back up the ropes. Plan B was get in OK, but trouble getting back out and up the rope – this would then be an abseil down to the water and be collected by the onsite jet ski (waiting ready to go).

Plan C was looking a bit dodgy, whereby the operator got in OK, refused to come back out, in which case we blocked our ears to his protests, cut his ropes,and then picked him up with the jet ski again!!!!



Plan A in action.



Heyson undoing the gibault bolts.

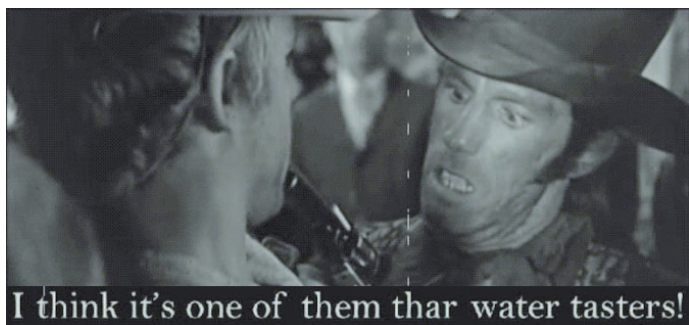
Luckily for all involved, Plan A went smoothly. We used an air impact gun powered from a scuba tank to undo the gibault bolts, slid the joint back out of the way and installed a SS repair sleeve in record time. After re-charging the pipe and checking the repair was successful, a debrief followed and it was back on the ropes to do the second repair. Plan A worked again, even quicker this time and it was all over by lunchtime, and back to BCW.

Thanks to Michael Murphy from Kempsey Shire Council for thinking out the best option, and Sammy and Heyson for the roping stuff!!

David Barry, Aqualift Pacific



Barcoo Wins 'Best of the West' Water Taste Test



The western Queensland council of Barcoo has been awarded the urban water industry's Best Tasting Water title for the water it supplies to the community of Jundah at the qldwater's 2011 Water Conference held in Carpentaria on Friday 13 May 2011.

qldwater CEO, Dr Rob Fearon said The Best of the West Water Taste Test is a celebration of local water utilities with the aim of raising awareness and to recognise the efforts of local councils in delivering quality water services to their communities. "This is the first year that we have held the competition but already we are encouraged by the interest from the local service providers across the state who wish to raise the profile of the valuable community role they play in delivering water services."

Dr Fearon said the 2011 competition was open to a small group of regional western Queensland communities as part of **qldwater's** regional Water Connections Tour, but next year it would be expanded to include other councils and regions. Most councils believe their water is better than the bottled water that many people drink today and they are willing to put it to the test. The competition, was a light hearted way to promote this essential service provided to regional communities and profile the great work of our local authorities that manage our most precious resource. Many Queenslanders take their town water for granted, but in a world where people suffer because of lack of water, we are very fortunate to have quality water services readily available. Safety and the quality of the water that flows into our homes is the most important issue that water utilities address. Recognition through these awards will help to highlight that the commitment to deliver quality water is something our local providers take very seriously.

qldwater Chair, David Wiskar said Barcoo's entry was a well-deserved winner. "The water was clear and very palatable with a fresh, very slight mineral taste," he said. "Because Barcoo draws its water from two bores and the Thomson River the judges thought it had a good balance of mineral content."

A panel of industry peers and water experts judged the taste testing competition. Water samples, which had been collected and stored on ice, were served at room temperature and assessed on criteria including flavour, aroma and after taste. Judges drank from glasses identified only by a number.

Other Council's involved in this year's water taste test included Maranoa, Diamantina, Mount Isa, Cloncurry, Mornington and Carpentaria.

Dr Fearon said the competition was held as part of the annual Water Connections Tour, sponsored by Dial Before You Dig, which provides remote and regional communities with face-to-face opportunities to gain vital technical expertise, advice and guidance from a delegation of leading water specialists and government water representatives.

Entries for next year's competition can register their interest by emailing enquiries@qldwater.com.au. **The winner of the 2012 'Best of the West' Water Taste Test will be announced at the WIOA Qld Workshop.**

Qualities Of A Superhero

Superheros in the context of this 'Operator' newsletter is simple - able men and women that make the enormous job of keeping water safe to drink and the environment clean every single day around our nation. We salute Operators who are at the front line slogging through the mud and s#%t.

The qualities of Superheros are often described using terms and words as follows:

- **Dedicated to protecting the public** - ✓ water industry operators do that!
- **Vision and hope for a better future** - ✓ operators are constantly improving processes to deliver safer water and protect the environment for our children.
- **Extraordinary powers and abilities** - ✓ operators often work through complex problems on their feet to make the leaking pipes stop leaking and the broken stuff work again.
- **Deep moral code** - ✓ operators work nights and weekends to keep their plants running, repair broken water mains, stop sewerage leaking in rain, snow and sleet and without any expectation of reward.
- **Motivation, sense of responsibility** - ✓ operators are 'can do' people who get the job done with a minimum of fuss.
- **Secret identity** - ✓ operators are often forgotten or unrecognised for the important work that they do in the community which kind of makes their identity secret!
- **Costume** - ✓ operators don their uniforms, fluoros, protective suits, face shields, steel capped boots, protective hats and all kinds of garments to protect themselves and their identity.

All the qualities listed above are those that all water industry operators and WIOA members portray in their daily duties. Keep up the good work.



NEW ZEALAND TOUR 2011



It doesn't get better than this. A few of the Aussie tour group enjoying their time by the water.

Letter from Allen Paul

I felt very privileged and honoured to receive the NSW operator of the Year award for 2011. I am very thankful for receiving a fully funded trip to New Zealand which was truly a remarkable experience. The trip was enhanced by the two Kiwi delegates from WIOG NZ, John Clemens and Stu Craib for their very informative commentary all the way around our trip. To see the devastation in Christchurch, after the earthquakes was truly an eye opener, my heart goes out to all the people that have been displaced during this crisis.

In our travels with 14 other Australians, we visited various water treatment plants (WTP) and waste water treatment plants (WWTP). The first of these was at Dunedin's Mount Grand WTP. I would like to thank Ken Shaw for his expertise and knowledge of his treatment operation, his tour was very informative as this was the first time I had visited such a plant. Finding out what challenges the operators face to perform their duties eg. water colour is a big issue and the method of extracting the colour by forced air flotation.

Thanks also to Tony Moorland for his tour of Milton WTP and to understand the frustration the operator faces there having to work long hours to keep up supply during rain events. Milton treatment is by membrane and chemicals. I would like to thank Steve Davies, the project manager of the Wanaka WWTP and Murray Spence for the tour. This plant is a large aeration treatment plant covering a population of 5000 and has the ability to cope with tourist increase well over 20,000, it is a relatively new plant of five years.



We attended the two day WIOG NZ conference in Queenstown which was very well organised and a lot of excellent informative papers were presented. I would like to thank WIOG and all the Kiwis for their hospitality during our visit.

I take this opportunity to give a special thanks to George Wall, Ron Bergmeier and Russell Mack for organising this most memorable trip to New Zealand, and a big Thank You to NSW Water Directorate and WIOA for their support of this fantastic prize. Hopefully this award will continue and another lucky NSW operator will be able to participate next year.

Allen Paul, Shannon Creek Dam Site Officer,
Clarence Valley Council

NEW ZEALAND TOUR 2011

The old adage that a picture tells a thousand words may be the best way to tell the story about this trip. Here is a page of photos from the entire group with some added commentary from Neville Whittaker from Goulburn Valley Water who was on the tour.



Kaipoi area



Kaipoi area



Road damage - four lane road entrance to Christchurch now reduced to two lanes.



Christchurch CBD area.



Russ minus hair - money raised for charity

The Bungy Experience

There were three brave individuals who bungy jumped when the group were in Queenstown. Here's what they said about the experience.

'The feeling of nervousness the week leading up to the jump was nothing compared to the feeling of exhilaration/relief when the bungy cord pulled tight'. **Sam Magill**

'It took a while to finally decide that I would do it. I made the decision in front of the entire tour group so there was no chance of backing out! Other than the first 1.5 seconds doubt (what have I done!) - the rest was great and I would do it again.' **Peter Moore** (pictured on front cover.)

'It all happened so quick. They (the bungy jump people) don't give you time to think. By the time I did think about it logically I was hanging upside down.' **Luke McCormick**



All In A Day's Work

A reps day out, visiting customers does not only include negotiating tough deals and hours of driving at a wheel of a car - sometimes to get the job done we need to be like 007. The operators at Mt Hotham are used to hopping on and off a skidoo as their normal winter mode of transportation. What a thrill to get picked up on a skidoo to get to the wastewater treatment plant to talk to the operators and inspect the plant. It's times like this you feel exhilarated and happy to do what you do.

Arthur Kokolekos, Royce Water Technologies.



Your chauffeur awaits! Orme Kewish from Mt Hotham Resort.



The view from the passenger seat.

New Conference Bonus Prize Draw – Inaugural winner – Bathurst Regional Council

A new prize is on offer when delegates attend WIOA conferences in 2011. Ugly Fish Eyewear are offering a \$2000 account for their safety eyewear to organisations employing water industry staff. Only councils, water businesses and water authorities are eligible in each State.

The inaugural winner of the prize was Bathurst Regional Council from the NSW conference. Following is a note from Bathurst after the presentation was made.

We had the presentation from Ugly Fish EyeWear on 18th May, the Local Member/Mayor was there for the presentation and our safety officer John Starr, was very pleased with the quality of the glasses. We are distributing them to all the Water and Waste staff of council.

The staff who have received the glasses say they are great, especially the ones with a rubber seal inside the lenses which restrict the dust going up inside the frames. Everyone is happy, and it was a great prize, now we have some groovy Guys and Gals walking around with their new safety sunnies, from Ugly Fish EyeWear.



Pictured (L-R) Chris Toole – Bathurst Regional Council, Roger Summerill – Ugly Fish Eyewear, Mayor Paul Toole and Bob Banning modelling the new glasses.

Thanks **Bob Banning**, Supervisor, Bathurst Regional Council

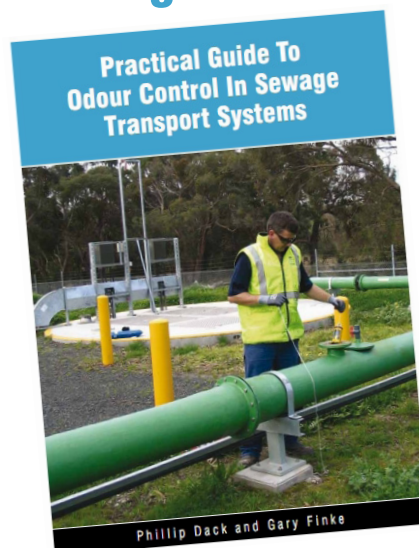


The Lighter Side

Buying a pre-mixed alcohol drink in outback Australia.

This is no joke – a receipt from a pub in WA really had this!

Coming Soon



The first "Practical Guide" book in the Wastewater series - Practical Guide to Odour Control in Sewage Transport Systems.

2011 MEMBER PRIZE

CONGRATULATIONS to Stephen Wilson from the Water Industry Training Centre whose name was drawn at the NSW Conference in Newcastle as the 2011 Member Prize winner of the 50" Plasma TV. Steve was not present at the conference so the prize sponsor Royce Water Technologies arranged to meet Steve at his house and even install the TV.



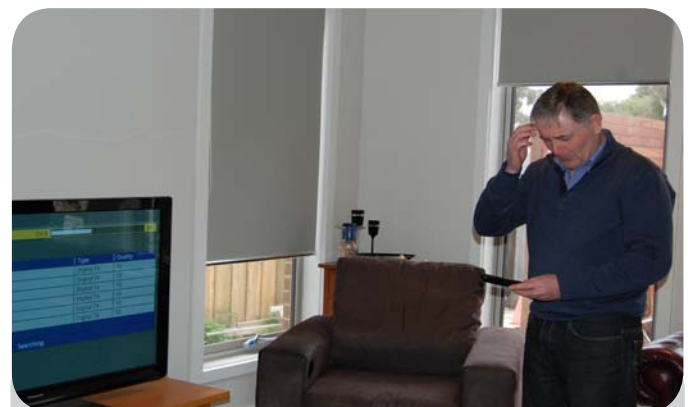
Wow the box is huge!! Stephen Wilson (R) the proud winner with Arthur Kokolekos from Royce Water Technologies, the prize sponsor.



Steve said "This is so exciting! You should see my old TV".



This is no joke circled above is Steve's old, old, old TV!



How do you work it?

WIOA extends our sincere gratitude to the entire team at Royce Water Technologies for recognising WIOA members and providing this incentive to membership. The 2012 prize has been announced

PUT YOURSELF IN THE PICTURE



2012 WIOA Membership Bonus

Win a Digital SLR Camera Plus Accessories



All paid up, individual WIOA Members are automatically entered into the draw

**conditions apply*

Another Bright Idea From



roycewater.com.au



CORPORATE MEMBER NEWS

Water security for the Victorian town of Ouyen



Water Engineers and Business Managers from city councils and water authorities gathered at Ouyen Victoria

in June to inspect GWM Water's 2Ha deployment of AquaArmour™. AquaArmour™ is a world first, Australian water conservation product designed to significantly reduce evaporation by 88% and inhibit algal growth on large water storages. GWM Water's Ouyen deployment of AquaArmour™ has been under daily assessment to test the effect on evaporation savings, impact on water quality including dissolved oxygen, pH, conductivity and human interaction under a range of environmental testing/monitoring facilities. Independent investigations have shown no adverse impact on water quality or the surrounding biological environment from the deployment of AquaArmour™. With 20,000 AquaArmour™ modules deployed on the water storage, GWM Water can expect to save 45ML of water due to evaporation annually, which is enough to supply 75% of the Ouyen population under the Victorian Government's 155 litres/person/day plan. Executive Manager of GWM Water, John Martin calls AquaArmour™, "an innovative and practical solution to the worldwide problem of water storage evaporation"



AquaArmour™ deployment at Ouyen plus pod drawing.



TIP #3: Application of Protective Coating

Application of protective coating over new concrete can be problematic due to blowholes and similar imperfections.



Blowholes on a new concrete surface.

Use Epigen 402 and Tissue as a first layer application to mitigate pinholes, costly rendering or corrective action practices.



Example of correct coating application.

To find out more visit www.epigen.com.au

A New Age In Portable Dosing



The need to provide the general public with safe drinking water is critical for all Water Authorities. Portable chemical dosing is sometimes required to achieve this especially in remote locations.

Today the process of undertaking portable dosing has been further complicated by other important aspects relating to safety, both personal and environmental, which includes the supply of equipment conforming to applicable standards as well as adequate training of all personnel.

The days of filling a small plastic container with a chemical and scaling a ladder, with container in hand, to reach the top of a large water storage and then dose the water storage are long gone. The responsibility of all employers to meet OH&S requirements is mandatory.

Each Portable Dosing Unit (PDU) is designed to meet client specifications and requirements. The unit can be used to fulfil a number of tasks including the spot dosing of water tanks or water mains, the "super-chlorination" of a water tank or main after a burst and even in the continual dosing of a water main where existing treatment assets are offline. Units also can be provided with dual dosing systems (chloramination).



The PDU is self contained, simple to operate allowing it to be deployed at a moments notice. It is based on a purpose built trailer, fitted with access doors on both sides and rear. The trailer is divided into two main sections. One side, which is provided with a chemical bund, houses the chemical dosing system, while the other side houses the potable water system.

The PDU is capable of accurately delivering amounts as small 30mL and larger amounts up to 400 litres, subject to container selection. The unit contains a generator, various sized metering pumps with direct injection upwards of 10 bar, bundled chemical dosing system and storage, flowmeter, a chemical transfer system, 300 litre potable water storage system, a fold out face/eye wash unit, lockable toolbox and work lights.

In consideration of OH&S standards, the trailer is fitted with two amber strobe warning lights, a roof mounted rotating ventilation unit and a mechanical ventilation system when required.

For more information relating to the PDU and other JONOCO Pty. Ltd. products please refer to www.jonoco.com.au. A display unit will be on show at the Bendigo WIOA conference 2011.



CORPORATE MEMBER NEWS

Sustainable treatment of tree roots in sewer systems

Bartlett's Environmental has designed and built a spot spraying applicator for the treatment of tree roots in sewer systems. The innovative patented technique combines CCTV with a spot spray process that effectively targets areas affected by root intrusion.



Traditionally when treating intrusive roots the complete length of pipe would be chemically treated. With no visual from inside the pipe, there is no guarantee that the entire pipe has been filled and the chemical has made contact with the root affected areas.

Bartlett's spot spraying process involves treating only particular problems identified within a pipe and therefore uses up to 98% less chemical than traditional root foaming methods.

Combining root treatment with CCTV provides the advantage of an asset condition report, as well as proof that the root affected areas have been treated.

Environmental & Financial Benefits:

- Proactive maintenance results in fewer sewer blockages, therefore reducing the associated costs to Water Authorities and City Councils.
- Reduced risk of treatment plant failure and degradation of recycled water quality through a reduction in chemical use.
- Combining the spot spray treatment with CCTV makes it possible to report on asset condition in the same instance, therefore providing financial savings.
- Fewer environmental and OH&S risks resulting from a reduction in chemical use.

Contact Bartlett's Environmental on (03) 5248 7955 or visit the website at bartlettsenvironmental.com.au for more information.

Survey: Men think drinking will ease depression and anxiety

It was Men's Health week from 13-19 June. The following was released from beyondblue.

A random telephone survey of 300 men across Australia commissioned by beyondblue: the national depression initiative has revealed that many men still think that taking a mate to the pub, or telling him to put on a brave face, would be helpful to someone with depression. The survey also revealed that many more men, who may unknowingly be experiencing an anxiety disorder, are likely to drink alcohol to boost their confidence when they go out. A third of men aged 18 to 34 said they'd 'drunk alcohol to help them go out', as did around a quarter of men aged 35 to 54.



Around half of the men surveyed said that they or someone in their family had experienced depression and more than three-quarters said that the person with depression had sought help.

beyondblue Deputy CEO Dr Nicole Highet said: "It's great news that so many men know that professional help is available, but not everyone knows what is helpful and that means many men don't get the assistance they need."

"We've obviously still got more work to do on some attitudes – especially as 17% of the men surveyed said they thought 'people with depression who had jobs of high responsibility should quit'. This indicates that many men still may not think depression and other mental health problems are treatable, in the same way that physical health problems like diabetes or asthma are treatable and manageable," Dr Highet said.

Research shows around a million adults in Australia live with depression and over two million have an anxiety disorder. On average one in five women and one in eight men will experience depression in their lifetime – and one in four people will experience an anxiety disorder.

Dr Highet said: "Encouragingly, just under half the men surveyed recognised that anxiety is more common than depression. When asked where they would seek information about anxiety, half said they would search the internet – and just over a quarter said they would go to a doctor. "Disappointingly, only 19% of the respondents said they would seek professional help if they had an anxiety disorder and a slightly higher number said they would talk to a family member," she said.

beyondblue Clinical Adviser, Associate Professor Michael Baigent said he is very concerned that almost one in ten men surveyed said they couldn't leave the house for fear of having a panic attack and that so many reported drinking alcohol to help them go out. "Anxiety disorders can severely disrupt people's lives, but they are very treatable and people should be aware that you don't have to put up with it. A doctor can help.

"Research shows that more than half the people with depression are likely to have a co-existing anxiety disorder. And when it comes to either trying to help yourself or your mates deal with anxiety or depression, alcohol is not the answer.

"When men use alcohol to try to avoid anxiety, it's more likely they'll become dependent on alcohol in the long-term and that the anxiety will get worse. They can also put themselves in a very dangerous situation by drinking alcohol as people with anxiety also frequently have suicidal thoughts. This fact alone emphasises how important it is to get help," he said

Contact beyondblue: the national depression initiative
www.beyondblue.org.au Info Line 1300 22 4636

New Members

Welcome to the following people and companies who have recently joined our Association as a Member or Corporate Supporter.

New **Individual Members** include:

Timothy Baxter, Morris Hamill, Scott Sheppard, Mike Jones, Graeme Berriman, Warren Booker, Clinton Barnes, Malcolm Barrett, Jose Castineyra, Ben Kenny, Kevin Stevens, Tyren Cavanagh, Chris Eaton, Ken Vaheesan, Michael McAuley, Martin Melville, Peter Cole, Chris Tweedy, Steve Signor, Shaun Enever, Sam Frost, Rodney Harland, David Tacon, Craig Jakubowski, Noel Biltris, Effie Fox, Alasdair Turnbull. Brett Fisher, Gavin Allen, Grant Chivers, Leigh Watts, Daniel Robertson, Matt Hopf, David Salmon, Justin Riverland, Gino Dolzan, Brian Ebery, Darren Reaper, Craig Peach, Owen Sambrooks, Mark McInnes, David Scott, Simon Pradham, Rick Harding, Michael Pearton, Brett Stokes, Daniel Munnings, Geoff Wiggins, Peter Wiggins, Dale Nicolson, Todd Willing, Damien Andersson, Stuart Cockerill, Dane Johnston, Stuart Phillips & Brie Jowett.

New **Corporate Members** include:

Piian Facilities Management, Osmoflo, River Sands, John Valves, Drainchem, Dyna Pumps, Australian Water Engineers, Aqua Guardian Group, Norgren, NT Controls & Automation, Link Water, Maxon Australia, Chemiplas Australia, Bega Cheese & Philips Australia.

New **Utility Corporate Members** include:

Wakool Shire Council.

Coming Events

- 7 & 8 September – 74th Annual Victorian Water Industry Engineers & Operators Conference, Bendigo
- 23 October – 13th WIOA Charity Golf Day, Garfield, Vic.
- 1 March 2012 – PASS Award applications close.
- 28 & 29 March 2012 – 6th Annual WIOA NSW Water Industry Conference Engineers & Operators Conference, Tamworth, NSW



Did you know WIOA has our own superhero - EDM - find out who he is and what he does at the WIOA Victorian conference.

Guess the super hero catchphrases or who says them

1. _ _ _ _ _ ASSEMBLE!!!!!!!
2. "Courtesy of your friendly neighbourhood _ _ _ _ _ !"
3. The _ _ _ _ _ "It's clobberin' time!"
4. The Hulk – "You wouldn't like me when I'm _ _ _ _ _"
5. Mighty _ _ _ _ _ – "Here I come to save the day!"
6. Superman – "I stand for truth, _ _ _ _ _ , and the American way."

Answers: 1. Avengers, 2. Spider Man, 3. Thing, 4. Angry, 5. Mouse, 6. Justice

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Next Edition

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