



# OPERATOR

August 2008 Edition

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Lunch time in Carrara. Read more about the Queensland Conference on page 4.

Would you use a ladder like this. Read more on ladder safety and accessories on page 6.



Congratulations to the joint Queensland Operators of the Year. John Paulger (L) and Ian Cuthbertson with AWA Queensland President Rob Drury.

## From the EO's Desk

Seems there's never a dull moment in WIOA land.

Time has been in very short supply recently and we've been battling to keep our head above water organising all the conferences and events and keeping the office ticking over. Predictably, we have continually put many new ideas and initiatives on the back burner due to a lack of resources. All that is now changing with our 25% increase in staff (from 3 to 4). A big welcome is extended to our new Operations Manager, Cynthia Lim. There is a bit of a spiel on Cynth in this issue and we're all very excited to have her on board.

The small office at my home where WIOA has been based for the past three and a half years was bursting at the seams and just wouldn't fit an extra person in. One of Cynthia's first tasks was to help us locate a new office, sort out a lease and get all our gear (and us) moved in. Apart from a stuff up courtesy of Telstra, we are now pretty well settled at the new hacienda. All members should note that PO Box 6012, Shepparton Vic 3632 is now our primary contact address.

On the membership front, we passed another mini-milestone just recently with our 700th Individual Member signing up. Add to this the 200 or so Corporate Supporters and we are now on the countdown to the 1000 Member mark. Reaching 1000 will certainly be an exciting day for all of us when you consider where we were just over 10 years ago – less than 100 members and about \$5000 in the bank. All this is positive but we still need your help to promote the value of being a member. We ask all existing Members to help us to continue to grow the Association. If anyone would like Membership forms or WIOA information packages, please drop us a line and we'll send them out. Membership forms can also be downloaded from our website at any time.

Much progress has been made recently to allow the introduction (in Victoria as a pilot) of a catchment and treatment plant rating system similar to that in place in the US, Canada and New Zealand. Importantly, part of the rating system will include making sure that operators of high risk or complex systems have the correct level of training, demonstrated experience and competence, and that they are Certified by WIOA. Once implemented and operational, this scheme will provide a positive mechanism to help increase the level of skills and competence of operators across the board. An additional benefit is that it should also provide expanded career opportunities for all operations staff. There are still a few consultation processes to be completed before the scheme can be rolled out and it is our intention to expand the pilot to become a Nationally endorsed scheme. We hope to be able to report further developments not long after the Bendigo Conference in September.

In addition to the Certification, WIOA has contributed to the development of the CoAG Water Skills Audit and Strategy as a member of the project Advisory Group. This has involved reviewing and commenting on some rather large reports as well as attending meetings in Melbourne and Sydney. Our active participation in this type of project is vital to keep the "operational issues" up front in these processes.

We are excited to report that the fourth in our series of five water technology based Practical Guides – "Practical Guide to Understanding and Managing Surface Water Catchments" is all but finished. We intend to launch this book at the Bendigo conference as well. An Order form/Tax Invoice for the Catchment Guide and the previously released "Chemical Dosing", "Filters" and "Distribution" books, can be downloaded from the WIOA website. Remember, each book is only \$30 + GST and they are a great resource to have in your treatment plant library. Writing of the fifth and final book in this series – "Practical Guide to Disinfection" is proceeding well and is planned to be released later in the year.

The 33rd Queensland Water Industry Operations Workshop was held at the Carrara Indoor Sports Stadium on the Gold Coast from 3-5 June 2008. Gold Coast Water was an excellent Host and supported us and the event very well. A full report, some photos and all the prize winners appears later in this edition. Reports from those present indicate it was a resounding success and we must thank all our staff, the WIOA Committee, all our Members and other helpers who all pitched in to make it an event to remember.

Whilst mentioning conferences, the 71st Victorian Water Industry Engineers & Operators Conference is being held at the Bendigo Exhibition Centre (Prince of Wales Showgrounds) from 2-4 September 2008. Support for this event has also blown us away with the trade expo a total sell-out (all 175 sites) and we now have a dozen or so companies on a waiting list. A quick flick of the papers and posters submitted indicate that there will be something on offer for us all to learn from. We'd like to encourage our Victorian and Southern NSW Members to let everyone know about the event. Remember, there are products and technologies on display that are relevant to industries or businesses outside the mainstream "water industry" so don't be scared to invite other people or companies along. Keep in mind that entry to the trade expo (only) is free.

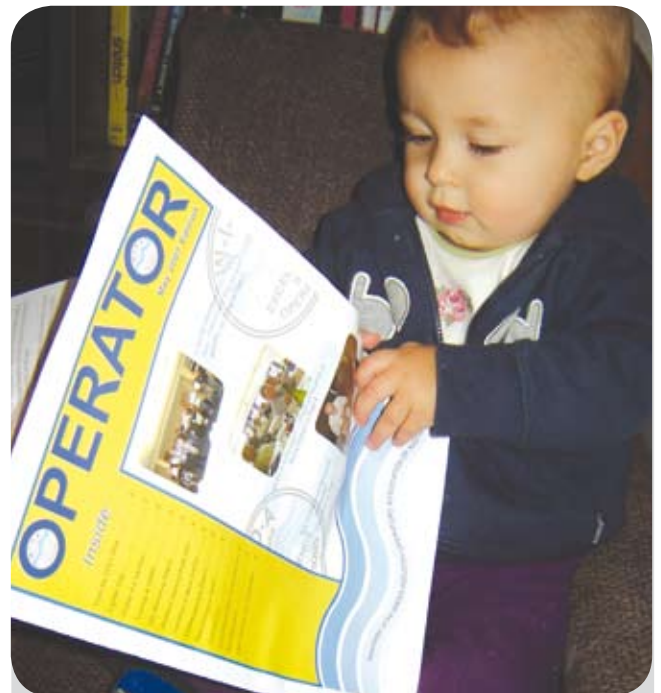
We also look forward to welcoming another Kiwi contingent across the Tasman to the Victorian conference in September headed up by WIOG NZ Executive Officer, Dave Neru and their new President in Martyn Simpson.

In closing, it is timely to again lobby all Members for your thoughts – are you getting all that you expect from your membership; are there any suggestions that you have that WIOA could pursue to increase the value of membership to you and finally, is there anything that you might be able to contribute to the Association.

Until next time,

George Wall  
**WIOA Exec Officer**

## Starting them young



**Pictured is young Ella, daughter of member Sharon Heyme who at 13 months chooses to read our 'Operator' Newsletter in her spare time.**

## Profile of a Member

We'll take a bit of a detour from our usual Profile of a Member to introduce you to WIOA's newest staff member, who of course has also been a WIOA member for many years.



### Name

Cynthia Lim

### Position

WIOA Operations Manager

### Employer & Location

WIOA, Shepparton Vic

### How long have you worked in the water industry and where?

About 14 years. I just left ATMR after two great years, where I was a technical sales rep. Before that I was a rep with ITT Flygt travelling round country Victoria for four years. I worked at Biolab Australia for a few years as water quality specialist and also an account manager. Then my very first job was with WSL Consultants (now part of Ecowise) where I was client liaison and lab bitch!

### What did you study?

I've always been a bit of a greenie and studied Environmental Management and have an Applied Science degree. I also did part-time post grad studies by correspondence (will never do that again – tough slog!) and got a Graduate Diploma in Environmental Engineering.

### How did you get into your current role?

By loving everything about WIOA! I have been a volunteer on the WIOA committee for about 6 years. During that time I was lucky enough to be Vice President and then of course President for a couple of years. Recently I tried to take a break off committee to pursue some other ventures but landed a full time job instead!

### How long have you been a WIOA member?

8 happy years.

### What does your current job involve?

Hmmm, I've been in the role now for about 15 days (probably a month by the time Operator goes out) and we are in the process of moving office so I haven't really settled yet. Get back to me in a year or so.

### What have been some of the big changes in recent years?

WIOA has grown from strength to strength and I've been lucky to be involved with so much of it. During my 'president' years I learnt heaps from George Wall and the rest of the committee and I want to continue to help grow and personally grow with the association.

### What do you think you will be doing in 5 years time?

I plan to be retired or to borrow a phrase from someone I spoke to recently – 're-wired!' Not working full time and spending more time on my blueberry farm. WIOA may have different plans for me but you never know!

### Ok, a few quick questions to finish

**Age:** .....36 and lovin' it!

**Nickname:** .....Cynth

**Family Status:** .....married and deliberately barren.

**Pets:** .....a cat, a dog, 8 chooks, gold fish and hundreds of perch in the dam.

**Favourite food:** .....everything – love to eat

**Least favourite food:** does bottled water count?  
That's my biggest bug bear I guess.

**Favourite TV show:** ..... Star Trek – yes I am a trekky!

**Worst TV show:** .....have cable so don't really watch anything that I don't like

**Favourite Movie:** ..... The Castle

**Current CD in stereo:** ..... Band of Horses

**Current book you're reading:** ..The Cook and the Maestro, Story of Sergio and Stefano de Pieri

**Ambition in life:** .....be happy and never stressed

**Hobbies:** .....cooking, gardening, eating

**Best Trait:** ..... always smiling, hard to upset me

**Worst Trait:** ..... impatient, impulsive

**Four people to invite to a BBQ:** .....Bill Hicks, Steven Colbert, Neil Young and Catherine Janeway

## Award for Sherryn



Most likely when you phone WIOA you'll get to talk to our Business Admin Trainee – Sherryn. She has been on staff for around 18 months and has almost completed her Certificate III in Business Administration.

EO George was asked recently how Sherryn was performing and he had no hesitation in nominating her for the Shepparton Chamber of Commerce and Industry – Apprentice Trainee Award. An interview team arrived on site a few days later and asked a heap of pertinent questions about Sherryn's role at WIOA.

The interview obviously went well as Sherryn was selected as one of the finalists for the 2008 award and a great swag of Shepparton celebrities arrived to congratulate her. We'll all be heading off to the annual Awards Dinner in October to cheer her on against the 20 or so others in the running. Hopefully, she'll scoop the pool and we'll have more pictures to share with Members.



## Qld Conference Report 2008

The 33rd Qld Water Industry Operations Workshop was held at the Carrara Indoor Sports Centre on the Gold Coast, from 3rd to 5th June.

Back by popular demand was a field tour of the Merrimac STP on the Tuesday afternoon. After wondering whether we'd get enough interest to make it worthwhile, Neil Frieberg from Gold Coast Water had to look after an entire big bus load of interested and inquisitive delegates. Thanks to Neil and all the other GCW staff who helped out. Unfortunately, very wet weather and a lack of bus access meant we had to cancel the second part of the tour to the new Pimpama Coomera STP – maybe next time.

In mentioning Gold Coast Water, they were terrific hosts and major sponsor of the event and certainly showcased their region well. We must also thank our other Prime sponsors of the event including Rad-tel Systems, ITT Water and Wastewater and Acromet Australia. In addition the Qld Department of Natural Resources and Water; Water Industry Training Association (Qld); Australian Water Association; WME Media; DMI Australia; Grundfos Alldos; Peerless Industrial Systems; Bürkert Fluid Control Systems; CRS Industrial Water Treatment; Merck; ABS Wastewater Technology; Southern Cross Laboratories (Actizyme); CIBA Specialty Chemicals; Davey Products; Royce Water Technologies and Environmental & Process Technologies (a Division of Biolab) all took out some form of event sponsorship for which we are extremely grateful.

Our thanks is also extended to our band of helpers which included many of the WIOA Committee (some of whom took Annual Leave to attend) and also our supporters from Queensland who gave up their time to assist.



**All hands on deck – Peter Tolsher (WIOA President) on the forklift**

The delegate numbers reached a new high of 195 and we also had 129 trade visitors over the two days. The challenge as we go forward is to make sure we get even more Councils represented at the event on an annual basis.

Booths for the trade exhibition sold out very quickly and we were once again forced to turn away a number of companies that wanted to attend. In the end we had 103 companies displaying their products and services from the 119 booths. We would like to thank all the companies involved for committing the time and effort to make the exhibition so impressive.

The **WIOA Prize for the Best Trade Display** was won by the team from McBerns. David and Noel were rapt with the award and were last seen with huge smiles on their dials. For their efforts McBerns won a complimentary 12 month Corporate Membership of WIOA and a half page ad in the WME Environment & Business Magazine to the value of \$2,500.



**Winner of the best Trade Exhibit at the Queensland Workshop – McBerns**

Once again, the technical paper sessions were well attended and the range of papers from both operators and engineers alike, were practical and relevant. In his Keynote address, Steve Posselt relayed his experiences and visions consolidated on his paddling and walking trip covering the length of the Murray Darling system as well as some commentary on the proposed dam on the Mary River. In his own inimitable style, Steve once again challenged all the delegates to think about the footprint they leave behind on the earth as a result of their own resource use. Opening Speaker Dick Went from Gold Coast Water gave a very interesting insight into issues confronting this particular area of the State.

Congratulations to all the people awarded prizes at the Conference including:

**1st - Actizyme Prize** for best Operator Paper – Stephen Will from Sunshine Coast Water who spoke about the upgrade of the Kawana STP and all the issues they encountered. The **WITA Prize for the Best Paper Overall** was also awarded to Stephen and he'll be presenting his paper again at the Victorian conference in September.

**2nd - Actizyme Prize** – George Bellizia from Veolia Water.

**3rd - Actizyme Prize** – Paul Rogers from Gold Coast Water.



**Stephen Will (c), winner of the Actizyme & WITA Prizes for Best Paper being congratulated by Bob Smith (l) and Brian Davis (r)**

## Qld Conference Report 2008 cont.

Unfortunately, we didn't receive any poster papers from Queensland Operators this year so this award was put on hold temporarily.

The Qld AWA branch again sponsored and presented the Leon Henry, Qld Operator of the Year Award. There were joint winners this year in Ian Cuthbertson and John Paulger. An article about the achievements of the winners will be provided in a future edition of Operator.

Congratulations to all the winners of the Trade Competition and thanks to Russell Mack and Peter Tolsher for organising it again. A very special big thanks goes to Royce Water Technologies for sponsoring the competition and thanks to all the other companies that participated and who donated items for the prize packs.

Overall the conference was a huge success and we look forward to 2009 being even bigger and better.

## Charity Donation

Regular conference goers would be aware that at each of our three annual conferences, WIOA makes a donation to a local charity. The funds donated are raised from a variety of sources including the sale of WIOA caps to delegates, our charity golf day, IDIOTS fines and other events held throughout the year. To date, we have donated well over \$30,000 to a wide range of worthwhile causes.

We must make special mention of the guys from Royce Water Technologies who donated a very stylish chair and table setting to the WIOA charity fund. John Harris took to the microphone like a duck to water and proceeded to auction off the items. After some frenzied bidding, and worried looks from Griffio's table, Peter McLennan from Allflow Supply Company threw in the successful bid, paying \$450 for the items. Peter's cash, along with the WIOA cheque was forwarded to the Teenage Adventure Camps Qld, a charity helping kids with cancer. Thanks again to Rod and Peter for your generosity.



**Peter McLennan from Allflow Supply Company  
with his chairs**

### NATIONAL LEARNING RESOURCES PROJECT UPDATE

The National Water Commission has provided funding to Government Skills Australia, under the "Raising National Water Standards" suite of projects, for the development of resource materials to support the delivery of training and assessment aligned to the National Water Training Package at Certificate levels II, III and IV.

#### Certificate II

Four Technical Writers have been contracted to develop resource materials; learner guides, facilitator guides (session guides, Powerpoint presentations, responses to activities in learner guides), assessment guidelines for the following streams:

- Distribution and Collection;
- Bulk Water (including, irrigation, source protection and water storage)
- Treatment (including, water and wastewater treatment, trade waste)
- Generic (resource materials for Core Units and generic units – not specific to one stream.

Templates for resource materials have been developed and Technical Writers are currently developing resource materials in draft form. Completion of materials for Certificate II is due in November 2008.

#### Certificate III

Development of resource materials for Certificate III will commence in November 2008, following completion of Certificate II materials.

It is envisaged development of Certificate III materials will be complete in June 2009.

#### Certificate IV

Development of Certificate IV materials will commence in April 2009 and be completed by September 2009. However, as a result of industry feedback, development of resource materials for trade waste and hydrography has been fast-tracked.

A contractor has been engaged to develop resource materials for hydrography. Commences in July 2008.

Development of trade waste materials will commence in November 2008.

### TECHNICAL REVIEW PANELS

It is essential that an industry review and validation process is established to ensure materials developed not only align to the requirements of the national water training package, but also, that content is consistent with industry needs, technology and practice.

Similarly, it is critical that Registered Training Organisations have an opportunity to review and provide feedback on the materials.

To facilitate this review and feedback process, Technical Review Panels have been established. There is good cross industry representation on these panels, however, we still seek more reviewers from RTOs, water enterprises (private and public), local government (Victoria, NSW and QLD) to ensure greater industry coverage.

Technical Reviewers will typically possess subject matter expertise in one or more operational areas of the water industry. We are mindful that Technical Reviewers will be volunteering their time to participate in this process, therefore you can decide what resource materials you will review. This can be as few or as many as you like.

If you are interested in participating in the review of "draft" resource materials, please contact the Project Manager Wayne Morling [wayne.morling@bigpond.com.au](mailto:wayne.morling@bigpond.com.au) Mobile No 0419804734.

All draft resource materials will be uploaded onto Government Skills Australia website [www.governmentskills.com.au](http://www.governmentskills.com.au). From where they can be accessed.



# Corporate Member News

## European Building Innovation

Might the introduction of ladder safety accessories to the Australian market reduce the growing number of ladder related accidents? To answer this question, one first needs to have an understanding of how ladder accidents often occur.

Ladder accidents generally occur via one of the four following failures: Base slip, Top Slip, Flip and Loss of Top Contact.

1. *Base slip* of a ladder occurs when a loss of grip or friction occurs at the base points (or feet) of the ladder. This results in the base of the ladder sliding away from the vertical surface (or wall) and is normally associated with the low grip surface at the ladder base.
2. *Top slip* occurs when the top of the ladder moves side ways against the vertical surface to the point where the ladder system becomes unstable and there is a complete lateral failure. This type of failure is immediate and results in the user falling to the side of the ladder system.
3. *Flip failure* occurs when all the forces on the ladder system are directed through a single stile, such that a rotation occurs. This causes the ladder to flip around such that the side which was facing the vertical surface now faces away from it.
4. *Loss of top contact* is where the top of the ladder moves away from the vertical surface, primarily in the plane of the ladder.

The UK building industry has invested much time and effort into increasing ladder safety over the past 10 – 12 years and it can be confidently said that the UK industry is well ahead in regards to ladder safety regulations, compared with Australia. One of the major successes in reducing ladder related accidents can be attributed to the introduction of ladder anti-slip device which address all of the four above failure points. Let's look at some of the ladder related accident statistics from the UK. A third of all reported fall-from-heights incidents in the UK involve ladders and stepladders. On average this accounts for 14 deaths and 1200 major injuries to workers each year. Many of these injuries are caused by inappropriate or incorrect use of the safety equipment 1. Falling from heights continues to be the most common type of fatal accident when working at heights is concerned. Statistics indicate that between the periods of 1996/97 to 2005/06 fatal injuries reduced by 52% with the introduction of ladder safety accessories and operator education programs. In particular, 'high falls' (over 2 metres) reduced from an average of 48 per year to 26, over the last five years 2.

In Australia, research from the Monash University and the Alfred Hospital was released which shows that the number of people in Victoria alone admitted to hospitals following a fall from a ladder, has increased by 39% over the past five years. In June 2001 the number of admissions to hospital from people suffering from ladder related injuries over six months was 221; however by June 2005 this figure had risen sharply to 363. Similarly, the number of people admitted to hospital June 2001 for injuries that had been caused by ladders for non work related purpose was 374 and by June 2005, this figure had increased to 567 3. In addition, WorkCover reported that from 1985 – 2007 falls from heights cost industry \$1.3 millions dollars in claim payments alone 4.



Anti slip ladder

At least 83 Australian have died during the past five years after falling from their ladders and thousands more have been seriously injured 5. The ladder related deaths averages out over the five years to be approximately 16 Australian deaths per year. The UK has a population almost 3 times greater than Australia. So to compare yearly ladder related death figures, Australia should in theory have 3 times less deaths related to ladder falls than the UK. With this theory in mind, in Australia we should on average only have 5 deaths per year related to ladder accidents if we are on par with the UK

The introduction and the availability of ladder safety devices in the UK in conjunction

with safe working at height practices has been responsible for the reduction in numbers of ladder related accidents and deaths. Ladder anti-slip devices are encouraged to be placed at the base of ladder whenever a ladder is being used. Anti-slip devices work by increasing base frictional forces where the foot of the ladder makes contact with the ground. Such anti-slip devices address one or more, if not all of the four failure points mentioned above.



Ladder stopper

Here in Australia, organisations such as WorkSafe Victoria, David Caple & Associates, Master Painters Association and the Construction, Farming, Mining and Energy Union are aware that more needs to be done in this nation to increase safety when working at heights. As such, an initiative has been implemented by WorkSafe Victoria to identify and test innovative safety accessories. Results of the initiative will be made available to the building and trade industries via a web site to be established by David Caple & Associates.

The aim of the web site will be to educate workers and companies to the new range of safety products that are available in Australia. European Building Innovations has a wide range of ladder safety accessories that are new to the Australian market. Some of these accessories, which are already widely used in the UK, are being trialed and tested as part of the WorkSafe Victoria initiative.

When comparing ladder related accident statistics from the UK (where the use of ladder safety accessories is the norm) and Australia (where the use of ladder safety accessories is in its infancy), it is highly likely that wider use and acceptance of ladder safety accessories can save lives and may help prevent many permanent injuries.

### References

- 1 [The Work at Height Regulations 2005: A brief guide leaflet INDG401HSE Books 2005](#)
- 2 [www.hse.gov.uk/falls](http://www.hse.gov.uk/falls)
- 3 [www.sciencealert.com.au/climbing-ladder-injuries-3.html](http://www.sciencealert.com.au/climbing-ladder-injuries-3.html)
- 4 [www.worksafe.vic.gov.au/wps/wcm/resources/file/eb1d029a7c85e/statistics\\_summary\\_2006\\_07.pdf](http://www.worksafe.vic.gov.au/wps/wcm/resources/file/eb1d029a7c85e/statistics_summary_2006_07.pdf)
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**Contributed by:** Steve Taylor, [www.euroinnovations.com.au](http://www.euroinnovations.com.au)

# Corporate Member News

## Aqua Diagnostic

PeCOD™ is a revolutionary new COD analysis technology developed by an Australian company, Aqua Diagnostic. It is based on a technique known as photoelectrochemistry. The actual process is very straightforward; a sample is passed over a sensor that is coated with TiO<sub>2</sub> (titanium dioxide), and UV light is shone on the sensor. This causes the TiO<sub>2</sub> to oxidise all the organics in the sample. An electrical circuit attached to the sensor directly measures how much oxidation occurs. From this it is straightforward to calculate the COD and the BOD.

Because UV-activated TiO<sub>2</sub> is a much stronger oxidant than dichromate, it completely oxidises all the organic species present in the sample, including many species that dichromate struggles with (such as simple alcohols and carboxy acids). Hence the COD reading is much more accurate. Also the analysis is very fast – only 5 minutes.

The simplicity and speed of the technique means it can be fully automated in a self-contained on-line system. This has some significant benefits to any industry involved in waste water treatment, or using water as a coolant or feedstock to a manufacturing process.

For example, in waste water treatment plants the secondary influent can be monitored in real-time, so that the plant has early warning of any changes in COD, and so can increase aeration to deal with this. This saves on energy (most plants run at higher aeration levels than they need “just in case”) and avoids costly process excursions.

In BNR plants (biological nutrient removal) methanol or acetic acid is used as a food source for the biological process. Measuring the COD of the influent allows more accurate dosing of the food source, increases the efficiency of the process and reduces expensive over-dosing.

Because the PeCOD™ technique is both fast and accurate, it can be used to do an immediate COD measurement on waste that is brought in by road tankers. This ensures that the client is being charged appropriately, as well as avoiding treatment plant issues from unexpected high COD loads.

The PeCOD™ technique has some other advantages over the traditional dichromate method.

Firstly it is a much “greener” technique, in that it does not require the use of toxic or hazardous chemicals like Silver Sulfate, Mercury Sulfate, Potassium Dichromate and Sulfuric acid (all needed by the dichromate process). Only an electrolyte solution is needed, because it is the TiO<sub>2</sub> photocatalyst that is performing all the oxidation.

Secondly the PeCOD™ technique can directly analyse samples with high chloride concentrations, such as seawater which is often used in cooling towers for many industries.

It is also able to analyse down to sub ppm levels of COD. Please visit the Aqua Diagnostic website [www.aquadiagnostic.com](http://www.aquadiagnostic.com) for additional information on COD applications and the PeCOD™ technology.



# Water in the news

## Legionella outbreak at a Melbourne car wash

An interesting article was printed in the latest ‘Health Stream’ newsletter published by the CRC for Water Quality and Treatment about a Legionella outbreak at a Melbourne car wash in April and May 2008. Investigations found that water at a ‘do it yourself’ car wash in the western suburbs of Melbourne was heated to approximately 40°C and stored in a tank prior to use through high pressure spray hoses. This exposed customers to respirable-sized aerosols. Legionella bacteria occurs naturally in water and soil and concentrations can increase in warmed water between 25 to 45°C. This outbreak has highlighted the increased use of commercial and domestic high pressure hoses brought on by the drought and the need for awareness of the risks. As an outcome from this incident the Victorian Public Health Branch has created new guidelines to prevent further outbreaks.

For more information go to: [www.waterquality.crc.org.au](http://www.waterquality.crc.org.au) and [www.health.vic.gov.au/environmental/legionella/car\\_washes.htm](http://www.health.vic.gov.au/environmental/legionella/car_washes.htm)

## Member News

### A note from Neil Healey (WIOA Member, casual helper, seminar convener and supporter):

*Well, after too many years to count and being always on the cutting edge of operations, I have made the big switch to Project Supervision.*

*There are many and varied reasons why I have done this.*

*One is the inherent need for change that exists in my character. Not that there hasn't been constant change in this industry over the years I have been involved. It's a matter of being able to control your own destiny, take another risk, and take on board another complete change of focus. I have usually changed positions on average every five years or so. The last one was almost seven.*

*One of the things I will really miss with the change will be the development of others. However there is always scope in the future to get back into training others. In my new role there are no staff to contend with, that is a huge change for me.*

*Another key element of moving to Project Supervision lies in the very timely article that Peter Mosse recently wrote in Water Works. It related to the industry focus on getting the project completed on time and within budget, with very little focus on the end user, the Operator. This is one of the areas I want to really focus on at Goulbourn Valley Water.*

*Yes it is still very important to get the project completed within budget and within the allocated timeframe, however with my previous experience in operations I will endeavour to keep the operators in the loop at every key step of a project. Hopefully my experience can highlight operational flaws, if they exist, in the early stages and I can consult with operational staff to rectify potential problems. The ultimate goal is to deliver something that works as it should, at a competitive price, and that the operator is happy to own and operate.*

*So, wish me luck and I will still be seen around the traps at WIOA functions.*

**Neil Healey**  
Project Supervisor,  
Goulbourn Valley Water





## Tour of Bendigo reclamation plant as part of Victorian conference

Coliban Water are pleased to host a tour of the new Bendigo Reclamation plant "water factory" as part of the WIOA Victorian Conference. Tours will be held for the early arrivals on Tuesday 2nd September at 2:30pm and also repeated on Friday 5th September at 10:00 am. The plant is the first of its kind in Australia to use two stage reverse osmosis plus EDR (Electro dialysis reduction) to recycle 100% of Bendigo's wastewater. It has been operational for nearly 12 months, producing Class A+ recycled water to a number of industries, municipal gardens and rural users across the Bendigo region.

To book in for the tour email [cynthia@wioa.org.au](mailto:cynthia@wioa.org.au) as soon as possible.

## Sentenced to prison

*In the February 2007 edition of Operator we reported that two operators from Tennessee USA were found guilty of falsifying documents associated with the town's sewage treatment plant and promised to follow up on the sentencing outcome. It's a little late but see the media release from the State of Tennessee.*



### MEDIA RELEASE

STATE OF TENNESSEE  
TENNESSEE BUREAU OF INVESTIGATION

FOR IMMEDIATE RELEASE  
APRIL 27, 2007

CONTACT: JENNIFER JOHNSON  
615.744.4087 (OFFICE)  
1.888.226.4454 (PAGER)

#### SEWAGE TREATMENT PLANT EMPLOYEES SENTENCED TO FEDERAL PRISON

**Columbia, TN** - Two former employees of the Mount Pleasant sewage treatment plant will spend time behind bars for falsifying test results.

James Michael Holden and James Larry Holden were both sentenced in federal court last week. Michael Holden received a 32 month sentence followed by 9 months to be spent in a half way house. His father, Larry Holden, was sentenced to 24 months in federal prison followed by 9 months in a half way house. Larry Holden was the Director of the Department of Public Works in Mount Pleasant, and Michael Holden was the licensed operator of the sewage treatment plant.

The two were accused of submitting false reports to the Tennessee Department of Environment and Conservation. Those reports indicated that the plant was performing water-quality tests required by the Federal Clean Water Act however the investigation revealed that those tests were not being performed. During the course of the investigation, agents also discovered that, once the false reports were identified, the Holdens tried to cover up the crime with additional false reporting.

TDEC Deputy Commissioner Paul Sloan says these kinds of actions threaten public safety, "Falsifying documents impacts the integrity of our entire environmental regulator system. Those who are willing to knowingly jeopardize water quality threaten not only the environment itself but also the health of the people who live in their communities."

TBI Director Mark Gwyn hopes the stiff sentences handed down in this case serve as a warning to other plant operators who may be cutting corners illegally, "Tennesseans deserve to have the peace of mind that comes from knowing our water quality is being protected. The TBI is going to actively pursue anyone who jeopardizes that right." As a part of their sentence, the Holdens will be permanently barred from working at any job in the environmental field.

### Coming Events - 2008

<b>2-4 Sept</b>	71st Vic Water Industry Engineers and Operators Conference, Bendigo
<b>14 Oct</b>	Distribution Seminar Qld (Venue to be confirmed)
<b>26 Oct</b>	10th WIOA Charity Golf Day
<b>17 - 18 Nov</b>	Excellence in Industrial Water, Luna Park, Sydney
<b>18 Nov</b>	Chemical Dosing Seminar, NSW. (Venue to be confirmed)

## 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

Kent Weedon, Brian Cahill, Chris Rice, Ric Ingerson, Steven Healy, Glenn Acorn, David Chu, Peter Brownie, Samuel Magill, Kerry John, Malcolm Jarman, Geoffrey Searle, Nancy Brady, Maaran Mutharasa, Marion Rhodes, Philip Johnston, Neville Bell, Ian Cuthbertson, Jeff Holmes, Russell Fraser, Matthew Torr, Jason McDonald, Russell Wall, Tom Curran, Greg Bartley, Daniel Roche, Lloyd King, Stephen Will, Chris Perks, Alan Shea, Bill Walker, Peter Broxham, Anthony Ohlsen, Michelle Maggi, Troy Van Berkel, Leo Vander Ploeg, Wayne Bradley, Peter Campbell, Stewart Germon, Ken O'Callaghan, Russell Prestwich, John Russell, Gerry Rauber, Glenn Taggart, Stephen Hendrickson, Terry Clare, David Masters, Terry Shields.

### New Corporate Members include

Projex Group, Paterson Pumps, Water Technical Consultants, Aqua Diagnostic, Aqua Focus, SEQ Water.

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## Next Edition

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## We have moved



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