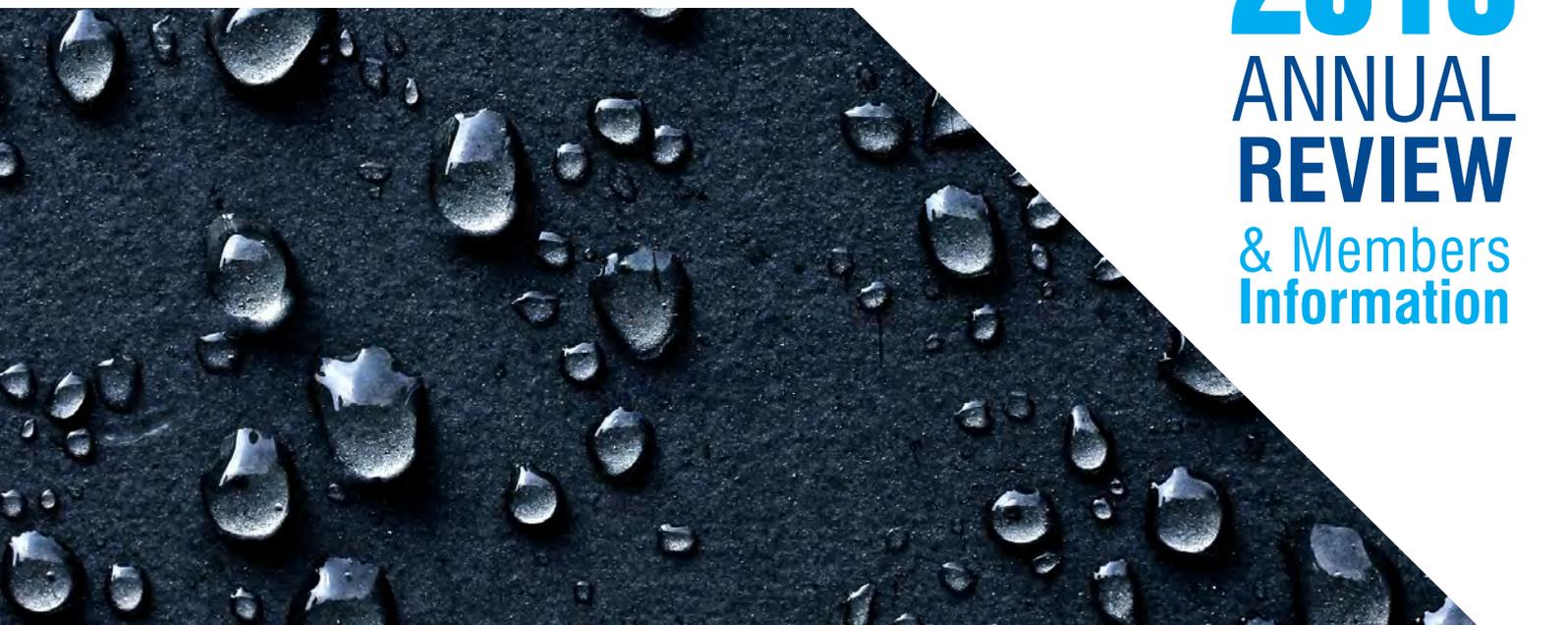




Water Industry Operators Association of Australia



2018 ANNUAL REVIEW & Members Information



communicate

encourage

protect

network

engage

Our Vision

To be the leading industry association promoting excellence in water industry operations.

Our Mission

To develop and support people in water industry operations.

Our Values

- Integrity
- Being safe
- Professionalism and consistency
- Innovation & sustainability
- Recognition and celebration of achievements
- Open, honest and timely communications
- Supportive behaviour and respect

2.4% 

Conference
Attendance

5.1% 

In
Membership

4,239

WIOA
Members

70,440

Website
Hits

4,198

Attendees
at a WIOA Event

138

Certified
Operators

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Life Members

2018	John Harris
2017	Peter Tolsher
2014	Russell Mack
2007	Barry Waddell
2004	George Wall
1998	Ron Bergmeier
1994	Stan Franzi
1986	Ray Holloway*

*deceased

Chairman's Message



In reflecting on WIOA's activities throughout the year, meeting the challenge of addressing members' needs, and preparing for and embracing change, it has certainly been a successful 2018.

The WIOA Board, Committee and staff continued to further develop and implement the organisation's 2018-2022 strategic plan. The plan has been developed by the Board, Committee and staff over several workshops where issues and opportunities were identified, and our capabilities critically examined. I am confident that the plan addresses business best practice and will provide us with the flexibility to investigate and adapt to new opportunities and technology. Importantly, it will assist us to keep abreast of the changing needs and expectations of our industry, members and stakeholders. A project tracking tool was developed by staff during 2018 to allow the Board to monitor progress against the various special tasks approved in the Strategic Plan. The tool has enabled the Board to easily follow the progress of activities throughout the year.

In line with corporate and business best practice, WIOA Directors have continued with their development training by completing a suite of tailored professional development courses offered by the Australian Institute of Company Directors. Providing learning opportunities such as this is instrumental in the development of the skills of Board members. This not only benefits WIOA by ensuring good governance, having a greater understanding of business governance issues will help them in their future careers as well.

The key WIOA activity indicators including growth in membership, conference and event attendance, the number of certified operators and financial performance were all positive. Financial sustainability is an important factor for the organisation and, while we aim for a balanced budget each year, WIOA has again recorded a surplus in 2018. This is mainly as a result of a contribution of funds from Pipes Wagga to assist us with offering services to network operators, along with increased revenue from additional membership, conferences and events. The Board and Committee has endorsed the investment of some of our accumulated cash reserves into further new projects in 2019, designed to provide additional benefits to our members and stakeholders into the future.

People are the common denominator for the success of associations like WIOA. I would like to formally acknowledge the awarding of Life Membership to John Harris during the year and recognise him for his contribution, involvement and the values that he has brought to WIOA. On a personal note, John's support and helpfulness has been astounding and I wish him well in his future endeavours.

Considering our successful year there are many thanks to be made. To all our diligent staff who commit well beyond expectation, the Board, Committees and our army of volunteers, I offer my congratulations and my sincere thanks on behalf of the organisation.

A handwritten signature in black ink, appearing to read 'James Martin'.

James Martin, Chairman



Managing Directors' Review

The calendar for 2018 was again jam packed with events, activities and development opportunities for Members of the Water Industry Operators Association of Australia and our broader water industry stakeholders. After adding up the attendees at all our events, we were amazed to discover that we had interacted with almost 4,200 individuals over the course of the year.

After reaching 4,000 members for the first time at the end of 2016, it was pleasing to be able to consolidate this level of support with our member numbers increasing to a new high of 4,239 at the end of 2018. We look forward to continued membership growth as more individuals and organisations are exposed to WIOA and what we have to offer.

A number of new initiatives were developed or delivered during 2018.

A series of webinars (WIOA Talks) were developed and delivered covering both technical and general interest topics. In all nine webinars were presented in 2018 with a total attendance of 321 members. It is planned to continue to run the webinars in 2019 and beyond.

With the support of the South Australian Advisory Committee, the first WIOA South Australian Conference and Expo was staged in August. Running an event in a new State for the first time is always challenging and we were uncertain of the level of delegate support we would receive. The post conference review was very positive and we anticipate that it will become an annual event.

After Melbourne Water staff approached WIOA to consider running a safety focussed event concentrating on issues in the water industry, the Water Industry Safety Event (WISE) was organised and staged in Melbourne in October. Melbourne Water did a wonderful job in Hosting this event and along with an exhibition comprising 20 companies displaying their safety focused initiatives, products and services, the event attracted 156 delegates. Safety is a major issue for the water industry and WIOA intends to work collaboratively with organisations such as WSAA to help improve our industry's safety performance nationally.

To better reflect its ongoing activities, the Water Industry Skills Taskforce (WIST) was wound up in October and was replaced by the Water Industry Operator Certification Taskforce (WIOCT). With the support of *qldwater* as secretariat, the existing Water and Wastewater/Recycled Water Certification Frameworks were merged into a single document which was signed off by the WIOCT in December. Presentation ceremonies were held at events in Queensland and New South Wales during the year where the credentials were presented to certified operators.

Collaboration with other water industry bodies is vital to avoid duplication of effort and to allow the sharing of resources and information. A Memorandum of Understanding was signed with the University of Melbourne and also Water New Zealand during the year. Discussions are currently under way with a number of other organisations as well.

Apart from the new initiatives, as a member service organisation, effective communication is vital. We have regularly communicated with members to share industry news and developments using our website, social media, and our suite of publications including Words, Operator and WaterWorks. Thank you to everyone who has contributed something to one of these publications.

Through the amazing efforts of the staff, Board, Committee and volunteer members, we have been able to deliver an extensive program of conferences, technical seminars, interest days, social and charity events.

Promoting and acknowledging the exceptional work undertaken on a 24/7 basis by everyone in operational roles is an extremely important function of the Association. WIOA again worked with sponsor Ixom to stage best tasting tap water competitions in Tasmania, New South Wales/ACT, Victoria and South Australia. We also worked with *qldwater* to stage a sixth Water of Origin competition, allowing the winners from the NSW/ACT and Queensland taste tests to go head to head at the WIOA Queensland conference.

During October, the fourth staging of the Best Tasting Tap Water in Australia competition was held, where samples from the winners in each State were pitted against one another. Congratulations to Wannon Water from Victoria who was judged the winner. From the strong collaboration between Ixom and WIOA, the Taste Tests attracted local and national media coverage reaching an audience of over 1.82 million people. It is great to be able to provide some positive media opportunities along with recognition for our industry and our operators.

WIOA's three main events, the Operations Conferences and Exhibitions in New South Wales, Queensland and Victoria were all well supported. It was a pleasure to work with the teams from Tamworth Regional Council, Seqwater plus Melbourne Water, South Gippsland Water and GWM Water as conference Hosts in 2018. The support and assistance of the NSW and Queensland Water Directorates and VicWater was also integral to the success of each event.

We achieved record attendance at the Victorian conference with a combined total of almost 3,000 attending the three events. Support for the exhibition at each conference was also strong with all three exhibitions sold out and each having a waiting list of companies hoping to participate.

Sponsoring partners are integral to the success of the conferences and it is important to acknowledge the outstanding contribution of our 2018 Prime Sponsors in Alliance Automation, Calix, EnviroSonic, Filtec, Hach, Honeywell, Ixom, Polymaster and Xylem. The Association was also supported by a range of other companies who took up sponsorship opportunities at one or more of our conferences or other events. We greatly value the commitment of all our sponsors and we ask all Members to keep these companies in mind when purchasing products or services.

Encouraging participation and recognising and rewarding the achievements of members and water industry operational staff is another extremely important role of the Association.

Membership

4,239 Members

In conjunction with numerous generous sponsors, we have again been able to present a range of Awards and incentives at both a National and State level. Details of all the conference and award sponsors, as well as the award winners appear later in this document. We congratulate all the winners and we know from history that participation with WIOA is often the catalyst for operational staff to move on to achieving bigger and better things.

The activities arranged through our State based Advisory Committees are increasing and this in turn allows us to offer even more member and stakeholder engagement opportunities. The number of interest days and site tours is continuing to grow annually, and members are becoming more proactive in letting us know about topics or issues to include to make the days even more relevant. It is anticipated that following the reorganisation of the Advisory Committee structure, and with the input of the new Advisory Committee members, this trend will continue.

Our relationship and collaboration with a range of other water industry organisations has remained strong and we have continued to strengthen the relationship with our New Zealand cousins (WIOG). The operator tour to NZ in May, as well as the return visit by the Kiwis to Australian plants in September is a very special opportunity. We thank all involved from either side of the Tasman for their efforts in making the tours happen.

WIOA continues to actively represent our members on an increasing number of industry working groups, committees and projects. This advocacy role is not only being undertaken by staff. There are a number of individual members with specific expertise who are also representing the association and the industry on various committees. Pursuing this advocacy role is vitally important to ensure the interests of operational practitioners are considered as widely as possible.

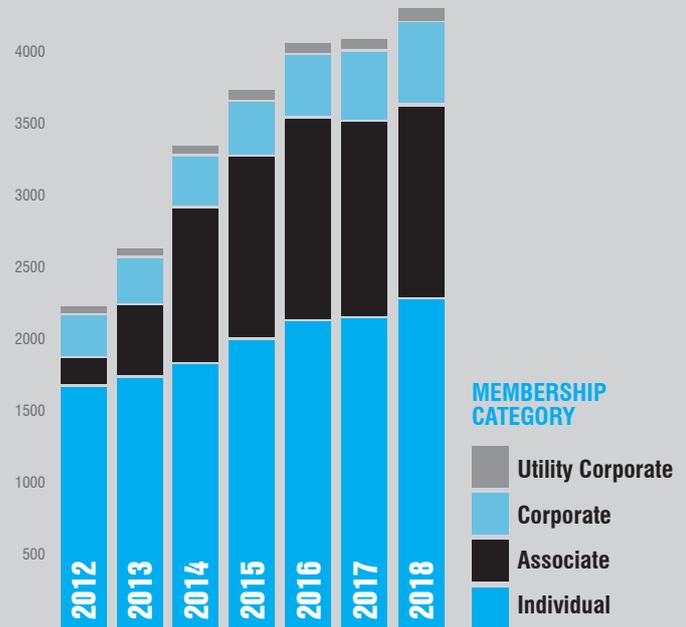
After being on staff for just over 12 months, Dr Kathy Northcott left us in October to take up a position with GHD in Melbourne. We wish her every success in her new role, and we are now in the process of employing a suitable replacement. We have also created a development position within our administration team and have recently employed Habiba Yousofi as our Trainee Administration Officer.

As this snapshot of our activities shows, through the efforts of our dedicated staff, along with the assistance of the Committee, Directors, Advisory Committees and our valued volunteer members, helpers and supporters, we have been able to deliver an enormous amount for our members and the industry in general.

The Association is in a very strong position financially which provides us the opportunity to continue to grow the range of services and benefits on offer. We trust that you will enjoy reading the annual review as it contains much more detail on all our activities. Thank you to everyone who has supported or contributed to WIOA in 2018, and we look forward to making 2019 another outstanding year.



George Wall, Managing Director



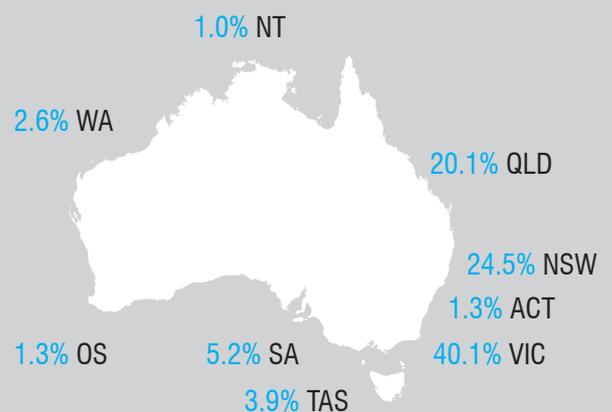
In 2018, Individual membership of the association increased by 119 (5.3%) to a total of 2,348 members, Utility Corporate Members increased by 5 to 71 organisations and Corporate Member numbers reduced by 11 to 424.

The Associate Corporate member numbers increased by 95 (7.3%) to 1,396. As Associate Corporate members receive limited benefits, there is an opportunity for them to become Individual members in the future, allowing them to access the full benefits of membership.

The overall result is that the Association's total membership at the end of 2018 is 4,239, a 5.2% increase across all categories.

Reaching the 4,000 member mark in 2016 was a satisfying achievement and further growth above this level in 2018 indicates that there is a growing exposure and acceptance of why the association exists and what it does. We trust that all existing members will continue to spread the word about the benefits of membership to others in the operational side of the water industry. This will assist us to promote and grow WIOA as the leading association working for operational employees.

Membership Distribution as at 31 December 2018.





President's Message

Amazingly, the 2018 year has come and gone. I recall thinking how impressed I was at this time last year, when I considered the number of WIOA events, highlights and achievements of the previous year! But there is no doubt that 2018 was even busier and more successful for the Association. We should be extremely pleased and proud of the contribution our organisation makes to the Water Industry through the hard work of everyone involved.

The trend of increasing growth in our membership numbers has continued with a total of 4,239 members on board at the end of 2018. Membership numbers are up more than 5.1% from the previous year (2017).

The first official event for 2018 was the Weekend Seminar and Annual General Meeting (AGM) in Ballarat, Victoria. After staging the free Weekend Seminar for WIOA members every year since 1997, the Committee has decided that the 2018 event will be the last. For the first time, we embraced new technology and streamed the 2018 AGM online live for Members. We intend to conduct the AGM via an online Webinar format from 2019 onwards, allowing members from all around the country the opportunity to participate. At the 2018 AGM, we welcomed new Committee Members in Glenn Alford and Mark Abela and thanked outgoing Committee members, Stephen Wilson and Darren Lord for their outstanding contributions over many years.

In an effort to increase the level of input from Members into Association activities, the WIOA state based Advisory Committees were restructured during 2018 and a new terms of reference was developed and implemented. After calling for Member nominations for Advisory Committee positions, we received very strong support and now have a new look and hopefully highly productive Advisory Committee in each State. Our thanks are extended to the Advisory Committee Chairs not only their work within their home State, but also on the national General Committee.

Each year WIOA stages a wide range of conferences, events, activities, social opportunities and interest days for the benefit and engagement of us, the members. In 2018, WIOA presented our three large East Coast Conference and Exhibitions in Tamworth (New South Wales), Logan (Queensland) and Bendigo (Victoria). In addition, the first ever WIOA Conference and Expo was successfully staged in South Australia in Murray Bridge; and the inaugural Water Industry Safety Event (WISE) was held in Melbourne. The support for all these events was fantastic, some having record numbers of attendees participating. These events continue to deliver enormous benefit to water operations staff and we hope they will continue to be valued by all for the networking and information sharing opportunities they provide.

The WIOA Committee, Board, staff, State based Advisory Committees and volunteers continue to be an irresistible force driving the Association forward. I am always impressed by the dedication and commitment shown by everyone involved with WIOA who actively participate at our events to ensure their ongoing success. WIOA cannot thank you enough for the support, sponsorship, attendance, time and expertise offered. Every year numerous exhibitors, suppliers and water businesses provide assistance and support allowing WIOA to continually deliver high quality and affordable events not only for WIOA members, but the entire industry.

The state based Advisory Committees again conducted many interest days, technical seminars and charity events across the country. We thank the numerous WIOA members for assisting and contributing to these days as well. We hope that all members, from every segment of the industry, will take the opportunity to be actively involved in the association's activities. You never know who you might meet or what new innovation, idea or technology you might discover at one of our events.

At the Victorian Conference in Bendigo, John Harris was presented WIOA's highest individual award, Life Membership. John became the eighth member to be awarded this honour. John's contribution to WIOA has been extensive over many years and his efforts have helped influence and shape the way the association operates today. John has always been a keen and strong advocate for the water industry, but even more so for WIOA and its values. Congratulations on this wonderful achievement John, and many thanks for your contribution to our association.

We also recognised the contribution of members Colin Haynes from Unity Water in Queensland, Shane Bandiera from the Cassowary Coast Regional Council in Queensland and Ryan McGowan from Goulburn valley Water in Victoria. These members were Inducted as Delegates of the Inextricably Obstructed Tap Society, IDIOTS for short, an award established to recognise the services of individuals to the Association.

It has been an absolute honour to serve as President of WIOA in 2017 and 2018. I have learnt a lot about the industry, operations and myself. Many people have assisted me through this term and I would like to thank the WIOA Committee and Board, George, Craig and all the staff members. I look forward to watching WIOA continue to grow and develop, but most importantly to be part of an Association that delivers enormous benefits to the members and the broader water industry.

All the best and enjoy 2019.

Adrian Rijnbeek, WIOA President

Life Membership John Harris



At the Victorian Conference in Bendigo, WIOA presented our highest individual award to John Harris. In receiving the award, John became the eighth Life Member in the Association's 45 year history.

In 1994 John attended an AWWOA Committee meeting to talk about the development of the national water training package. He took on the role to represent both WIOA & ASU on the package development committee that saw the first ever national training package developed.

John has represented the water industry on skills committees since the late 1990's in his roles on the Australian Local Government Training Board; then Government Skills Australia and most recently Australian Industry Standards. He has been Chair of the Water Industry Reference Committee from 2005 to the present.

No matter how busy he is, John always makes himself and his time available to WIOA (including out of hours). He has been an invaluable sounding board to discuss ideas or issues as his opinion is always highly respected.

John has been a regular attendee at WIOA events including the Weekend and other Seminars, Interest Days, plant tours and even social occasions like the Golf Day. He has arranged sponsorship and then drove the bus for the Wannon Water operators to the golf days in Camperdown. With the support of his employer, he has attended interstate events and helped with the expansion of the association.

The standing ovation that John received at the conference dinner when announced as a Life Member, is testament to how respected and valued he is in the water industry. John's commitment to the industry and WIOA, his enthusiasm and his friendly and nurturing nature are qualities that we all should aspire to emulate.

Retiring in June 2019 after 45 years in the water industry, he will certainly be missed.

John's involvement with AWWOA, WIOA and the Water Industry.

1973	Commenced employment in water industry with Warrnambool City Council. He has seen numerous mergers and amalgamations over the years from South West Water right through to Wannon Water.
1994	Joined WIOA as a member
1998	Appointed to the Committee to fill a casual vacancy
2000	Instrumental in organising the Victorian conference in Warrnambool
2001-2002	Elected as WIOA Vice President
2003-2004	Elected as WIOA President
2004	Signed MoU with NZWWA in his role as WIOA President
2005-2008	Elected as a Committee member after finishing his term as President
2007-2010	One of 6 inaugural Directors of WIOA Limited

Achievements & Awards

1993	Awarded the Wal Whiteside Operator of Year Award at the conference in Ballarat
2000	Runner up for Best Operator Paper at the Warrnambool conference. Paper on the Warrnambool WWTP - IDEA System and Filter Press.
2006	Inducted as an IDIOTS member

Other Service

- 10 years as a WIOA Committee Member
- 4 years as a WIOA Board Member
- MC at the Awards Dinner at the Victorian conference (those around at the time won't forget his many hats)
- Encouraged colleagues to contribute papers and posters for the conference
- John was one of the main drivers for Wannon Water joining the Operator Certification pilot in 2012 that saw 2 of the first 4 operators certified in Australia from Wannon Water.
- Instrumental in Wannon Water's continued participation in the certification scheme.



Financial Information

Consolidated Financial Information 2018

The consolidated financial position presented here is a summary for the information of members and water industry stakeholders. It has not been subject to a full audit, but fairly represents the position of the Association in relation to consolidated annual turnover and cash reserves held in bank accounts.

The WIOA approach to all our operations is to provide maximum value to our members and stakeholders at the most affordable price. The annual operating budget is set with this concept in mind.

Income in 2018 was 7.6% higher than 2017. Income from conferences and events increased by 4.2% mainly due to staging the South Australian conference and the Water Industry Safety Event in Melbourne for the first time. In addition, WIOA received a funding contribution of \$40,000 following the liquidation of the Pipes Wagga organisation. Some of this funding was used to offset the cost of events held in NSW in 2018. Income from publications, membership, other services and interest were at levels similar to 2017.

Operating Expenditure increased by 12.2% in 2018. Employment expenses increased due to modest wage rises for existing staff and the employment of the additional Technical staff member. An additional trainee Administration Officer was also employed in December 2018. Office and Administration costs were higher mainly due to additional external printing along with travel costs for extra NZ tour attendees. Overall expenditure on events increased, predominately due to staging the two new events, as well as some cost increases in areas such as catering and refreshments.

Expenditure on new assets of just over \$46,000.00 was made, including a replacement vehicle and some new computing and office equipment.

It should be noted that there is a staff provisions liability (Annual Leave, RDO's and Long Service Leave) of approximately \$146,000 that is not reflected in the Consolidated Financial Information presented here. The need for adequate cash reserves is particularly important when considering how reliant the Association is on income from our conferences and events. In these volatile financial times, cash reserves commensurate with the growth of the organisation and our risk profile are required to ensure our long term viability.

In summary, the Association has \$469,940 in operating cash accounts, \$301,509 held in term deposits, and fixed assets in the form of building, plant and equipment valued at around \$450,000 after depreciation.

The Association is in a strong financial position and has adequate funds to continue to provide member services at appropriate levels. This sound financial position will enable WIOA to develop and deliver an expanded range of operationally focussed events and services throughout 2019.

Summary of WIOA Financial Position

INCOME and EXPENDITURE for period 1 January to 31 December

INCOME (excluding GST)	2018	2017
Conference & Events income	\$ 1,607,393.25	\$ 1,542,300.85
Publications	\$ 23,742.20	\$ 18,616.52
Individual Membership	\$ 61,381.56	\$ 61,049.74
Corporate Membership	\$ 98,736.38	\$ 85,853.84
Services & Other Income	\$ 68,944.62	\$ 55,138.06
Petty Cash (opening balance)	\$ 114.55	\$ 385.65
Interest	\$ 9,008.46	\$ 8,345.41
Contribution from related party	\$ 40,000.00	\$ 2,017.00
Total Income	\$ 1,909,321.02	\$ 1,773,707.07

EXPENDITURE (excluding GST)	2018	2017
Office & Administration Expenses	\$ 365,952.14	\$ 311,952.64
Employment Expenses	\$ 655,113.61	\$ 540,833.53
Property Services	\$ 19,203.05	\$ 30,535.82
Vehicles Maintenance & Operations	\$ 22,607.43	\$ 17,061.10
Events Expenditure	\$ 683,742.58	\$ 656,777.57
Closing Petty Cash Balance	\$ 438.40	\$ 114.55
Total Operating Expenditure	\$ 1,747,057.21	\$ 1,557,275.21

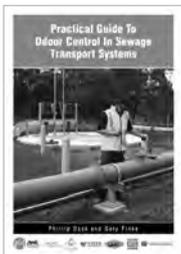
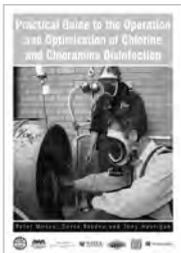
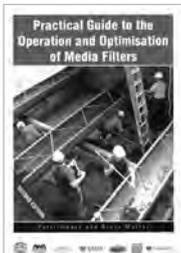
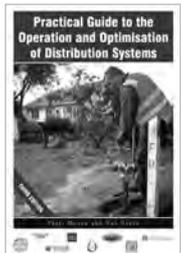
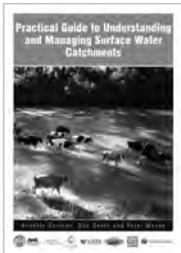
Operating Surplus/(Deficit)	\$ 162,263.81	\$ 216,431.86
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Asset Purchases	\$ 46,098.12	\$ 29,726.68
GST to ATO on purchases	\$ 2,451.39	\$ 147.85
Total Expenditure	\$ 1,795,606.72	\$ 1,587,149.74

Net Trading Surplus/(Deficit)	\$ 113,714.30	\$ 186,557.33
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FUNDS HELD	2018	2017
Balance beginning of Year	\$ 657,734.87	\$ 471,177.54
Net Trading Surplus/(Deficit)	\$ 113,714.30	\$ 186,557.33
Balance at end of Year	\$ 771,449.17	\$ 657,734.87

Publications



Practical Guides

WIOA, in conjunction with a number of supporting sponsor organisations, has produced a range of Practical Guides for water treatment covering aspects from the catchment to the tap. The books are available to the entire industry and provide real value for an exceptional resource.

Following on from the Water series of practical guides, a Wastewater series of books is being produced by water industry experts, all with significant practical operational experience in Australia.

Practical Guides to Water Treatment

- Practical Guide to Understanding and Managing Surface Water Catchments
- Practical Guide to the Optimisation of Chemical Dosing, Coagulation, Flocculation and Clarification
- Practical Guide to Operation & Optimisation of Media Filters
- Practical Guide to the Operation and Optimisation of Chlorine and Chloramine Disinfection
- Practical Guide to Operation & Optimisation of Distribution Systems

Practical Guides to Wastewater Treatment

- Practical Guide to the Odour Control in Sewage Transport Systems
- Practical Guide to the Operation and Optimisation of Activated Sludge Wastewater Treatment Plants



WaterWorks Technical Publication

WaterWorks is the technical publication of the association which is distributed in hard copy to all members in May and November annually. A copy of WaterWorks is also provided to all WIOA conference delegates and exhibitors. The technical articles published always have a distinctly operational and practical focus. Following a recent change in publisher, there is also an opportunity for our Corporate Members to supply a limited amount of advertorial material.

With a large distribution to water industry employees, WaterWorks is a valuable vehicle for the publishing of operationally focussed articles to share vital information across the sector.



Operator Newsletter

Operator is WIOA's quarterly publication which includes individual and corporate member news, general interest stories, water industry news and more. Produced in February, May, August and November each year, it is an effective way of keeping the WIOA community in touch with industry developments.



Words

Words is WIOA's monthly electronic newsletter which includes short updates on training, positions vacant and other items of general interest to members relating to WIOA activities and the operational side of the water industry.

WIOA Structure

WIOA Incorporated General Committee

The Association has a General Committee comprising both elected and appointed Members. The primary role of the Committee is to represent all members by determining and then communicating their views and needs to the rest of the Committee and to the Board of WIOA Ltd.

At the WIOA Incorporated Annual General Meeting held in Ballarat in February 2018, Adrian Rijnbeek from Xylem was elected President, Heidi Josipovic from Xylem was elected Vice President and George Wall was elected Secretary/Treasurer.

The Chairs of each of the five State based Advisory Committees are automatically appointed to the General Committee. Anthony Evans, Victoria; Lindsay Walsh, NSW; Colin Haynes, Queensland; Mark Abela, Tasmania; and Robran Cock, South Australia were all appointed as Committee members.

As the number of nominees for member elected positions matched the number the number of vacancies, Ryan McGowan from Goulburn Valley Water; Mark Samblebe from MBS Water Sally Taylor from Amiad and Simon Page from Cairns Regional Council were re-elected. They were joined by Glen Alford from Calix who was elected to the Committee for the first time.

The efforts and contributions of outgoing Committee members Stephen Wilson from the Water Industry Training Consultants and Darren Lord from Xylem and formerly TasWater were formally acknowledged.



Adrian Rijnbeek
President
Xylem



Heidi Josipovic
Vice President
Xylem / Albury City
Council



George Wall
Secretary/Treasurer
WIOA



Robran Cock
TRILITY / Ametqua
South Australia



Anthony Evans
Wannon Water
Victoria



Colin Haynes
Unity Water
Queensland



Mark Abela
TasWater
Tasmania



Lindsay Walsh
MidCoast Water
NSW



Ryan McGowan
Goulburn Valley Water



Simon Page
Cairns Regional Council



Mark Samblebe
Aeramix / MBS Water



Sally Taylor
Amiad



Glenn Alford
Calix



WIOA Limited Board of Directors

The operations of WIOA is governed by a Board of Directors who oversee the business functions including governance, policy and procedures, managing risk and the organisation's finances. The General Committee and Board work together to confirm the strategic direction of the Association.

Jim Martin was elected as Chairman of the Board at the Annual General Meeting in February 2018.

Staff

Day to day operations of the Association are managed by the WIOA staff team, led by Managing Director George Wall. In October, Dr Kathy Northcott resigned from the Technical Operations Officer position and we wish her all the best for the future in her new role with GHD Victorian Water Technical Group as Technical Director Water Quality & Treatment. We are sure Kathy will continue to support and contribute to the Association. A replacement for Kathy will be appointed in early 2019.

In December WIOA appointed Ms Habiba Yousofi to an Administration traineeship position.

All the WIOA staff have worked collaboratively and diligently to help organise and deliver the wide and continually growing range of member services and events on behalf of the Association.



Jim Martin
Chairman



Russell Mack
Deputy Chairman



George Wall
Managing Director



Craig Mathisen
Chief Operations
Officer



Kathy Northcott
Technical Operations
Officer



George Wall
Managing Director



Jillian Busch
Director



Sherryn Wall
Administration



Ann Austin
Administration



Marilyn Wall
Administration



Adrian Rijnbeek
Director



Ryan McGowan
Director



Habiba Yousofi
Administration Trainee



Member Services

20 Year Members

WIOA recognises any Individual or Corporate members who have maintained their membership for 20 or more consecutive years, presenting them with a special Membership lapel pin.



This year there are another 9 Individual Members and 7 Corporate Members who have qualified for the 20 year recognition pin. The recipients of the pin in 2018 are: Paul Brown, Dean Chambers, Pat Davis, Peter Dwyer, Greg Plier, Jeff Roscoe, Brian Scobie, Ken Turner and Mark Welsh. The eligible Corporate Members are Gippsland Water, North East Water, Complete Tapping Service, EDAC Electronics, Grundfos Pumps, KSB Australia and Metaval.

We congratulate them for maintaining their membership and hope they wear the pin with pride.

WIOA Websites

The WIOA website is critical for the association to be able provide current information to our members and stakeholders. The site was made over in recent years and has become much more user and device friendly. We have plans to further develop the content and functionality of the site during 2019 to include access to a members portal which will allow members to keep their own details up to date.

During 2018 the WIOA websites received a total of 70,440 entrances, a 17.9% increase on the previous year. The number of users accessing content through mobile or tablet devices was 24.4% of all traffic.

Our presence in social media channels also increased during 2018 with WIOA communicating with members via Twitter, Facebook, Linked In and providing more content on the WIOA YouTube channel. Across all the social media sites, there was an increase of users of 58.8%.

Our YouTube videos had a massive increase in views of 181.5% with the addition of some high-quality resources linked through the WIOA website. The video "Safe water mains repair" was developed by Western Water and Goulburn Valley Water in consultation with Dr Peter Mosse and the video "Potable water tank inspections, water bucket test" was provided to WIOA for distribution by Aqualift Project Delivery.

Our Linked In presence reached 1,100 followers which equates to a 132% increase in followers over the previous year, thanks to the site maintenance undertaken by Kathy Northcott.

WIOA is investigating additional ways to make our online presence more effective for members and to provide content that is valued by our members and the broader water industry.



AFL & NRL Tipping Competitions

Members were invited to demonstrate their prowess over the AFL and NRL seasons by entering the WIOA foody tipping competitions.

Lee Marshall from Central Highlands Water was victorious in our AFL foody tipping competition with a total of 144 ahead of Manfred Glombowski on 143 and Brendan Butler on 141. In the WIOA NRL foody tipping competition it was Barry Mealia 124 who was a clear winner over Colin Haynes 120 and Shane Wholsen third on 117.



WIOA Talks

WIOA Talks (webinars) provide members from all over the country the opportunity to get together to hear the latest updates and share knowledge and experiences from the comfort of their own desk!

In 2018, a total of 9 webinars were delivered covering a wide range of general interest and technical topics. The information presented was sourced from industry experts, many of whom are WIOA members, all with the intention of providing access to the latest information to Members.

The WIOA Talks provide an opportunity for collaboration with other water industry organisations and aim to inform members across Australia and internationally. Over 320 individuals participated in the webinars in 2018 and the feedback has been positive, advising that the content has generally been beneficial.

2018 WIOA Talks

February	Harmful algal blooms
March	Water in Antarctica
April	Women in water
May	Health based targets
June	Certification
July	Mentoring in the water industry
August	Working with telco's
September	War on waste - biosolids management
October	Research from catchment to tap

Using the Adobe Connect web conferencing software, WIOA Talks provide members another way to access information using an immersive online meeting experience. WIOA will continue to provide access to high quality information online again in 2019. If you have suggestions for future webinar topics, or have information you would like to present at a future webinar, please contact the WIOA office.



WIOA Water Industry Operator Certification Schemes

Ensuring that all operations staff are appropriately trained and skilled is one of the primary ways to help reduce risk and protect public safety and the environment. The operator Certification scheme remains the only formal driver to ensure that the training undertaken by operators is matched to the processes that they operate, along with ensuring that operators are provided the opportunity to develop new skills or refresh their existing competencies.

WIOA has continued to work with regulators, employers and operators in many States and we now have 138 operators from Victoria, Queensland, New South Wales and South Australia certified under either the Victorian or national Frameworks.

There continues to be two water treatment operator certification Frameworks administered by WIOA as the Certifying Body, the Victorian and national Certification schemes.

National Certification

Having replaced the WIST as the Certification Framework owner in October 2018, the Water Industry Operator Certification Taskforce (WIOCT) created a combined national Certification Framework incorporating all the requirements for certification in the areas of water, wastewater and recycled water treatment. The combined Framework was endorsed by WIOCT members in December 2018.

There are now 58 Water Treatment and 12 Wastewater Treatment Operators certified under the national Water Treatment Framework.

WIOA has worked collaboratively with organisations such as *qldwater* and CENTROC, along with numerous individual water service providers to map their treatment plant processes to determine the specific training and skills requirements for each plant operator. This process was undertaken for both water and wastewater treatment plants and there are a large number of operators currently undertaking gap training to allow them to be certified in the future. We look forward to certifying many more operators in 2019 as they complete their training.

WIOA attended two special presentation ceremonies where the certification credentials were presented to Operators who had met all the Scheme requirements. The first was at the *qldwater* Skills Forum in Brisbane in February where 6 Wastewater operators and 3 Water operators were certified. The second was as part of a joint Interest Day with CENTROC held at the Parkes Water Treatment Plant in October. A total of 18 Water Treatment Operators from a number of NSW employers were certified.

A copy of the updated Framework and other associated documents are available from the *qldwater* website.

www.qldwater.com.au/Skills_water_operator_certification

Victorian Certification

In late 2018, following a number of meetings of the Victorian Department Health and Human Services (DHHS) and VicWater certification implementation committee, DHHS and VicWater indicated that they would be adopting the national Framework in place of the Victorian Guidelines. Once this change is confirmed, WIOA will amend all the content and forms on our Certification website pages.

It is understood that this process will be formalised in early 2019 allowing the current 68 operators certified under the Victorian Framework to be progressively transferred over to the national Scheme. The certified operators are responsible for the operation of 111 separate Victorian water supply systems. Importantly, there is still in excess of 100 water supply systems state wide that are not yet controlled by a certified operator.

Recertification

With 138 operators now certified against the either the water or the wastewater and recycled water Frameworks, the attention of the certified operators is now on undertaking recertification activities.

WIOA staged a webinar in June 2018 and invited all the certified operators along with the operations and human resources staff from all organisations currently participating in the certification scheme. The webinar was well attended by representatives from businesses right across Australia.

The webinar provided an update on the status of the various certification Frameworks and the content and structure of the WIOA Continuing Professional Development (CPD) requirements. In addition, a presentation outlining the various ways that WIOA can assist water service providers and certified operators to meet the certification scheme requirements was provided. Using the webinar chat function, a number of specific questions raised by attendees were also answered.



The Best Tasting Tap Water competitions are a fun and exciting way to raise awareness of the quality of drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities on a day to day basis. We congratulate all the water treatment and water quality personnel who work tirelessly to ensure high quality, safe drinking water is continually supplied to the customer's tap.

The competitions are staged in 5 States and all water service providers are invited to enter a sample for judging in their respective States. We hope to have Western Australia and the Northern Territory join the competition in 2019.



NSW/ACT

Port Macquarie Hastings Council was announced as the winner of the Ixom 2018 Best Tasting Tap Water in NSW/ACT at the WIOA NSW Conference in Tamworth, for their sample taken from the Hastings River. After being a finalist last year, Port Macquarie Hastings Council was named the 2018 winner ahead of the other finalists Kempsey Shire Council, Walcha Council and the local hope Tamworth Regional Council.

This year a local guest judge was included for the grand final with the Tamworth Queen of Country Music, Alexandra Kellahan joining the judging panel. Conference attendees enjoyed local golden guitar winner, singer Jodie Crosby who also performed at the finals.

South Australia

Woolpunda broke Morgan's winning streak as the best-tasting tap water producer in South Australia at the annual taste test that was conducted as part of the first South Australian Conference and Expo.

The Morgan Water Treatment Plant was hoping for an unprecedented "three-peat" after taking home the state title the past two years, but Morgan water treatment co-ordinator James Gorman confirmed there is nothing wrong with "a bit of friendly rivalry" between the two Riverland teams.

Tasmania

Tasmanian water treatment plants were pitted against one another in the 2018 Ixom Best Tasting Tap Water in Tasmania competition conducted in Launceston on 25 July. Now in its sixth year, the competition allows water from treatment plants from around the state to be judged by their peers on odour, appearance and taste.

After surviving the heats and going into the grand final against two other Southern Tasmanian samples, the sample from Bryn Estyn WTP that provides drinking water to over 200,000 residents in Greater Hobart was judged as the best.

The facility sources its raw water from the Derwent River, is the largest treatment facility in Tasmania and is manned on a 24/7 basis. TasWater services operator Benjamin Button accepted the award on behalf of all the operators at the plant. He said it was great to see the prize go to water straight out of the Derwent River.

Victoria

Wannon Water was recognised as the supplier of the Best Tasting Tap Water in Victoria for their sample from the Hamilton Water Treatment Plant.

The grand final was a closely fought affair under the gaze of a massive media throng that was eagerly awaiting the result.

The Hamilton Water Treatment Plant supplies water to Hamilton and the nearby rural townships of Dunkeld and Tarrington. Raw water is sourced from catchments in the Victoria Range at the southern end on the Grampians National Park.

After the announcement, Wannon Water Operations Manager, John Harris was glowing in his praise for the operations team from the Hamilton WTP and acknowledged the hard work that the dedicated Wannon operations teams put into producing safe, reliable and great tasting water for our communities.





Water of Origin

For the first time in many years, New South Wales tasted victory at the 2018 Ixom Water of Origin Taste Test held at the WIOA Queensland conference. The judges found that water from Port Macquarie-Hastings Council tasted slightly better than their Queensland opponent from the Livingstone Shire Council. General Manager of Kyogle Council, Graham Kennett was on the tasting panel for the grand final, representing the NSW Water Directorate.

He tells the story: "It was clear that pride was on the line at my first Water of Origin competition at the WIOA conference. It had been a while since the trophy had come down south, and as I walked through the conference wearing my blues shirt loud and proud, it was clear that there was a similar sense of superiority amongst the Queenslanders that we see with the real State of Origin. The groans from the audience when the winner was announced showed that we were greatly outnumbered on the day and added a bit of extra satisfaction to the victory."

WIOA was fortunate to secure the services of a guest Grand Final judge in Peter "Spida" Everitt. Better known for his exploits as a VFL/AFL footballer for St Kilda, Hawthorn and the Sydney Swans, Spida has now turned his attention to a media career. Spida kept the lunch time crowd entertained with a story or two from his AFL playing days. Queensland currently leads the Water of Origin 4-2.

Australia's Best Tasting Tap Water

The national Final was held in Toowoomba in October. The winners of each of the Ixom Best Tasting Tap Water competitions held in the various States were pitted against one another with the community of Toowoomba invited to taste the samples and cast their vote.

More than 150 residents of the Toowoomba community joined the WIOA contingent to judge the samples at the Grand Central Shopping Centre. The members of the public were asked to try each blind sample of water from the separate schemes and note the different tastes present in the tap water.

In one of the closest competitions ever staged, the Wannon Water sample came up trumps to win the award over the entries from NSW, Queensland, South Australia and Tasmania.

The Wannon Water sample will now go on to represent Australia at the International Water Taste Test conducted in Berkeley Springs, USA in February 2019. We encourage all water businesses to enter their respective State competitions in 2019, and we look forward to adding even more States to next year's national competition.



Australian Champion competes with the World's best

After taking home the Ixom 2017 Best Tasting Tap Water in Australia competition, WIOA worked with the Toowoomba Regional Council team to ensure their sample from the Mount Kynoch scheme was able to represent Australia. WIOA member John Mills accompanied the sample to Berkeley Springs in West Virginia, USA to compete against the rest of the world in the international water test competition.

John also presented as a keynote presenter at the technical sessions of the Berkeley Springs international water tasting competition.

The taste test competition is a hotly contested world championship with entrants from across the globe. The competition judging was conducted on Saturday 24 February with the Toowoomba sample entered in the Municipal Water section. Unfortunately, the sample did not win. The winner came from Clearbrook, British Columbia in Canada, not for the first time.

WIOA will once again work with this year's national winner from Hamilton in Victoria to enter the international water test competition, and hopefully bring home a medal for Australia.

Industry Involvement

One of the Association's primary purposes is to collect and disseminate knowledge and information for the betterment of Members and industry stakeholders. To achieve an appropriate outcome, we have actively pursued opportunities to participate in activities for, and on behalf of, our members.

We have consistently advocated for the introduction of operational risk improvement strategies such as operator certification. We have represented member views and made a positive contribution to a range of industry Committees and working groups. We have developed and implemented a suite of technical training resource materials and seminars to fill identified skill and knowledge gaps and we have developed collaborative affiliations with numerous water industry organisations.

Representation

Due to the diverse nature and skills of our staff and members, we receive many requests to provide expertise to a wide range of projects on behalf of the industry. WIOA staff or members participate on state and national committees, present at conferences, seminars and workshops, and support and inform research and policy development wherever appropriate.

During 2018, WIOA staff or members have represented the Association either by participating on committees and working groups, or by providing information and advice to a range of industry stakeholders.

Peter Tolsher from North East Water has represented WIOA for many years on the Standards Australia Committee on Sludge recovery, recycling, treatment and disposal (WS-039). Peter stood down from the role in 2018 and has been replaced by Rod Curtis from Western Water.

Darren Sharman from Goulburn Valley Water has recently replaced Kathy Northcott on the Standards Australia Committee on Service Activities – Water Supply and Wastewater Systems (WS-041). The main project being undertaken by this group at present relates to creation of a Standard for flushable products.

Bill Collie from Queensland Urban Utilities is currently representing WIOA on the Technical Advisory Panel for the Queensland Department of Environment and Science project developing an End of Waste Code in relation to the use of Ferrous Chloride for a variety of purposes.

WIOA staff or members have represented the Association on the following committees:

- Australian Industry Standards - Water Industry Reference Committee.
- Australian Industry Standards – Technical Advisory Committee for the review of the National Water Training Package
- Water Industry Operator Certification Taskforce (formerly WIST) - Member
- Certifying Body for Water Treatment Operators in Victoria and Nationally
- Certifying Body for Wastewater and Recycled Water Treatment Operators nationally
- Australian Standards Committee WS - 039 for Sludge recovery, recycling, treatment and disposal
- Australian Standards Committee WS - 041 for Service Activities - Water Supply and Wastewater Systems
- Water Research Australia – Project Partner on the Value of Operator Competency project
- Queensland Department of Environment & Science – Technical Advisory Panel for EOW Code update – Ferrous Chloride

Advocacy

WIOA maintains a strong advocacy role on issues relating to the operational side of the water industry. We take an active approach in promoting industry awareness and understanding of water and wastewater operational issues as they relate to public health and the environment.





AIS - Water Industry Reference Committee

Australian Industry Standards (AIS) is a government funded organisation that develops skills standards across a range of Australian industries. AIS was established in 2016 as an independent, government funded Skills Service Organisation replacing Government Skills Australia.

Working under the direction of the Water Industry Reference Committee (WIRC) that represents the water sector, Australian Industry Standards provides industry engagement, quality assurance, and project management to produce and maintain the National Water Training Package (NWP) and other support services. The Water Training Package provides the only nationally recognised Vocational Education and Training (VET) qualifications for occupations in the water industry.

Industry References Committees (IRCs):

- Provide a forum for industry engagement.
- Direct the review, development and implementation of the relevant industry training package they cover.
- Act as a conduit for industry feedback to the Australian Industry and Skills Committee (AISC) and governments on industry trends.

John Harris from Wannon Water has continued in the role of Chairperson with WIOA MD George Wall as Deputy Chair. WIOA's involvement in this high level committee ensures that the issues of operational employees and the ever evolving nature of technology and process development are appropriately considered as the training package evolves.

The formal review of the Certificate II and III qualifications and Units of Competence also commenced in late 2018 with WIOA represented on the Technical Advisory Committee for a number of streams within the Package.

Water Industry Operator Certification Taskforce

The Water Industry Skills Taskforce (WIST) was established in 2008 to promote and oversee a nationally coordinated effort to address the skills shortage in the water sector. The Taskforce comprises CEO-level representation from the water industry and related education and government sectors, including WIOA.

To better reflect its ongoing activities, the Water Industry Skills Taskforce (WIST) was wound up in October and was replaced by the Water Industry Operator Certification Taskforce (WIOCT). Dave Cameron from *qldwater* is the current Chair and *qldwater* provides the secretariat services for WIOCT. A revised Terms of Reference for the new organisation was developed and adopted with the ongoing management of the Certification Framework as the primary function.

During 2018, the existing Water and Wastewater/Recycled Water Certification Frameworks were merged into a single document which was signed off by the WIOCT in December. An appeals policy and procedure were developed in conjunction with WIOA and they have also been reviewed and endorsed.

A meeting was held in Brisbane in March in conjunction with *qldwater*'s technical advisory group to investigate the potential to create a Networks Operator certification stream as well. The outcome from the meeting was that further investigation of the potential structure and benefits is required.

Technical Competency Project

The 2017 "Workforce Skills of the Future" report, commissioned by WSAA and the Water Research Foundation (WRF) identified eight key enablers to help water utilities be successful in a rapidly evolving environment. These included; 1. Resilience and Flexibility, 2. Data and Analytics, 3. Utility Leadership, 4. Customer Focus, 5. Technical Skills, 6. Delivery Models, 7. Entrepreneurship, 8. Collaboration.

Managed by Kathy Northcott, the Technical Competency Project is an initiative of WIOA, in co-operation with VicWater, Queensland Water Directorate (*qldwater*), and the NSW Water Directorate. Project objectives are to develop guidance material on technical competency for the water industry (Technical Competency Handbook). This includes examples of good practice through a series of case studies to demonstrate approaches for organisational capability and staff competency development, as well as management of ongoing professional development needs of technical staff.

The Technical Competency Project speaks to three of the above-mentioned key enablers from the WSAA/ WRF project, and associated industry initiatives that were recommended in the KPMG report:

1. **Resilience and Flexibility.** Develop and implement competency frameworks to guide recruitment and performance management.
3. **Utility Leadership.** Map career pathways, indicative skills, capabilities and education/training required at each level to support recruitment and professional development opportunities
5. **Technical Skills.** Improve access to technical skills training for both the current and future workforce.

In addition to WIOA and the Water Directorates, there are 13 industry partners involved including a range of Water Utilities, consultants, university and contractors. Project participants provided either expert editing and drafting support for the Technical Competency Handbook, or contributed case studies of their experiences in implementation of organisational Capability Frameworks and Professional Development Programs.

The Technical Competency Project will be completed in the first half of 2019, with key deliverables being the publication of the Technical Competency Handbook and associated Case Studies.

Industry Involvement

Affiliations & Collaboration

With limited resources and in order to avoid unnecessary duplication of effort, WIOA maintains affiliations with other stakeholders and peak bodies that service the Australian water sector. These affiliations are continuing to grow as WIOA develops and supports more people in water industry operations.

WIOA has worked in a collegiate and collaborative manner with a range of water industry organisations on a number of operationally focussed projects and initiatives in 2018, the various stakeholders include:

- Australian Industry Standards
- Australian Water Association (AWA)
- Backflow Prevention Association of Australia (BPAA)
- Bureau of Meteorology (BOM)
- Choose Tap Coalition
- Institute of Water Administration (Vic)
- Irrigation Australia
- Local Government Shires Associations (LGSA)
- NSW Water Directorate
- Queensland Water Directorate (*qldwater*)
- Various Regions of Councils (ROC)
- Standards Australia
- University of Melbourne
- Various Government Departments responsible for water or wastewater regulation
- Victorian Water Industry Association (VicWater)
- Water Industry Alliance
- Water Industry Operations Group (New Zealand)
- Water Industry Operator Certification Taskforce (WIOCT)
- Water New Zealand
- Water Research Australia (WaterRA)
- Water Services Association of Australia (WSAA)

University of Melbourne

A Memorandum of Understanding between WIOA and the University in Melbourne was signed in February 2018. The MoU seeks to establish a collaborative approach to develop and work on projects of mutual benefit to both WIOA and the University of Melbourne and students. In 2018, two research projects were initiated and completed involving three students from the University, with mentoring provided by Kathy Northcott.

Water New Zealand

A Memorandum of Understanding (MoU) between WIOA and Water New Zealand was signed at the Bendigo conference by their CEO, John Pfahlert and George Wall on behalf of WIOA. The intent of the MoU is to establish a strong partnership between the two organisations to advance our common interests. This includes identifying ways to better serve our members through communication and collaborative efforts, sharing information, promoting the uptake of professional development, and fostering recognition of the role and achievements of water professionals.



WIOA Joins the Choose Tap Coalition

The Choose Tap program makes tap water more accessible to the community with a range of initiatives focused on sports and recreation, health and wellbeing and an extensive education program. Choose Tap is a broad, community-based initiative promoting tap water as the best hydration choice for the environment, people's health and their hip pocket. The alliance supports our members who are working diligently providing safe drinking water to communities across Australia and is a natural fit for the association.

The Choose Tap brand can be used by any organisation to advocate tap water. To date over 17 water utilities across Australia form the Choose Tap Coalition together with several event and business partnerships such as WIOA.

WIOA will use the Choose Tap brand and messaging to advocate tap water which has strong synergies with the work being conducted through our Best Tasting Tap Water competitions around Australia.

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WIOA Charity Events



Queensland Charity Bowls Day

In the native tongue, Yandina means “to go on foot”, which is fitting as the hinterland town played host once again to the annual WIOA Queensland Charity Bowls Day in March.

Amid concerns of possible torrential rain, we ended up with a few perfectly timed showers, which also helped keep the squad of “elite” bowlers cooler than last year. This showers did not deter a keen field of almost 40 bowlers who put their best foot forward in pursuit of meeting new people, catching up with old mates, raising funds for charity, and ultimately, attaining lawn bowling glory.

The day got under way with 13 teams all bowling for the Queensland Tradies’ Cup. Not sure if it was a fluke, but Tom Allen, one of the Yandina Bowls Club gun bowlers and Champions just happened to end up playing on Craig’s team.

This year, it was the Royce Water Technologies team of Rod Wellings, Mansell Wellings and Keith Payton from Unity Water who, after several countbacks and some sort of “Scissors Paper Rock” system, made it to the Final and took out the coveted Tradies Cup for 2018. The team from Seqwater took out the infamous Bunny Ears for finishing last.

Of course, the real winners of the day was WaterAid, the recipient of the donation of over \$2,000 that was raised by attendees. The cheque was presented at the WIOA Queensland Conference in Logan. The event was generously supported by a number of companies, including: Naming Rights Sponsor - McBerns, Gold Sponsors - Pensar and Xylem and also our other sponsors of the day in GHD, NETZSCH, National Pump and Energy, Royce Water Technologies and Thermo Fisher Scientific.

In 2018 WIOA donated \$15,050 to the following charities

\$5,500.00	Water Aid
\$3,250.00	Prostate Cancer Foundation
\$1,300.00	Cassowary Coast Mayor’s Christmas Appeal
\$1,000.00	Buy a Bale - Drought Relief
\$1,000.00	No Roads Expedition Foundation
\$1,000.00	Currumbin Wildlife Hospital
\$1,000.00	Sailors with Disabilities
\$1,000.00	Manilla Fish Hatchery

WIOA has contributed over \$122,150 to worthwhile charities across Australia. Money is raised through the conduct of charity events and fundraising at conferences.

Victorian Charity Golf Day

The Annual WIOA Victorian Charity Golf Day was held at the Garfield Golf Club in October.

The Willprint Team from Shepparton made the long trek to defend the much sought after Tradies Cup. Unfortunately, they were unable to reproduce their form from 12 months ago and the dream of going back to back evaporated early. A total of 40 players teed off in the hope of being in the winners circle. The team from ADC Plastics of Chris, Dan and Trent Anderson had a day out, shot the best score of 54.7 and also took out the Tradies Cup by nearly 3 shots.

Coming in a distant second, despite Garfield being their home course, was the TRILITY team of David Aitken, Mark Starick and John Keys on 58, just ahead of the team from Southern Divers on 59.5.

Charity events like this do not occur without the generous support of sponsors. Our thanks are extended to our naming rights sponsor in Prominent, gold sponsors in PAAS and Dial Before You Dig and event sponsors including the Garfield Golf Club, Willprint, Two Sisters Catering, Southern Divers, Kirra Promotions, Coffee Storm, Harry the Hirer, ADC Plastics, Honeywell, Calix, TRILITY and Thermo Fisher Scientific.

Being the 20th staging of the event, there was a long list of prize and raffle winners on the day, but the biggest winner was the Charity pool at the Victorian conference which has been bolstered by an amazing \$2,500 for distribution in 2019.

Far North Queensland Charity Bowls Day

In conjunction with an operations interest day, more than 70 water and wastewater staff from far northern councils and equipment suppliers attended what was not only a very technically informative day, but a great opportunity to network socially over an afternoon of lawn bowls. The Keynote address on HBT’s was delivered by Dr Dan Deere and it was certainly well received. It was good to see a number of operators getting up and reporting on issues at their various sites. The technical part of the day was sponsored by Lonza and Cairns Regional Council.

The heat was not an issue with the bowls occurring under cover on the amazingly fast greens at the West Cairns bowls club. After an awesome lunch, the FNQ main tapping competition sponsored by Reece Civil was staged with four local teams going up against the clock. The Cairns Regional Council team came away the inaugural winners.

Those that had time stayed on for the TRILITY Charity Bowls afternoon. The winner of the Tradies Cup was the team from Professional Pump Services and Irrigation which included Ces Honeyball, Glen David from Cairns and Shane Bandiera from Cassowary Coast. The long bowl from corner to corner was won by Scott Buckley from Water Treatment Services.

TRILITY was naming rights sponsor and Rob Davies helped present the prizes to the various winners at the end of the afternoon. Other sponsors of the bowls afternoon included Xylem, Reece Civil, Aquatec Maxcon, Prominent, Royce Water Technologies, Symbio Laboratories, Hanna Instruments, Professional Pump Services and Irrigation, McBerns, **qldwater** and Water Treatment Services.

Each year WIOA has rotated the responsibility for nominating a charity to receive the proceeds from the Bowls afternoon and this year it was Cassowary Coast Regional Council’s turn. The cheque for \$1,300.00 was allocated to the Cassowary Coast Mayor’s Christmas Appeal.

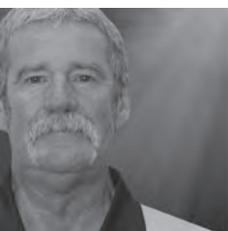


Advisory Committees

State based WIOA Advisory Committees are vital to provide members the opportunity to actively participate in the direction of WIOA in their state and to become more engaged with their association.

In the later part of 2018 WIOA invited expressions of interest from members to be a part of their relevant state advisory committee. From the expressions of interest 11 individuals have been elected to Advisory Committees in each of NSW, Queensland, South Australia, Tasmania and Victoria. The events conducted by the Advisory Committees provide a great networking opportunity for members and allow attendees to meet other operators and increase their knowledge and skills. Advisory Committees focus on issues and actions relating to the provision of services, events, training and opportunities to recognise achievements in the operational sector of the water industry. They assist the Association to undertake a range of functions such as:

- Identifying the types, range and scope of services and events considered appropriate for water industry operational staff
- Assisting with the organisation, promotion and staging of events
- Providing information for inclusion in WIOA publications
- Encourage participation and knowledge sharing with water industry related personnel employed in the private sector.
- Informing WIOA of training issues or needs specific to operational staff.



NSW

Lindsay Walsh from MidCoast Council is Chairperson of the WIOA NSW Advisory Committee.

Advisory committee members assisted with a range of activities to make the WIOA NSW Water Industry Operations Conference and Exhibition in Tamworth a success. A Water Interest day and site tour was held in Wagga in August and in conjunction with the CENTROC operations group, a Water Interest day, site tour and Certification presentation was staged in Parkes in October. A distribution seminar funded by Pipes Wagga was staged in Wagga in November with attendance by staff from a number of Councils in the region. A number of NSW Councils hosted the visiting Kiwi delegation on their tour starting in Sydney and heading down to the Victorian conference in Bendigo.



Queensland

Colin Haynes from Unity Water was elected Chairperson of the WIOA Queensland Advisory Committee.

Queensland Advisory Committee members supported WIOA's Annual Conference held in Logan in June and undertook a variety of tasks which assisted with the smooth running of this important event. The annual Charity Bowls Day was held in Yandina in March and members in Far North Queensland staged a water interest day in Cairns along with a charity bowls afternoon in October. A distribution seminar was staged on the Gold Coast for Gold Coast Water staff in September. The Queensland Advisory Committee and staff from Toowoomba Regional Council hosted the Australian Best Tasting Tap Water competition in October at the Grand Central Shopping Centre in Toowoomba.



South Australia

Robran Cock was elected the Chairperson of the South Australian WIOA Advisory Committee.

South Australian Advisory Committee members assisted with the staging of the inaugural WIOA Conference and Expo held in Murray Bridge in August and undertook a variety of tasks which assisted with the smooth running of this new event. The conference included the annual Taste Test. A Wastewater Interest Day and site tour was held at Mount Barker in November where the South Australian Operator of the Year Award was presented.



Tasmania

Mark Abela from TasWater was elected the Chairperson of the Tasmanian WIOA Advisory Committee.

The Tasmanian Advisory Committee helped stage the Tasmanian Best Tasting Tap Water Competition at an Operations Interest day in July in Launceston. There was also a Water Interest Day and tour of Hobart's Bryn Estyn Water Treatment Plant in May and a Wastewater Interest Day and tour of Launceston's Ti tree Wastewater Treatment Plant in November where the Tasmanian Operator of the Year and Young Operator of the Year awards were presented. Both these events were very well attended.



Victoria

Anthony Evans from Wannon Water was elected as Chairperson of the WIOA Victorian Advisory Committee.

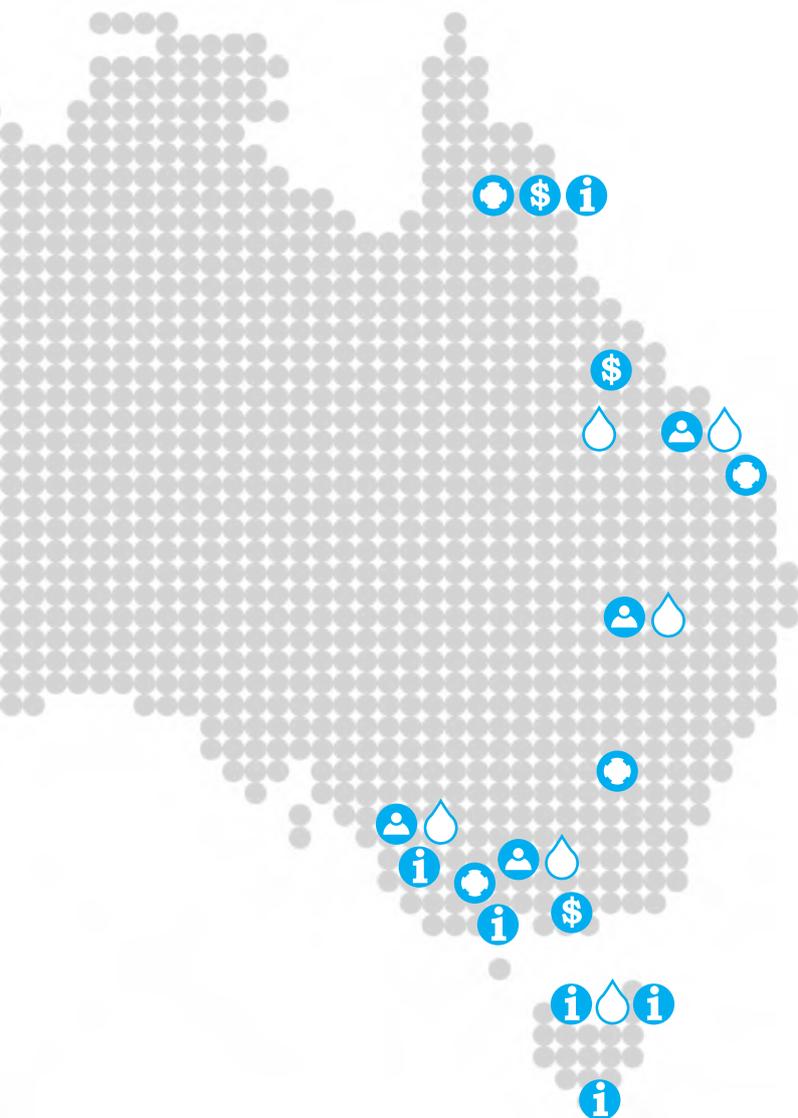
As well as assisting at the Victorian Conference and Exhibition in Bendigo in September, the Victorian Advisory Committee conducted activities that included a Wastewater Interest day in Werribee as well as a successful charity golf day in Garfield. In September, Anthony also acted as tour guide for the contingent of operators from New Zealand who visited various water and wastewater sites in NSW before attending the WIOA Victorian conference.

Advisory Committee Events



A number of water, wastewater and operations based Interest Days are staged at various locations around the country each year. Run with the support of the various state based WIOA Advisory Committees, the Interest Days are a great way to expose operations staff to new or updated plants, processes, innovations or technology.

The days normally incorporate some presentations by operations staff on a theme related to each particular day, a facility tour and a networking lunch. WIOA offers the opportunity to Corporate Members to sponsor the day, usually by funding the cost of the lunch for delegates, and in turn are offered the opportunity to do a presentation on their product, service or technology as part of the days program.



i Water Interest Days

15 May	Tasmanian Water Interest Day - Bryn Estyn
25 July	Tasmanian Operations Interest Day - Launceston
14 August	NSW Water Interest Day - Wagga
12 October	FNQ Interest Day - Cairns
30 October	NSW Water Interest Day - Parkes
14 November	Tasmanian Water Interest Day - Ti Tree
21 November	Victorian Water Interest Day - Werribee
22 November	South Australian Water Interest Day - Mount Barker

👤 Conferences

9 & 10 April	NSW Conference - Tamworth
4 & 6 June	Queensland Conference - Logan
1 & 2 August	South Australian Conference - Murray Bridge
3 & 4 September	Victorian Conference - Bendigo
24 October	Water Industry Safety Event - Coburg

💰 Charity Events

9 March	Queensland Charity Bowls Day - Yandina
12 October	FNQ Charity Bowls - Cairns
21 October	Victorian Charity Golf Day - Garfield

💧 Water Taste Tests

11 April	NSW Water Taste Test - Tamworth
4 June	Water of Origin Taste Test - Logan
25 July	Tasmania Taste Test - Launceston
1 August	South Australia Taste Test - Murray Bridge
5 September	Victorian Water Taste Test - Bendigo
17 October	Australian Water Taste Test - Toowoomba

🎓 Seminars

18 January	Jar Testing Training - Cairns
3 & 4 March	Weekend Seminar - Ballarat
11 September	Distribution Seminar - Gold Coast
27 November	Distribution Seminar - Wagga

☰ 4,200 Total number of attendees

Conferences

Water Industry Operations Conferences & Exhibitions

In 2018, WIOA conducted operationally focused conferences in NSW, Queensland, Victoria and for the first time in South Australia. A total of 3,269 attendees from all states in Australia as well as a from overseas participated in the technical sessions or the exhibitions.

WIOA also conducted a Water Industry Safety Event (WISE) that was hosted by Melbourne Water. This event brought safety professionals together to network and learn from others in the industry with the aim of improving the safety performance of the industry.

WIOA conferences provide a forum for water industry operational employees to come together and discuss issues, share experiences, learn about the latest product and technology developments, and network with their peers.

WIOA conferences aim to:

- Distribute the latest operational, technical and research based information through platform and poster presentations.
- Update the knowledge and skills of operational staff through interaction with fellow water industry employees.
- Provide the opportunity to view and discuss the latest advances in technical equipment, products and services with suppliers and industry consultants.

WIOA endeavours to develop our members and the wider water industry by providing a relaxed forum for operations staff to present technical papers to their peers. In doing so, confidence is raised, new skills are learnt and the opportunity to discuss real operational issues with their peers can result in the formation of valuable networks. Award winning presenters from WIOA state conferences and New Zealand, are invited to deliver their papers again at other conferences to share knowledge.

The conferences also have the largest state based water industry exhibitions held annually in regional areas, which provide the opportunity to discover and research new technology, equipment, services and ideas.

2018 Conference Attendances

	Location	Month	Sites	Attendees
NSW	Tamworth	April	121	612
QLD	Logan	June	112	805
SA	Murray Bridge	August	33	183
VIC	Bendigo	September	203	1,513
WISE	Coburg	October	22	156
				3,269

Best Exhibition Sites

At each event, a panel of judges appointed by WIOA inspect and rate each exhibition site. They are looking for presentation and innovation, the use of interactive displays, the incorporation of novel ideas into the product display and the engagement of their staff with the delegates and visitors. The exhibitor that best meets all these criteria wins the Ron Bergmeier Award for the Best Exhibition Site. Each winner receives an advertisement in Utility magazine valued at more than \$2,000 and a WIOA corporate membership.

2018 Best Exhibition Site Winners

- NSW - Fluidquip
- Queensland - Control Logic
- Victoria - Absafe

Conference Sponsors

WIOA is able to provide quality events at affordable prices through the generosity of many of our corporate members taking up a wide range of sponsorship opportunities. WIOA appreciates the financial support provided by our sponsors, hosts and supporters, and thank all who have assisted us to stage our events throughout 2018.

Prime Sponsors



Host & Supporters



Sponsors



Media Partners



Conference Awards



Award Sponsors

New South Wales Conference Awards



Best Paper Overall
Thomas Lees
Ballina Shire Council

Best Paper by an Operator
William Constable
Tamworth Regional Council

Best Poster by an Operator
Wes Trotter
Kempsey Shire Council

Best Exhibition Site
Fluidquip

Queensland Conference Awards



Best Paper Overall
Claire McInnes Water RA
& **Kelly Newton** SA Water

Best Paper by an Operator
Glenn Twite
Townsville City Council

Best Exhibition Site
Control Logic

Victorian Conference Awards



Best Paper Overall
Michael Chapman
North East Water

Best Paper by an Operator
Paul Beard
Water Corporation, WA

Best Poster by an Operator
Scott Murnane
Veolia

Best Exhibition Site
Absafe

South Australian Conference Award



Best Paper Overall
Melanie Slimming
SA Water

Major Awards

Operator of the Year Awards



Queensland
Tony Cover
 Goondiwindi Regional Council



Victoria
Adam Panozzo
 North East Water



Tasmania
Rodney Innes
 TasWater



NSW
David Cashen
 Bathurst Regional Council



South Australia
Brad Alcon
 SA Water

Young Operator of the Year Awards



Queensland
Andrew Hanifin
 Unitywater



Victoria
Tabatha James
 Melbourne Water



Tasmania
Bradley Housego
 TasWater

All Rounder / Networks Operator of the Year Awards



Queensland
Brad Milfull
 Logan City Council



Victoria
Tim Kiddle
 Barwon Water



PASS Award

Michael Dixon, Quinton Caird, Stephen Casey, Michael Cartmer and Martin Zardins
Power and Water Corporation, Northern Territory



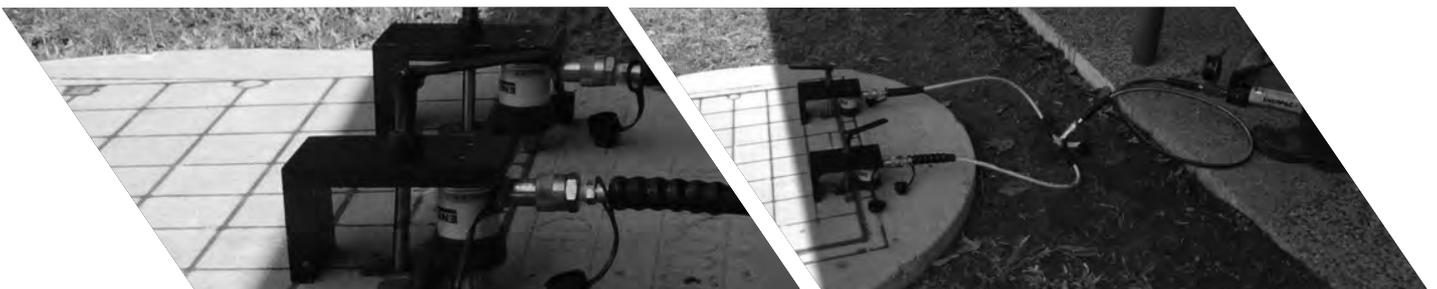
The winner of the 2018 PASS (Problem Accepted Solution Supplied) Award was announced at the NSW Conference in Tamworth in April. The award provides an opportunity for water industry operational staff to share in-the-field innovations and/or fixes to problems so that others in the water industry can benefit.

The winner was the team of operators and maintenance technicians from the Sewer Reticulation Operations and the Mechanical Maintenance group at Power and Water Corporation in Northern Territory. It included Michael Dixon, Quinton Caird, Stephen Casey, Michael Cartmer and Martin Zardins. Their winning idea was the development of a hydraulic gatic lid lifter to reduce the need to get contractors in with heavy machinery on a regular basis to open stuck gatic lids.

Gatic lids that have been in service for several years without being opened, or ones in a high traffic area, are often stuck so tightly that they cannot be opened using the standard method. This poses serious manual handling issues for operators. The Sewer Reticulation Operators asked the Mechanical Maintenance group if it was possible to develop a hydraulic lifter. After several welding bench discussions and chalk drawings the final design was agreed upon.

The solution was to fit two hydraulic cylinders to a hand cylinder pump via a three way splitter and isolating valve. Angle brackets and Tee bolts were fabricated and fitted to the cylinders. All this allows for the lids to be hydraulically lifted with the ability to pump on one lifting point or both at once. This is especially helpful if the lid is not lifting evenly.

The 2018 PASS awards had 11 great ideas submitted for consideration from South Australia, Northern Territory, Tasmania, Victoria and Queensland. Aqualift Project Delivery is the PASS Award sponsor and provides sponsorship for a nominated representative from the 2018 winners to join the WIOA team on their annual operational tour of New Zealand.



Seminars & Events



New Zealand Tour

The 2018 WIOA operators tour of New Zealand began in Wellington and comprised visits to 9 water and wastewater facilities over 5 days, followed by attendance at the WIOG annual conference in Palmerston North. In all 17 representatives from 6 Australian States made it the largest tour group to date.

There were many highlights over the tour that visited the following facilities:

- Wainuiomata Water Treatment Plant (Wellington)
- Paraparaumu Wastewater Treatment Plant
- Waikanae Water Treatment Plant
- Napier Wastewater Plant
- Napier Reticulation construction sites
- Taihape Water Treatment Plant
- Hunterville Wastewater Treatment Plant
- Palmerston North Wastewater Treatment Plant
- Palmerston North Water Treatment Plant

The WIOG conference was very well attended and was themed 'Meeting Challenges'. Keynote speaker, Craig Thew from Hastings District Council presented quite candidly on all the issues relating to the water quality incident at Havelock North in 2016. The exhibition provided the opportunity to see a range of new products and talk directly to the suppliers about potential ways to solve issues. Having the tapping competition for the first time was an excellent initiative and congratulations to the Australian women team of Stephanie and May for having a go and doing so well.

Tours like this only can happen with the support of WIOG and people like tour guide Bruce Nesbitt, WIOG Committee Member Damian Lawsen and Executive Officer Craig Hiddleston who give their time freely to show the WIOA contingent around. Our thanks are also extended to all the operators, in particular those who offered their time for weekend site visits. They were all very accommodating and knowledgeable, happy to share their time and experience.

One Day Technical Seminars

WIOA has developed a series of Technical Seminars, many of which expand on the information contained in the Practical Guide books. The seminars are a collection of "operationally" focused workshops that are offered right around the country, based on demand. Each Seminar features a program that is relevant and targeted specifically at water industry operations and/or maintenance staff from all parts of the Australian water industry.

The most popular seminar is the One Day Interactive Seminar on Water Quality Awareness and Distribution System Management. The seminar content covers a variety of water quality issues related to the management and operation of distribution systems. It places particular emphasis on the importance of keeping pathogens out of the distribution network and helps identify where and how pathogens can enter a system. A number of case studies where issues have occurred which have impacted public health are discussed and explained.

The Distribution seminar has been staged on 13 separate occasions in the last 2 years alone. Seminars have been staged for Gold Coast Water in Queensland, in Wauchope, Wagga and Cowra in NSW, and in Bendigo and Mildura in Victoria, with each limited to 40 participants.

Other topics in the One Day Seminar Series include:

- Water Quality Awareness and Distribution System Management
- Media Filter Assessment and Optimisation
- Optimising Chemical Dosing, Coagulation, Flocculation and Clarification
- Membrane Operations, Maintenance and Troubleshooting
- Operation & Validation of UV Disinfection Systems for Water, Wastewater & Recycled Water
- Optimisation of Water Treatment Processes for Algae and Organics Control
- Water Quality Risk Management and HBTs

Some of the seminars can be customised to fit either a full day or a half day format, or to incorporate site-based, local or region-specific aspects of the topics covered.



Network Operator Development Program

The Network Operator Development Program has been established to identify, mentor and develop future leaders in the Network Operations field across the Victorian Water Industry. The program was instigated by WIOA members who brought the concept to WIOA. Following an initial meeting, a program Advisory Committee was established and the content of the program was created.

The program aim is to expand knowledge and skill sets of Network Operators, exposing them to strategic thinking and best practice initiatives in technology, business management and leadership. The program provides the opportunity to build a network of colleagues within their field of expertise and assist to deliver an improved customer focus.

The program commences in February each year and involves one day each month over a seven month period, with sessions held at a variety of venues across the State.

Sessions cover a range of topics including Leadership and Industry Focus; Water Quality Mains Repairs; Managing Water Reticulation Systems; Wastewater Collection Systems; Pumps and Pumping Systems; Asset Management; and Solid Waste Management Issues along with a Program Evaluation by Participants.

The feedback from the first two groups of participants has been outstanding with all of them learning an enormous amount from the numerous expert presenters, as well as through their interaction with their fellow participants.

On completion of the Program, participants are presented certificates and a Tee shirt at a special graduation ceremony at a dinner held at the Victorian conference in September. They are acknowledged by all those present for their hard work and dedication.

The 2019 group of 13 participants were notified of their selection in December 2018. We look forward to watching the progress of this new group as they are exposed to how to identify and implement best practice approaches, increase productivity and enhance a professional culture within their respective organisations.

2018 Program

February Leadership and the Water Industry
March Water Quality
April Water Reticulation Systems
May Wastewater Collection Systems
June Pumps and Pumping Systems
July Asset Management
August Evaluation, presenter support, field trip
September WIOA Victorian Conference





Water Tasting Documentary

In May 2018, WIOA was approached by Swinburne University Film & Television student Jack Morrow, exploring the potential opportunity to create a documentary around the Victorian and National Best Tasting Tap Water competitions. The pitch stated the focus of the project is about “The Taste of Water” and how the water is judged. We agreed to the request and after some initial discussions, the team of 6 students come along to the Victorian conference to film all the action.

The team included a producer, director, film crew and audio recorders who captured the competition from all angles and interviewed participants and competitors. The film crew also attended the national competition in Toowoomba, capturing the announcement of the Australian champion and more footage.

The final documentary made its way through the students end of year celebration “Cinaesthesia 2018” where only the best films were screened to a large audience at the Lido Cinema in Hawthorn. Titled “Tasting Transparency” the documentary made its debut screening along with other Swinburne University student projects. Craig Mathisen represented WIOA at the screening and was joined by some of the Wannon Water team who were the National taste test winners.

The documentary is embargoed for release until later in 2019 as it has been entered in several other student film and television awards. WIOA intends to screen Tasting Transparency at the 2019 Victorian conference and then provide access to the documentary via our YouTube channel and the WIOA website.

Congratulations to all members of the film crew who have created a great documentary celebrating the taste tests. The film crew included Jack Morrow, Lucy Demuth, Jordan Medic, Chloe White, Jayden De Oliveria, Alex Cann and Hamish Viney.

Queensland

The third staging of the Queensland Main Tapping competition was held in conjunction with the WIOA Queensland conference in Logan. Two attempts were provided to the 5 teams that entered to perform a main tapping, with the fastest time overall to be declared the winner. It was great to have Madison Hilleary and Zoe Nelson from Logan City Council compete as our first all women team.

Trent Roberts and Spencer Stacey (the Tapping Tubbies) from Gold Coast Water had a malfunction in their first heat, but at the second attempt recorded a time of 1.32 minutes to walk away with the trophy for the third straight year.

The competition was supported by Reece Civil and Ixom and the winning team nominated the Currumbin Wildlife Sanctuary Animal Hospital to be the recipient of a \$1000 donation on behalf of the sponsors and WIOA. Employees from the Logan City Council and City of Gold Coast set up the pipework, water supply and all the facilities and ran the competition on behalf of WIOA.

Far North Queensland

The inaugural Far North Queensland Main Tapping competition was held in conjunction with the Water Interest Day and Charity Bowls event in Cairns in October. The competition was supported by Reece Civil and saw two teams from Cairns and one each from Cassowary Coast and Mareeba Councils compete.

The competition proved very interesting with one team breaking their tapping tool and another doing the fastest time only to be disqualified for not tapping right through the pipe. The Cairns Council team were announced the victors.

Victoria

The second Victorian Main Tapping competition was conducted in conjunction with the Victorian conference in Bendigo. The competition was sponsored by Reece Civil and Coliban Water and a big thank you is extended to these organisations for supplying the equipment and for their support.

The competition was run by the WIOA Network Operator Development Program committee and participants saw the 8 teams compete head to head during the conference morning tea breaks.

Ultimately it was the team from Goulburn Valley Water of Gino Russo and Jack Dobson who recorded the best time taking out this year’s event. For winning the competition, Gino and Jack received the Perpetual trophy and nominated the “Buy a Bale” project to be the recipient of a \$1000 donation on behalf of the sponsors and WIOA.



Frequently Asked Questions



How do I join, how much is membership and how can I pay?

You can join by completing and submitting an application form, (which doubles as a Tax Invoice) with your payment to WIOA. There is an application form in the back of this booklet and more forms can be downloaded from the WIOA website.

WIOA has three membership categories, Individual, Corporate and Utility Corporate. The fees are \$30 (individual), \$280 (Corporate) and \$30 per member (Utility Corporate - must have 8 members or pay a minimum of \$280 to be eligible for this category). Payment can be made by cash, cheque, money order, credit card (Visa & Mastercard only) or by EFT. Payment can also be made in person at any Westpac branch using the BSB/account details from your invoice.

What dates does the membership year cover and is a pro-rata fee available?

The membership year runs from 1 January to 31 December annually. A pro-rata membership fee is available, but only to Corporate members joining after 1 July annually. Individual members joining after 1 September annually receive the balance of that year plus all of the next calendar year for their \$30 fee.

What benefits do I receive as an Individual Member?

- New member pack on sign up
- WaterWorks Technical Journal twice per year
- Operator newsletter quarterly
- Words, WIOA's electronic newsletter monthly
- Notification of events, seminars and conferences plus positions vacant and wanted adverts
- New product or equipment brochures from Corporate members
- Updates on industry developments including training
- Updates on technical resources specifically aimed at the operational side of the industry
- Access to webinars
- Discounted registration fees to WIOA events
- Application forms for various industry Awards

What benefits do I receive as a Corporate Member?

Corporate Members receive all the items listed above plus:

- Discounted exhibition fees at WIOA conferences
- Rights of individual membership is afforded to the nominated person only
- Company details listed in the Corporate member section of the WIOA website
- Access to WIOA members via product brochure mail outs with only a small postage fee
- Editorial promotional space in "Words", "Operator" or possibly "WaterWorks"
- Recognition at the Annual Conferences
- Preference given to Corporate members for mini trade shows at specific issues seminars
- Copies of the WIOA handbook to distribute

What benefits do I receive as a Utility Corporate Member?

Utility Corporate Membership is open to all employers of water industry Operators. This category allows employers of operators to join up and pay for their operational staff to be individual members and they will receive all the benefits of an individual member. The employer will receive a free corporate membership.

What events does WIOA run?

Annual Conferences

WIOA organises and annually stages an operationally focussed Conference and Exhibition in New South Wales, Queensland, South Australia and Victoria. These major events are designed to provide an opportunity for operations personnel and product and service supplier companies to come together to discuss operational issues and see and hear about advances in technology and process methodologies.

Special Interest Seminars

WIOA runs a series of special interest seminars using the expertise of various members and supporters to provide the latest in information on specific topics. These seminars are staged as widely around Australia as possible. Topics and locations are chosen based on demand from members.

Water Taste Tests

WIOA holds a number of Water Taste Tests across Australia, including a National competition, to raise awareness of the quality of drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities on a day to day basis.

Charity Events

WIOA holds a number of charity events such as Bowls and Golf Days across Australia with proceeds donated to charity. In recent years we have also sold hats and collected money for charity via raffles at our events. To date we have distributed more than \$122,000 to worthy charities.

I have an operational problem, can WIOA help?

WIOA has a wide range of members both individual and corporate, from all Australian States as well as overseas. If you have an operational issue that you are having difficulty resolving, just let us know about it, preferably by email, and we can tap into our network to potentially get you an answer.

How do I update my Member details or website listing?

All members can update their contact or other personal details by contacting the WIOA office at any time.

Does WIOA have a Privacy Policy and how will my personal details be used?

WIOA has a Privacy Policy which is available from the WIOA website. This policy outlines what information will be collected from Members, how it will be used and under what circumstances. WIOA has a policy of not providing personal details to anyone without prior approval from the Member.

I would like to receive my information by email instead of post. Is this possible?

WIOA members can choose to receive all correspondence either electronically (by email) or by hard copy (via Australia Post). Sending information by email is more environmentally friendly, efficient, cost effective and is WIOA's preferred method.

If you wish to receive information electronically, you can indicate this on the Membership application form. If you are an existing member and would like to change to email, contact us and we will update your mail preference.

I have a position vacant, can WIOA advertise it?

WIOA will place all relevant Position Vacant advertisements onto the WIOA website free of charge.

I have a position wanted. Can I advertise it with WIOA?

As an additional benefit to individual members, WIOA can place positions wanted adverts on the WIOA website free of charge for any Individual member. Notification of the advert is included in our monthly newsletter 'Words'. For more information contact the WIOA office.

How do I obtain a copy of the WIOA Constitution?

The Constitution is included on our website and can be accessed at: <http://wioa.org.au/about-wioa/constitution-rules-of-association/>

I would like to submit an article for a WIOA publication. What do I have to do?

We welcome contributions from members for any of our publications including 'WaterWorks', 'Operator' or 'Words'. All you need to do is send us your information/photos and we will do the rest. WIOA has an editorial team willing and able to help you put an article together, if you require assistance.

I would like to help the Association. How do I get onto the Committee?

The Committee is elected by the Members at the AGM annually and if you wish to be considered, just complete and return the Committee Nomination form which usually comes out each January. We have established Advisory Committees in Tasmania, Queensland, NSW, Victoria and South Australia to assist us to run our various events. If you don't want to be on the national Committee but would like to help out, just contact us and we can put you in touch with your State based group.



Water Industry Operators Association of Australia MEMBERSHIP APPLICATION / RENEWAL

ABN 27 302 677 808

THIS FORM WILL BECOME A TAX INVOICE ON RECEIPT OF PAYMENT. PLEASE RETAIN A COPY FOR YOUR RECORDS.

Date ____/____/____

MEMBERSHIP CATEGORY

Please tick the appropriate box

- 1 Year Individual Membership \$30 (inc. GST) 2019 only**
- Corporate Membership \$280 (inc. GST)**

MEMBERSHIP DETAILS

Name: Mr / Ms

Postal Address

(Individual members please provide your private mailing address.)

Suburb State Postcode

Date of Birth

Employer

DD MM YEAR

Position

Telephone Fax

Mobile phone

E-mail

In the event of my admission as a member, I agree to be bound by the Rules of the Association, a copy of the Rules can be found on the WIOA website.

Signature

WIOA encourage the use of electronic correspondence to reduce paper wastage.

I wish to receive correspondence by E-mail in preference to Post Yes No

PAYMENT OPTIONS

EFT BANKING DETAILS

BSB: 033-254

A/C: 327-012

The following must be included on your payment:

- New members: Full name
- Renewing members: Invoice number and name

CREDIT CARD PAYMENTS

Visa Mastercard

Cardholders Name

Card Number

Expiry Date

Amount (please circle): **\$30 / \$260**

Signature

RETURN BY: Post PO Box 6012, Shepparton, Victoria, 3632 Fax 03 5821 6033 Email sherryn@wioa.org.au

Office Use Only

New Renewal Date Paid: / / Rec No:

IDIOTS Award

IDIOTS (Inducted as Delegates of the Inextricably Obstructed Tap Society)

The IDIOTS (Inducted as Delegates of the Inextricably Obstructed Tap Society) award was introduced as a way to recognise the services of individuals to the Association. The award is designed to complement Life Membership, the Association's most prestigious honour. The IDIOTS award is presented to an individual in recognition of their commitment to the vision and philosophies of the Association and the active promotion of WIOA through distinguished service to the Association. To be eligible, a person must have demonstrated their commitment to the Association over a minimum period of five years, either as an Individual Member or as an employee of a Corporate member.

2018 IDIOTS INDUCTEES



Colin Haynes



Shane Bandiera



Ryan McGowan



2018
Colin Haynes
Shane Bandiera
Ryan McGowan

2017
David Sheehan
Ian Cuthbertson

2016
Marcus Boyd
Lindsay Walsh
Kathy Northcott

2015
John Granzien

2014
Peter Mosse

2013
Jill Busch
John Day

2012
Anthony Evans
Tim Sells

2011
John Paulger
Graham Thomson

2010
David Barry
Peter Tolsher

2009
Leigh Strange
John Park
Brian Davis

2008
Owen Braybrook
Ian Bicknell

2007
Peter Jackson
Cynthia Lim
Stephen Wilson

2006
Ken Herbert
Pat Davis
John Harris

2005
Mal Farnham
Neil Healey
Russell Mack

2004
Barry Waddell
Ron Bergmeier
George Wall
Richard Greenhough
Tony Hourigan





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