

OPERATOR

Spring 2011 Edition



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Some of the happy winners at the 2011 Victorian Conference – read more about them in this newsletter.

2011 Kwatye Prize winner – Rod Curtis (L) with Rohan Latham. Read all about his project on page 3.



Victorian Golf Day raises over \$2K for charity – Report on page 11.

Newsletter of the WATER INDUSTRY OPERATORS ASSOCIATION OF AUSTRALIA



PRESIDENT'S PRATTLE

Spring has sprung which is always a good reason to take time out to realign the work life balance - heard that one before! So I've taken a breather to share my story of my 25 years in the water industry from Lab Assistant to Operations Manager for North East Water. Of course it's not all about me, the better story is about the characters that I have worked with and learned from along the way; starting with my apprenticeship at Battenfeld engineering.

It goes like this - Battenfeld Engineering - Thanks Mingo for teaching me that you can hang onto an overhead crane with one hand and the controller with the other and surf along the concrete floor. No thanks for not telling me that you tend to get up too much speed and end up with quite a large bruise when you hit a steel pylon. Thank god OH&S is better than it was in the 80's. Thanks to German engineering for teaching me precision measurement and all the skills I still haven't forgotten. Thanks to Alan Ingray for bringing me down a peg, funny when you're 18 you know everything already.

Parkinson Air Conditioning - Thanks to Mick and Steve who taught me that if you drink all weekend at expensive nightclubs when you live on the Gold Coast, you have to hitch hike to work come Tuesday because you forgot to put some money aside for petrol.

Australian Newsprint Mills/ Fletcher Challenge/ Norske Skog - Thanks Mick O'Callaghan, Mark Younger and Alan Argus who showed me what true mateship in the work place is all about, especially when things at home don't go so well. Thanks to some for the great leadership and unforgettable mentoring like David Thurley, Eric Deloce, and Tony Burles who taught me that it's what you do and not what you say, something most will know I'm still working on! Thanks to those who were the worst mentors I ever had (who will not be named) - they too taught me valuable lessons on what not to do. Most of all thanks to Jim Triffid who taught me the greatest line I ever heard from a HR manager "We pay you what we have too, not what we want too"!

PowerWater NT - The Alice Springs team of John Pengelly, Ron Markovic, Darren Davies and John Varney who showed me even the smallest of teams working in remote areas can provide service equal or better to any large utility. To Simon Brisbane who taught me to go fast on the Finke Track and it's when you go slow that you fall off.

Goulburn Valley Water - To Neville Whitaker and Darren Sharman for teaching me that three good District Managers working in isolation can be good, but work as a team and you can be great. To those who sat next to us at the local coffee shop where we regularly met on neutral ground - I can recommend a good ear specialist for your hearing loss. To Bruce Anderson who taught me that "you might have a budget but at the end of the day it's not your money, it belongs to those that pay their rates". Thanks to Peter Quinn for showing me that after big change can come great change. But most of all to the Central Water Treatment team who taught me - you're only as good as the team you lead and they made me look good.

North East Water - That this really is god's country, and it's good to come home.

WIOA - Now here are the biggest thanks of all to Rusty, Cynthia, The Rabbit, The Mayor, Tolsh, Tommo, Hooligan, Bazza, Wilson, and George. To a group of people who give up a lot of their personal time to give back to the industry they love. I had been working in the water industry for some 10 years before I got pushed into doing a paper at the Shepparton conference back in 1998. Although I came second to Rusty, and yes I am over being beaten by a paper on how to hang a wind sock, it really started me off on my love affair with the wider industry and not just what went on in my backyard. The consequent learning's at the Water Industry Training Centre with Parkie, Wilson and Herbie, made me realise I was now a part of something very special and still love it today. There have been many other that have helped me grow as a member of the water family and I just cannot fit them all into this column, but thanks to you all and keep lifting the bar.

John Day, WIOA President

The WIOA Board, Committee and Staff would like to wish a safe and Merry Christmas to all our members and their families.

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WIOA office Christmas closure

Closes on 23rd December 2011

Opens on 2nd January 2012

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There was once a great czar in Russia named Rudolph the Red. He stood looking out the windows of his palace one day while his wife, the Czarina Katerina, sat nearby knitting. He turned to her and said, "Look my dear, it has begun to rain!" Without even looking up from her knitting she replied, "It's too cold to rain. It must be sleeting." The Czar shook his head and said, "I am the Czar of all the Russias, and Rudolph the Red knows rain, dear!"



WIOA PROFILE

WIOA is pleased to introduce our newest staff member Craig Mathisen who joined us in late July. Craig has taken on a challenging and diverse role as Chief Operations Officer. Let's learn a little about him and what he hopes to bring to our Association.



Age: 48

Nickname: Kermit

Family Status: Married to my lovely wife Trish and we have three wonderful children Christopher 21, Kate 19 and Emily 17.

Pets: 15 month old Maltese Chitzu who now runs the house – named Scully as he was the first picked from the litter by the girls but I am seriously considering having to change his name!

What's your background? I have spent nearly 29 years in the TAFE sector in a number of roles such as a graphic designer, multimedia developer, manager and my last role was as the commercial and operations manager of GOTAFE's two Shepparton campuses. My background is predominantly in the design field but I also have a business degree that I am putting to good use in my new role with WIOA.

You've been in the role for over 3 months now – what do you think of the water industry so far? I did not realise how big the water industry is. Not coming from the industry I was naive in my understanding of the issues and processes that provide me with safe drinking water when I turn on the tap. It is a very complex, changing industry and the differing structures across state borders makes life for a national association interesting and challenging to say the least. The water industry's greatest resource is its people and I have had some fun meeting a range of fantastic people who work in a range of areas of the industry and look forward to getting to know many more.

What do you think your biggest WIOA challenges will be? The biggest challenge will be to continue to grow the association through the provision of outstanding value to our members. Continuing to create the linkages between the operators in the field, water businesses and suppliers of goods and services through high quality, cost effective programs and events is imperative to the long term success of WIOA.

What is your motto in life? Imagination is more important than knowledge. (Albert Einstein)

2011 KWATYE PRIZE WINNER

The 2011 Kwatye Prize winner was announced at the Victorian Conference - Congratulations are extended to Rod Curtis. Rod is employed by Western Water in Victoria and plans to investigate the following:

WASTE RECOVERY – NOT JUST SLUDGE STABILISATION

The project will investigate anaerobic digester plant operating practices in Europe, specifically to look at digestion optimisation to improve biogas generation and recovery for energy reuse.

European countries have a long history of optimising sludge digestion. With the recent concern about climate change, these efforts are increasingly focussed on maximising energy recovery to lower carbon emissions. This is now an important area for focus in Australia and many of the European learnings can be transferred to Australia.

Processes such as gas capture from released sludge, optimisation of the calorific value of the biogas, cell lysis technologies, co-digestion of other waste products and digester stability operating parameters will all be investigated.

The applicability of these processes to the new micro-turbine energy recovery technology will also be investigated.

The outcomes of the investigation should have wide applicability to Australian treatment plants and operational staff.

The Kwatye Prize is proudly sponsored by Thermo Fisher Scientific and is now in its seventh year. All WIOA Members are eligible to apply for the Prize which is valued at \$6,000 for a project to benefit the Australian water industry. To find out more about this prize visit the WIOA website 'Awards' section.

AUSTRALIAN WATER MANAGEMENT REVIEW

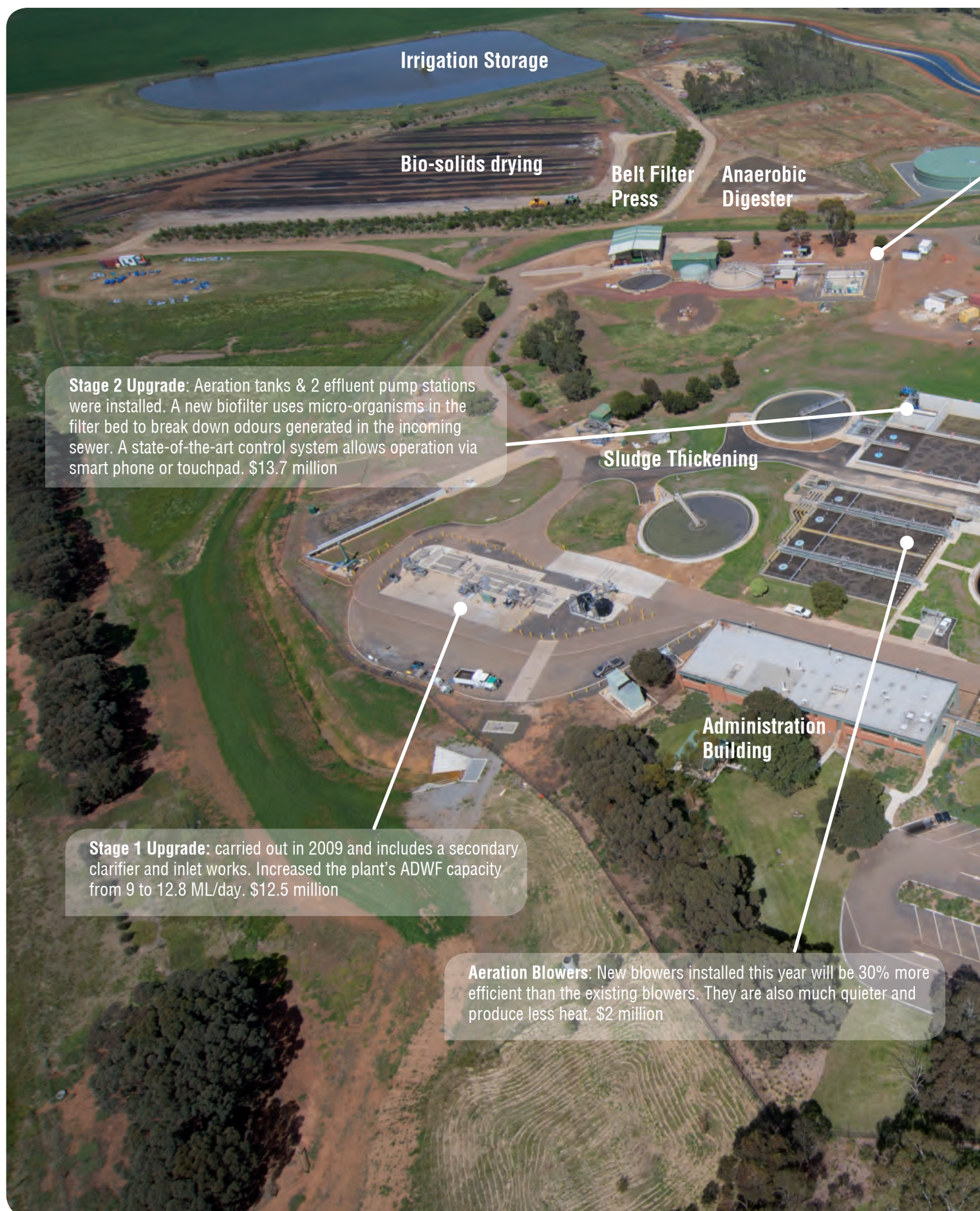
The new Australian Water Management Review eBook has been released which contains an article on page 34 by WIOA titled 'Skilling for the water industry'.

To access the eBook go to: <http://bit.ly/awmr11wioa>. Please note members do not need to subscribe to gain read access of the eBook. Corporate members will receive a hard copy of this book shortly.



BIRDS EYE VIEW

Facilities Members Operate – Melton Recycled Water Plant



Stage 2 Upgrade: Aeration tanks & 2 effluent pump stations were installed. A new biofilter uses micro-organisms in the filter bed to break down odours generated in the incoming sewer. A state-of-the-art control system allows operation via smart phone or touchpad. \$13.7 million

Stage 1 Upgrade: carried out in 2009 and includes a secondary clarifier and inlet works. Increased the plant's ADWF capacity from 9 to 12.8 ML/day. \$12.5 million

Aeration Blowers: New blowers installed this year will be 30% more efficient than the existing blowers. They are also much quieter and produce less heat. \$2 million

The Melton Recycled Water Plant services a population of 57,000. Melton is one of Australia’s fastest-growing regions, with the population expected to more than double by 2030. To keep pace with this growth, Western Water has planned ahead to increase the plant’s capacity, while reducing its environmental footprint. Stage 3 of the upgrade will commence shortly and will increase the plant’s capacity to 18ML a day.



Biogas Cogeneration Facility: captures biogas produced in the sewage treatment process and burns it in a microturbine producing 100% renewable electricity and heat. Waste heat captured supplies all heat requirements for the anaerobic digester, with surplus heat used for CIP in the Class A plant. The facility is an Australia-first use of this technology, and has reduced greenhouse gas emissions by 738 tonnes in a year. \$2.1 million

Class A Recycled Water Storage Tank: 5ML storage tank helps buffer the peak supply demands to customers and provides redundancy for the Class A plant. \$2 million

Treatment Lagoon

Class C Recycle Water Plant

Class A Recycled Water Plant recycled water is pumped via a dual pipe system to homes in new developments for fit-for-purpose uses. This reduces household water usage by as much as 50%. \$7.1 million

Effluent transfer pumping station

NEWS FROM TASMANIA

St Helens Treatment Plant Tour

Contributed by: **Jim Hadfield**, Coordinator Fleet, Facilities & Branch, Cradle Mountain Water, Forth Tasmania.

It was quite a pleasant surprise recently, when I was invited to a tour of the new Wastewater Treatment Plant in St Helens. Normally I have very little to do with the treatment side of operations. My role is looking after a small team that take care of our day to day issues regarding our very large fleet of vehicles, utes trucks and machinery. We also look after minor building maintenance.

Four Cradle Mountain Water (CWM) employees attended the day. Along with me were Shane the Coordinator, Rod and Mike, both treatment plant operators from different CMW sites.

On arrival at St Helens, Tony introduced us to some guys from Ben Lomond Water and Southern Water. We toured the plant with Larry from Ben Lomond Water who talked us through the process, much of which was all new to me. However, Shane also assisted with various aspects of the treatment process so by the time we reached the filter room I was beginning to get my head round it. The guys, very proudly, displayed a jug of the final effluent which looked almost clear enough to drink, needless to say, no one was game to taste it!

Towards the end of the tour, the guys got together for a bit of a chat and a question time. I found it very interesting to listen to points being put across, what really hit home to me, was the enormous amount of pride the guys had in their own plants and outcomes. I'm certain the general public is unaware of the enormous effort these operators put into what they do.

Well we finished off at the plant and headed up to the St Helens water treatment plant, where we were all treated to a magnificent barbeque, the likes I have never seen before - a fully fitted, mobile trailer mounted unit, and I reckon every bloke should have one of those things. Brilliant!

Editors Note

This was the first of many such site tours being organised by members of the WIOA's Tasmanian Advisory Committee. The tours will be staged at regular intervals and at a variety of water and wastewater plants across Tasmania. They are a great way to network and learn new things. If you get the chance, make sure you attend.

St Helens tour group.



Larry describing the process.



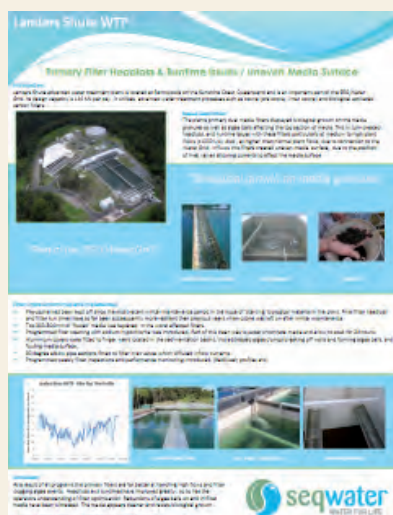
All treatment plants should be issued with one of these!



CONFERENCE POSTERS – SHARING IDEAS

Well done to all the Operators who submitted posters in 2011 and congratulations to the winners. This is the first year WIOA has received poster in all three States. Poster papers are a great way to share ideas with your peers in a relaxed atmosphere rather than delivering a full blown platform presentation. Not only does the poster allow you to showcase a project you have worked on but under the Victorian Certification model it is one of the ways to build up your required points.

All the poster papers are available on the Past Conference Papers section of our website. Also remember what a great resource the Past Conference Papers can be in assisting you to find solutions to your problems. Make sure you use our site search engine and you will be amazed at the wealth of information on the site.



*Winning poster QLD –
Launders Shute WTP,
Primary Filter Headloss
& Runtime Issues /
Uneven Media Surface*

*Winning poster in
NSW - Rectifying
Turbidity in a Clarifier*



*Winning poster Vic
– Response to a
Catastrophic Sewer
Rising Main Failure*



Myth

Advanced water treatment plants are always the most effective way to address water quality issues.



Reality

Advanced water treatment plants have provided us with the ability to draw on more and more marginal water sources for drinking water. However, this is at a significant cost to:

- water businesses (investment in infrastructure and advanced technology),
- water operators (increased Opex due to maintenance and chemicals when plants operating at their design limit), and
- the consumers (water is more expensive to produce, hence increased water bills).

An enormous number of studies around the world that have looked into management methods for water quality issues such as pathogens, blue green algae, taste and odour compounds, as well as iron and manganese; have shown that, in certain circumstances, the greatest and most cost effective benefits can be achieved through good reservoir and catchment management, compared to investing in more and more complex treatment plants. Clearly multi-barrier treatment plants are essential to protect the public from the risk of pathogen and chemical contamination in water supplies. However, a balanced approach towards management of catchments and reservoirs, in combination with good treatment plant design and operation, can deliver better and more cost effective water quality outcomes.

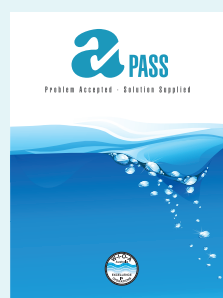
Kathy Northcott, Process Operations Engineer, Veolia Water Australia

PROBLEM ACCEPTED SOLUTION SUPPLIED

By now all WIOA members should have received a copy of the PASS Award booklet which contains all the applications submitted in the inaugural year. We hope that the booklet provides our members with useful tips on improving day-to-day work practices. If anyone has implemented any of the ideas we would like to hear from you.

Applications for the Award to be announced at the 2012 WIOA Conference in Tamworth will be closing in March 2012. So if you have come up with a good idea or a simple solution that you want to share with the rest of the industry, download the application template now and send in your application.

Remember, the winner will receive an all expenses paid spot on the operators tour to NZ in 2012.



VIC CONFERENCE WRAP UP

The 2011 Victorian conference held in Bendigo yet again broke the attendance record with over 1300 people visiting the conference and exhibition over the two days. Rather than us tell you how successful we know it was, we would like to share comments from one exhibitor.

I was contacted by phone on Tuesday afternoon by a potential customer we had previously had no dealings with and no real reason to expect they would be a customer. They had found us by checking the WIOA website where they saw that we are a water treatment plant manufacturer, checked our website and established that we could offer what they needed. They contacted our Melbourne office and were given my details.

We met at our stand and discussed in detail what they required and what we can offer to meet their requirements. We have now been included on their tender list for a significant project to be tendered within the month. All of this because we exhibited at the WIOA Conference.

CONFERENCE AWARDS

Congratulations to all the winners at the Victorian Conference.

Best Paper by an Operator

– sponsored by Ecolab



- First: Darren Sharman
Goulburn Valley Water
- Second: Wayne Shaw
Gippsland Water
- Third: Peter Field
Central Highlands Water

Hepburn Prize for Best Paper Overall

– sponsored by Iwaki Pump Australia



- Winner: Darren Sharman
Goulburn Valley Water



Darren Sharman
– jubilant over
his double win.
Humbleness; it's
ok for some!

GVW PROUD OF ITS EMPLOYEES

Goulburn Valley Water (GVW) is extremely pleased with the efforts of two employees recently recognised at WIOA's award night at its Bendigo conference.

Greg Comer, Senior Technical Officer – SCADA, was awarded the Wal Whiteside 'Victorian Operator of the Year' and Darren Sharman, District Manager (Central Wastewater), took home two prizes for a paper he presented at the conference, winning "Best Paper by an Operator" and "Best Paper Overall".

Greg was shocked to win the award. "I was completely stunned, it is an honour to receive the award but a total surprise to be honest," he said. "I didn't know I had been nominated so to hear my name called out was unbelievable. It's very humbling."

Greg is based in Shepparton, and is a member of GVW's Operations IT team which is responsible for electrical instrumentation and telemetry that allows water infrastructure at plants across the region to be monitored and controlled from a central location. He received the award for his outstanding contribution to GVW's water and wastewater treatment processes over the last ten years.

Darren's paper was on the award winning 'Resource Recovery Precinct' at the site of the wastewater management facility at Shepparton. The precinct is a strategic partnership between GVW and the Greater Shepparton City Council and other agencies and businesses. He is a tangible example of sustainability in action.

Goulburn Valley Water is not only proud of Greg and Darren's efforts but feels these awards are a reflection of the efforts of the entire Corporation.



Best Operator Poster Paper

– sponsored by Water Industry Training Centre



- First: Terry Watt
East Gippsland Water
- Second: Geoff Enever
Goulburn Murray Water
- Third: Daryl Nish
'us' – Utility Services



Terry Watt (R)
with John Park

2011 Victorian Operator Of The Year

Greg Comer has played a key role in developing and commissioning GVW's Southern SCADA system that services 150 water and wastewater sites. Greg is recognised by staff at Goulburn Valley Water as being a dedicated, conscientious and hard working employee with his work being reported as "first class". Greg sets a high standard for others within the organisation and leads by example.

Greg was a key member of the 6 man team that re-built the Kilmore Water Treatment Plant electrical control and dosing systems in a shipping container in only 5 days after it was destroyed in the Black Saturday fires. This control system continues to operate successfully two and a half years after the fires.

The judges were particularly impressed with Greg's involvement in many different facilities across the Goulburn Valley Water region, his high level of continuing training as well as his willingness to continue learning and represent his employer at conferences.

In 2009, Greg also received the accolades of Best Operator Paper and Best Overall Paper at the WIOA Conference.

AWA congratulates Greg Comer on being the 2011 Operator of the Year.

*Greg
Comer.*



Best Trade Site Overall – sponsored by WME Media

WME
Entertainment Weekly Magazine

Winner: Starky



Gordon Stark at his stand.

2011 Young Operator Of The Year

The Veolia Water Victorian Operations team is justifiably proud of Mick Wright, our new 'Young Victorian Operator of the Year'. Mick could best be described as a quiet achiever. His work ethic is fantastic, although he has occasionally taken his enthusiasm for his job to an extreme, still keen to turn up to work after cracking a rib water-skiing or damaging his ankle in a footy match. Despite the sports & recreational mishaps, Mick's safety record at work is excellent, as is his commitment to teamwork, learning and development. Whether its fixing a pipeline burst at 1am or cycling 520km for charity in the Murray to Moyne relay, Mick is always ready to pitch in with the rest of the team and get the job done.

When asked how he felt about winning the 'Young Operator of the Year', Mick was characteristically modest – "Winning was more of a shock than anything. It still hasn't really sunk in that I've won this award. It's probably given me a thicker skin, the other guys have been giving me heaps!". It's all in good fun though, and Mick's win has given the rest of the operators a huge boost. He commands a lot of respect from his team mates, despite his age, and leads by example through a mature and responsible approach towards his work.

The Veolia Water Victorian Operations team would like to extend a hearty congratulations to Mick Wright for winning the 2011 'Young Victorian Operator of the Year'. Veolia also recognises the generous support of the Institute of Water Administration and the fantastic effort from WIOA in organising yet another great conference at Bendigo.



*Pictures: Mick in
action at work –
changing chlorine
drums & working in
chemical bunds.*



A step back in time..... the faces may change but the mo's sure don't!

The very first winner of the Qld Ecolab (then southern Cross Laboratories) prize in 1975 Was John Paulger. 36 years later and John is a prize winner again at the 2011 WIOA conference. A testament that the water industry is a great place to work.



As we are travelling down memory lane, Corporate Member the Water Industry Training Centre has on file many photos of operators through the ages. The great thing about the bunch below is that they all stayed in the water industry for a very long time. The photo below was taken during a Sedimentation/Clarification Course conducted at Werribee by the then Water Training Centre in October 1991.



L-R. Stephen Wilson, Tom Smead (retired, was the Water Treatment Plant Operator at Wodonga), Richard Greenhough (retired), David Tickner (Veolia), John Grainger (Cradle Mountain Water, Tasmania), Len Monti (ex CAMS, Echuca), Brian Heath (ex WTP operator at Wangaratta), Stan Duthie (ex Barwon Water), Len Morris (ex Tarago Water Board), John Harris (Wannon Water and WIOA board member), Graham Griffiths (retired, was WTP operator at Echuca), Colin Sandeman (ex Gippsland Water, Sale) and Mark Closter (Western Water, Melton WTP).

WIOA GOLF DAY RAISES \$2K+ FOR CHARITY



Annual WIOA Charity Golf Day, Garfield Golf Club, 23rd October 2011

Through the generosity of our Corporate members we were able to keep the green fees low, provide lunch and a drink or two plus great prizes. We thank all the players and our sponsors for a successful 2011 Charity Golf Day.

Special thanks to Joanne and Jason who provided players with cool refreshments from the Thermo Fisher Scientific drink cart, their work was greatly appreciated by all players on the day.

The following is contributed by: **David Aitken**, Operations Manager, Eastern Irrigation Scheme, Water Infrastructure Group.

The annual WIOA charity golf day ventured away from Kilmore this year and was held at the Garfield Golf Club. The course was in fantastic condition but the greens had been cored recently so the grass was a bit fluffy and any putt over 3 meters was a full blooded swing! The course turned out perfect for this kind of event. Not as many teams competed as previous years, we had 11 teams this year, but we were all keen and ready to take the coveted Tradies Cup on days end.

Despite early advice from some competitors that we couldn't/wouldn't win, they should know we never do what we are told! The Water Infrastructure Group team of Tony White, Mark Starick and myself had a solid day and came in 3 under the card, not necessarily a winning score on other days, but enough to take the prize. First timer Tony came over from Adelaide for this event and loved the whole day, especially the beer cart!

All competitors had an enjoyable day as usual and if a prize was not won there was still the satisfaction of contributing to the success of the day and the \$2000 raised for charity. Thankyou to the Garfield Golf Club for ensuring a great day, all the sponsors of the event, the WIOA organisers and helpers and most importantly all the participants, it wouldn't work without you.



Tony White chipping on Garfield's 8th hole



2011 WIOA Tradies Cup winning team - Water Infrastructure Goup. Represented by (left to right) Tony White, David Aitken and Mark Starick.



Nigel Langridge from PAAS (Piping and Automation Systems) strays a little off course.



The Thermo Fisher Scientific drink cart with Joanne and Jason.



2011 Charity Golf Day Group

GOLD SPONSORS

ThermoFisher
SCIENTIFIC

xylem
Let's Solve Water

PAAS
Piping and Automation Systems

CHALLENGER
Water and Irrigation

SILVER SPONSORS

Nordical
Diving

HYDRO
INNOVATIONS

mjk

FESTO

WaterInfrastructure
GROUP

Hydramet

The Golf Clearance Outlet

ProMinent
Australia

AUTOMATION GROUP

VEOLIA
WATER

'us'
Utility Services

Mono

WIOA AND SOCIAL MEDIA

WIOA has always prided itself on keeping an ear to the ground and knowing what the issues are that affect you, our members. We pride ourselves on staying in touch with you so that we can provide the best service and assist in making you the best operators you can be!

In keeping with the times we have recently commenced development of a social media strategy – to help us engage with those of you that use social media and allow us to engage with a whole new audience in the wider water industry.

WIOA has set up a Twitter (@WIOAAustralia) and a Facebook (search for WIOA Australia) accounts. So follow us or become our friend and join in the digital conversation. We'll be sure to keep you up to date with everything that's happening within WIOA and the water industry that affects you!

As an example WIOA recently tweeted information about the 74th Annual WIOA Victorian Water Industry Engineers & Operators Conference & Exhibition in Bendigo – a great way to keep up with proceedings if you couldn't actually make it. See <http://twitter.com/WIOAAustralia> and look for tweets with “#WIOAVic11”.



CONFERENCE DELEGATES WIN

**EVERYONE'S
UGLY.**



SUNGLASSES WITH BENEFITS.

In August Ugly Fish Eyewear met with the winners of the Delegates Bonus Prize draw for Queensland - Qld Urban Utilities. QUU won a \$2000 account for Safety Eyewear.



Roger Summerill from Ugly Fish (L) with Ray Green Senior Safety Advisor and Gerard Ward, Safety Compliance Advisor from Qld Urban Utilities.

PRACTICAL GUIDE TO WASTEWATER SERIES – NEW RELEASE

In this new series of Practical Guides produced by WIOA, the key elements of the provision and operation of sewerage treatment systems are covered.

The series includes:

1. Management of odours in sewage transport systems.
2. The operation and optimisation of lagoon treatment systems.
3. The operation and optimisation of activated sludge treatment systems.
4. The operation of reclaimed water systems.

Practical Guide To Odour Control In Sewage Transport Systems



Phillip Dack and Gary Finke



An underlying objective for each of the guides is that on each page operational staff should be able to make mental notes to themselves along the lines of:

- That's a good idea.
- We should be doing that.
- We can start on that immediately.

The guides are not about identifying costly solutions but identifying ways to get the best out of what is available.

The aim is to provide suggestions and hints that can be implemented easily, cheaply and immediately in the field.

To purchase the new Practical Guide on Odour Control in Sewage Transport Systems or any within the Water series go to the Publications tab on the WIOA website.

COMMONLY USED CHEMICALS - IN THE WRONG HANDS THEY'RE LETHAL

There are over 40,000 chemicals approved for use in Australia in a large number of industries, businesses and households. Some of these are used by organisations who are members of the Water Industry Operators Association (WIOA).

Unfortunately, common chemicals can, and have been used in terror attacks around the world. Terrorists have used common chemicals to manufacture homemade explosives which have resulted in a devastating number of casualties and fatalities, and large scale damage to property.

For example, the July 2005 London bombings, with an estimated economic cost of around £800 million (0.037% of GDP) on the London economy, used homemade explosives made from hydrogen peroxide. In 2009, US law enforcement agencies arrested a suspect for plotting to detonate a peroxide based homemade explosive on the New York subway. Australia is not immune. In the same year as the London bombings Australian police uncovered a terrorist plot involving a group of men from Sydney, some of whom were linked to purchases of hydrogen peroxide.

Investigations into previous terrorist activities around the world have shown that terrorists often stockpile commonly available chemicals. The Australian Government is working in partnership with State and Territory governments and industry to help prevent terrorist attacks from occurring on Australian soil by encouraging vigilance around the sale and handling of chemicals which pose a security concern.

Members of the WIOA can help safeguard Australia from terrorism by: ensuring stocks of chemical compounds, particularly hydrogen peroxide, are kept secure undertaking regular stock audits and reporting discrepancies to the National Security Hotline (NSH) on 1800 123 400 and local police, and remaining vigilant and reporting suspicious activity to NSH on 1800 123 400. This could include possession of unusually large quantities of chemicals, irregular storage or dumping of chemical containers, abnormal chemical odours, and unusual use of storage facilities at odd times of the day or night.



In the right hands, useful.



In the wrong hands, lethal.





Be aware Some everyday chemicals can be put to misuse.

Be responsible Use, handle and store chemicals in a responsible way.

Be alert If you see anything unusual, report it to the National Security Hotline. This could include: possession of unusually large quantities of chemicals; irregular storage or dumping of chemical containers; abnormal chemical odours; and unusual use of storage facilities at odd times of the day or night.

National Security Hotline
1800 123 400
Trained operators take every call seriously.
 You can remain anonymous.
hotline@nationalsecurity.gov.au

australia.gov.au/chemicalsecurity

Every piece of information gathered is important and could provide the missing link for security or intelligence operations – the 2005 terrorist plot in Australia was pieced together by information provided to NSH by a chemical retailer.

Further information about chemicals of security concern can be found by visiting < australia.gov.au/chemicalsecurity >.



CORPORATE MEMBER NEWS

WIOA Conferences 2012 Prime Sponsors

We are pleased to announce our Prime Sponsors for our 2012 Conferences to be held in Tamworth, Gold Coast and Bendigo. Automation Group, Xylem, Acromet and Peerless Epigen have once again agreed to take up these premier sponsorships which allow WIOA to continue to deliver successful operationally focussed events at affordable rates. We would like to take this opportunity to thank these companies for their support.

If your company is interested in becoming a sponsor, opportunities still exist. Call WIOA today to request a copy of our Sponsorship Prospectus.



Historically, ITT Water & Wastewater was part of the ITT Corporation, a global engineering and manufacturing company providing advanced technical and operational services to markets within Defence, Aerospace and Fluid Technology.

Effective November 2011, ITT's water-related division becomes a new standalone water company known as Xylem. At Xylem, we will continue to be deeply involved in every stage of the water cycle. We will retain all of our industry leading product brands including Flygt, Godwin, Leopold, Sanitaire and Wedeco which will continue to be available through our sales, rental and service networks.



TIP #4: Coating Top Tips

#1 When coating concrete, always make sure the pH of the concrete is alkali to avoid failures.

#2 Find someone you can depend on to support any coating works technically, to help navigate the process.

#3 Solventless coatings are always less prone to weather and temperature.

#4 In selecting potable water coatings, review the full AS/NZS4020 report as verification.

#5 Specifications should be used as a guide, they cannot address practical contingencies nor predict site specific complications.

#6 Proper planning reduces the need for inspection on completed works and overcomes decisions at a time when plant should be returned to service.

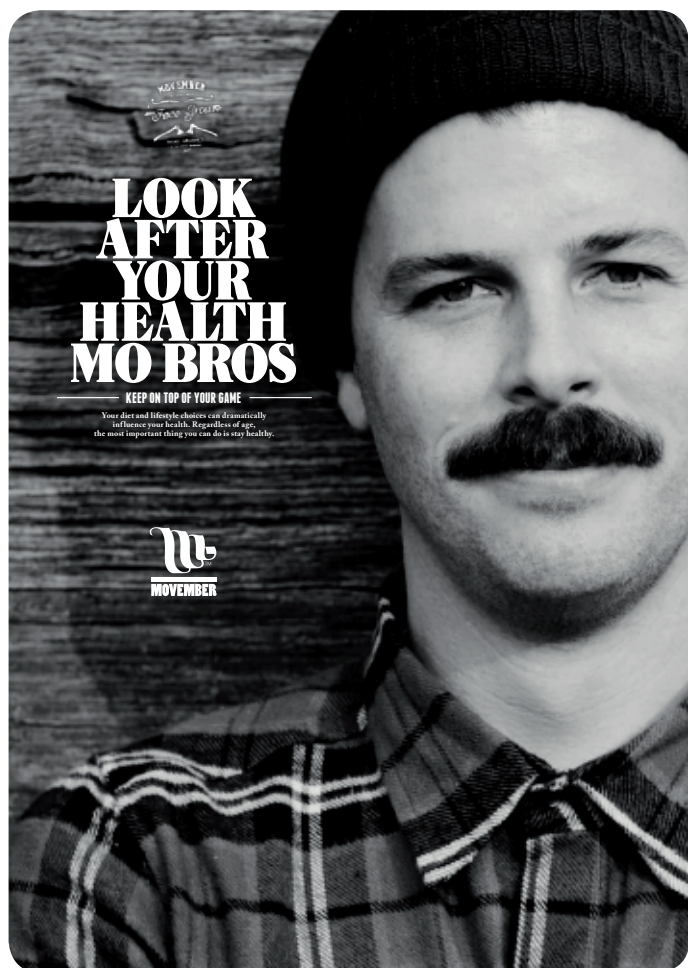
When coating, think Epigen. To find out more visit www.epigen.com.au

The Lighter Side

A clever anagrams email hit our desks recently – can you rearrange the letters even better?

THE WORD	When you rearrange the letters
DORMITORY	DIRTY ROOM
PRESBYTERIAN	BEST IN PRAYER
ASTRONOMER	MOON STARER
THE EYES !	THEY SEE !
GEORGE BUSH	HE BUGS GORE
THE MORSE CODE	HERE COME DOTS
SLOT MACHINES	CASH LOST IN ME
ELECTION RESULTS	LIES - LET'S RECOUNT
SNOOZE ALARMS	ALAS! NO MORE Z 'S
A DECIMAL POINT	I'M A DOT IN PLACE
THE EARTHQUAKES	THAT QUEER SHAKE
ELEVEN PLUS TWO	TWELVE PLUS ONE

Movember



Let's face it men are known to be more indifferent towards their health, especially when compared to the efforts of women, who proactively and publicly address their health issues in a way not traditionally seen with men. As a result, today the levels of awareness, understanding and funding for support of male health issues, like prostate cancer and depression in men, lag significantly behind women's causes such as breast cancer. The reasons for the poor state of men's health in Australia and around the world are numerous and complex and this is primarily due to a lack of awareness of the health issues men face. This can largely be attributed to the reluctance of men openly discussing the subject due to longstanding traditions, coupled with an 'it'll be alright' attitude. Men are less likely to schedule doctors' appointments when they feel ill or for an annual physical, thereby denying them the chance of early detection and effective treatment of common diseases.

What are you scared of?

As a rule, men still access health services less frequently than women and when they do visit the doctor, they typically present late, thereby denying themselves the chance of early detection and treatment of common diseases. Recent studies show that many men don't get regular health checks because they:

- Fear it will lead to a hospital visit
- Embarrassed to discuss their health issues
- Find it too hard to see a doctor because they just can't fit it into their schedule
- Just can't be bothered making an appointment

Movember aims to change the face of men's health and reverse this way of thinking by putting a fun twist on this serious issue. Using the moustache as a catalyst, they want to bring about change and give men the opportunity and confidence to talk about their health more openly.

It's not all bad news! Maintaining a good diet, smart lifestyle choices and getting regular medical check-ups and screening tests can dramatically influence your health. Regardless of age, stay on top of your game by doing the following:

HAVE AN ANNUAL PHYSICAL.

Find a doctor and make a yearly appointment each Movember for a general health check. Getting annual checkups, preventative screening tests, and immunisations are among the most important things you can do to stay healthy.

DON'T SMOKE!

If you do smoke, stop! Compared to non-smokers, men who smoke are about 23 times more likely to develop lung cancer. Smoking causes about 90% of lung cancer death in men.

BE PHYSICALLY ACTIVE.

If you are not already doing some form of exercise, start small and work up to a minimum of 30 minutes of moderate physical activity most days of the week.

EAT A HEART HEALTHY DIET & STAY AT A HEALTHY WEIGHT.

Fill up with fruits, vegetables, whole grains; include lean meats, poultry, fish, beans, eggs, and nuts; and eat foods low in saturated fats, trans-fats, cholesterol, salt (sodium), and added sugars. Balance calories from foods and beverages with calories you burn off through physical activities.

MANAGE YOUR STRESS.

Stress, particularly long-term stress, can be a significant factor in the onset or worsening of ill health. Managing your stress is essential to your health and well-being and should be practiced daily.

DRINK ALCOHOL IN MODERATION.

Alcohol can be part of a healthy balanced diet, but only if it's in moderation, which means no more than two drinks a day.

KNOW YOUR FAMILY HEALTH HISTORY.

Start a discussion with your relatives about the health issues they've had in the past. Be sure to learn about relatives that are deceased too.

Source: <http://au.movember.com/mens-health/>



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:

Russell Bates, Gary Black, Erin Bohrmann, Kathy Bourbon, Brad Bourne, Kurt Boyes, William Brereton, Lance Brown, Michael Dennis, Heysen Dennis, Geoffrey Enever, Bradley Gannon, Michael Hammett, Marty Hancock, Peter Haywood, Andrew Healey, Richard Ingall, Grant Jacobs, Simon Jaski, Darryl Karp, Darren Laws, John Link, Darren Lyndon, Steve Martin, Craig Mathisen, Brett Merton, Pankaj Mistry, Coen Mitchell, Kevin Nelson, Andrew O'Connor, Stefanus Oosthuysen, Chris Orchard, Shrutibahen Patel, Justin Renehan, Daniel Robie, Paul Robins, David Scott, Peter Starr, Jonathon Thompson, Lynda Thorne, Gary Turner, Brian Walsh, Aaron Watts, David Whitcher, Brian White

New **Corporate Members** include:

Barron GJM, Branach Manufacturing, Chisholm Institute of TAFE, Engineering Installations, Environmental Data Services, Liquid Controls (Aust), Pacific Laboratory Products, RMP Abrasive Blasting, RSP Environmental Services, Spoutvac Industries, Teco Australia

New **Utility Corporate Members** include:

Tweed Shire Council.

HELP YOUR ASSOCIATION GROW



WIOA is close to reaching another significant milestone. **2000 members is within our reach.** Do your bit for WIOA and help us reach this milestone by encouraging your non WIOA colleagues or trade suppliers to join up today. Sign up now and get the last two months free! 2012 member rates have been set at \$25 per individual or \$220 per corporate member. There is no better value for money.

Also don't forget Utility Corporate membership – if your employer wants to pay for you and your colleagues to join – talk to us about this special category only open to employers of operators.



MEMBERSHIP RENEWALS WILL BE POSTED OUT IN NOVEMBER. PLEASE PAY PROMPTLY TO AVOID BEING CHASED IN 2012.

Remember those who have paid for multiple years need do nothing now – well done for being so organised! All members will receive the handy WIOA magnet calendar in the mail soon.

COMING EVENTS

- **30 November, 2011** – Queensland Advisory Group – Pump Tour and Workshop at KSB Facilities

Coming Events in 2012

- **1 March** – PASS Award applications close
- **28 & 29 March** – 6th Annual NSW Water Industry Engineers & Operators Conference – Tamworth
- **6 & 7 June** – 37th Annual Queensland Water Industry Operations Workshop, Gold Coast
- **5 & 6 September** – 75th Annual Victorian Water Industry Engineers & Operators Conference – Bendigo

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NEXT EDITION

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