



# Water Industry Operators Association of Australia

**20  
21**



## **ANNUAL REVIEW & Members Information**

communicate \ encourage \ protect \ network \ engage

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## 2021 Numbers

**1** Face to Face  
Conferences



**3.2** % Increase  
in Membership



**100** Registered  
Operators



**4,435** WIOA  
Members



**80,408** Website  
Hits



## 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

## IDIOTS Award

(Inducted as Delegates of the Inextricably Obstructed Tap Society)

**2021**

Robran Cock

**2014**

Peter Mosse

**2008**

Owen Braybrook  
Ian Bicknell

**2020**

Adrian Rijnbeek

**2013**

Jill Busch  
John Day

**2007**

Peter Jackson  
Cynthia Lim  
Stephen Wilson

**2019**

Bill Collie  
Darren Lord

**2012**

Anthony Evans  
Tim Sells

**2006**

Ken Herbert  
Pat Davis  
John Harris

**2018**

Colin Haynes  
Shane Bandiera  
Ryan McGowan

**2011**

John Paulger  
Graham Thomson

**2017**

David Sheehan  
Ian Cuthbertson

**2010**

David Barry  
Peter Tolsher

**2005**

Mal Farnham  
Neil Healey  
Russell Mack

**2016**

Marcus Boyd  
Lindsay Walsh  
Kathy Northcott

**2009**

Leigh Strange  
John Park  
Brian Davis

**2004**

Barry Waddell  
Ron Bergmeier  
George Wall  
Richard Greenhough  
Tony Hourigan

**2015**

John Granzien

# President Report



Hello Members. WIOA has worked through yet another disrupted year dealing with the ongoing uncertainty and challenges presented by the COVID-19 pandemic. After an optimistic start to 2021 with low case numbers, things changed rapidly and we were forced once again to reschedule many of our face to face events.

Both the NSW and Victorian conferences were postponed to late in the year and ultimately were not able to be staged due to the rise of the Delta followed by Omicron variants.

Pleasingly, with the fantastic support of our Queensland Advisory Committee members and a host of willing volunteers, the Queensland conference was the only major event that went ahead. While the majority of WIOA's staff were unable to attend due to the closure of the Queensland border in the week prior to the event, it was the outstanding support of our members, volunteers and exhibitors that allowed the event to proceed. Although like many others, I was unable to attend, all reports and feedback I received was that the event was well attended and was a resounding success.

The support of all the organisations who allowed their staff to attend and share their knowledge and experience, introduce new technologies and build their networks is appreciated.

Also, a huge thanks goes out to all sponsors, exhibitors and Corporate Members whose continued support has been outstanding through multiple event postponements and cancellations.

I would also like to acknowledge the fantastic work done by the WIOA staff. Their commitment and dedication through another year of disruption and change, plus dealing with additional work generated by rescheduling events must have been frustrating when so much time had already gone into planning each event.

On top of that, several completely new processes and systems were developed and implemented to ensure that we met all the requirements of our COVIDSafe event plans. They deserve a pat on the back for demonstrating WIOA's commitment to protecting the health and welfare of all our stakeholders, always our highest priority. A job well done!

Despite another year of limited face to face interaction and engagement opportunities, it was fantastic to see WIOA's membership numbers increase by 3.2% from 4296 to 4435 by the end of the year. This is a great outcome and we hope that this support will continue as we move closer to some sort of "Covid Normal" through 2022.

Our Annual General Meeting was held on-line in April with a record number of Members participating. I pass on my congratulations to all those who put their hand up for a position on the General Committee as well as everyone associated with our state based Advisory Committees.

With no opportunity for interest days or other events, the Advisory Committee members took on responsibility for managing most of the webinars under the WIOA Talks banner. There were some excellent and very interesting presentations delivered. The contribution of members to WIOA through volunteering their time and expertise is always greatly appreciated.

Like everyone, I'm looking forward to the day when things settle down again and I hope to be able to catch up with you all at an event in 2022.

**Mark Samblebe**  
WIOA President



# Managing Director Review

The on again, off again nature of the lockdowns and restrictions relating to the COVID-19 pandemic impacted WIOA's events program for a second consecutive year, particularly after May 2021. Dealing with the ever changing situation and the uncertainty of whether events could proceed was extremely frustrating for the staff, Board and all our Members and stakeholders. The continuous tweaking and reworking of budgets, along with planning a strategy to diversify our income streams to keep the organisation commercially viable was a high priority.

Staging our very large conferences relies on a small but experienced staff team. Retaining all our key staff so that we have capacity to ramp up activities when events can get going was again a key driver for the organisation. The pandemic impacted the administration team significantly and they graciously agreed to stay in stand down mode working one week in three, whilst tapping into the JobKeeper subsidy and their own leave until the end of March. It was unfortunate that we needed to make one administration position redundant due to the constant event postponements, with Abbey Kaine finishing up in October.

We were extremely fortunate to be able to deliver the Queensland conference in June with WIOA's contingency plan of having two staff members working in Queensland a couple of weeks before the event eventually paying dividends. The COVID lockdown in Victoria in the days before the event meant that none of the other WIOA staff could enter Queensland to assist. Through the outstanding support of several Queensland water service providers who loaned us staff, along with the volunteer army from all over the State, the conference went ahead under its COVID Safe plan and was a resounding success. A huge thank you is extended to all the helpers as well as the sponsors, exhibitors, delegates and visitors that attended.

Being relatively COVID free for much of the year, Queensland was the destination for almost all the face to face events run under WIOA's banner in 2021. These included the annual Queensland Charity Bowls Day in Yandina in March; the Queensland conference in Toowoomba in June; the Far North Queensland Interest Day and Charity Bowls in October and the water Interest Day in conjunction with Toowoomba Regional Council in November.

The Queensland members deserve a big pat on the back as they were able to stage many of these events without the direct support of the WIOA staff who were locked down in Victoria. The only other event staged was the two Distribution Seminars held in Darwin in April for the Power and Water operations staff.

With the support of the Advisory Committee members in each State, WIOA reverted to a program of online events as our primary method of information exchange with and between Members. A total of eight WIOA Talks webinars were staged between March and November with the technical content for each sourced and managed mostly through the Advisory Committee members.

As in 2020, and with fantastic support of sponsor IXOM, the Best Tasting Tap Water competitions were held in an online format as part of the WIOA Reconnects day in November. Water service providers in each State were invited to send a sample of their best water to the WIOA office for judging. The WIOA staff replaced the normal event attendees as judges and did an independent blind tasting to determine the winners from each State. We congratulate every organisation who participated, including the finalists and winners from each State. The Reconnects day also became home for the announcement of our numerous State and National awards. Once again, congratulations to all the very deserving award winners.

To help balance the budget, we actively sought new opportunities to generate income and cut our expenditure to essential items only. Being awarded contracts for training review projects in Queensland and New South Wales, along with an IT Management project relating to the water reform process in New Zealand, provided us a much needed boost in income.

The Practical Guide to the Operation and Optimisation of Microfiltration and Ultrafiltration Membrane Processes was finalised and made available for purchase from May. We are grateful for the assistance of several authors and reviewers who gave freely of their time to produce this outstanding resource book.

The Water Industry Certification Taskforce agreed to change the name of the Framework from "Operator Certification" to "Operator Registration" to help avoid confusion around Certificate III and the much broader Certification process. This change took effect in late August.

After completing the development of the Acuario data management platform in 2020, the task of integrating all the data rolling into the platform and delivering training programs for all the employers of Registered Operators was commenced. The functionality of the platform was also greatly enhanced with the addition of several reporting options, mostly required for the Queensland and New South Wales training review projects. These changes have made the platform much more user friendly and we hope will be the catalyst for more organisations to seek access to the platform.



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. The addition of some advertisements in Operator and bringing responsibility for the production of WaterWorks in-house from the May 2022 edition provided more engagement opportunities for our Corporate members. Thank you to everyone who has contributed something to one of these publications.

We really felt for the participants in the 2020 Network Operator Development Program (NODP) as their course was seriously disrupted by COVID for the second year in a row. What should have been a seven month program has now extended to almost two years with the final day planned for early 2022. We hope that the 2022 cohort will have a much more seamless program.

Collaboration with other water industry bodies is vital to avoid duplication of effort and to allow the sharing of resources and information. Our collaboration with a range of water industry organisations has remained strong and we are presently in discussions with several other bodies to develop a Memorandum of Understanding to formalise our relationships.

Following another disrupted year, we trust that this Annual Review will showcase our activities and the value we bring to the operational side of the water industry. 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 continue to deliver an enormous amount for our members and the industry in general.

We trust that you will enjoy reading the rest of 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 2021, and we look forward to making 2022 another outstanding year.

**George Wall**  
Managing Director

After working through a very tough 2020, it was hard to imagine that 2021 was going to provide WIOA with just as many, if not more challenges.

As the newly elected Board Chair, I would like to formally recognise the outstanding contribution that the outgoing Chair, Jim Martin made to WIOA during his eight year term. Jim's commitment to WIOA, along with his business management and governance expertise has helped consolidate WIOA's position financially and within the water industry. The Board and staff have developed and implemented timely and appropriate decision-making processes enabling the organisation to monitor the risks and opportunities and successfully trade through the last two difficult years. Well done Jim, and we wish you well for the future.

From a Governance perspective, the Board and management continued the electronic meetings monthly, not only to monitor the rolling monthly budgets and scenario based forecasts, but also to keep abreast of the ever changing government requirements. We also reviewed and updated several policies and procedures, along with delivering refresher training for the Board members around governance, financial solvency and understanding the role of a director.

Working with our committed and proactive staff team, Board and Members has been a pleasure and together has enabled us to continue to deliver our services to Members whilst maintaining a positive financial position under quite extreme circumstances. That we were able to do this with the income from just one of our four conferences and without needing to tap into our accumulated cash reserves, is an outstanding achievement.

All our staff are to be congratulated for their commitment and for being so flexible under changed employment conditions, including working from home for extended periods. A special thank you is extended to Ann, Sherryn and Abbey, who spent part of the year in stand down mode again. It was unfortunate to lose Abbey in October due to reduced workloads from the ongoing postponement of events. The staff have not had a salary adjustment since 2019 due to the tight budget situation, so it is a credit to all of them that they have remained motivated to continue to deliver quality services to the WIOA members.

In the absence of conferences and with reduced government subsidy support, we needed alternative revenue sources. Tapping into the professional expertise of the staff, contracts to undertake operator training review projects in Queensland and New South Wales were commenced, along with an IT project management opportunity. These projects effectively replaced the lost income from some of the events.

A major and important operational strategy that WIOA has historically pursued is the accumulation of cash reserves. This forward thinking has built a resource base that has allowed us to ride out the COVID-19 impacts. Our challenge going forward will be to gradually rebuild our reserves to provide future financial security, along with further diversifying our income streams.

To all our Board Members, along with George and Craig, thank you for your commitment and guidance during the past 12 months and I have thoroughly enjoyed working with you all as Chair. I have confidence that with the knowledge gained in living and working through the uncertain times of the global pandemic, the Board, Committee and staff, together with our army of volunteers will ensure that our organisation continues to provide a positive impact on our sector of the water industry well into the future.

Thank you everyone.

**John Harris**  
WIOA Limited Chair



## Summary of WIOA Financial Position

### INCOME and EXPENDITURE for period 1 January to 31 December 2021

INCOME (excluding GST)	2021	2020
Conference & Events income	\$ 312,718.37	\$ 217,908.47
Publications	\$ 37,678.12	\$ 34,133.46
Individual Membership	\$ 95,981.99	\$ 80,196.29
Corporate Membership	\$ 97,681.73	\$ 95,392.59
Services & Other Income	\$ 228,878.11	\$ 29,412.86
Petty Cash (opening balance)	\$ 250.15	\$ 2,082.80
Government Support Subsidies	\$ 80,300.00	\$ 300,296.03
Interest	\$ 705.06	\$ 3,578.53
Income in Advance	\$ 599,920.25	\$ 339,513.01
GST collected Dec quarter for ATO	\$ 15,599.76	\$ 0.00
<b>Total Income</b>	<b>\$ 1,469,713.54</b>	<b>\$ 1,102,514.04</b>

EXPENDITURE (excluding GST)	2021	2020
Office & Administration Expenses	\$ 168,178.29	\$ 143,600.21
Employment Expenses	\$ 576,640.33	\$ 639,296.58
Property Services	\$ 7,908.65	\$ 6,236.44
Vehicles Maintenance & Operations	\$ 8,659.76	\$ 9,946.59
Events Expenditure	\$ 132,498.83	\$ 136,442.54
NSW & Qld fee refunds	\$ 3,000.00	\$ 441,766.30
Closing Petty Cash Balance	\$ 702.00	\$ 250.15
<b>Total Operating Expenditure</b>	<b>\$ 897,587.86</b>	<b>\$ 1,377,538.81</b>

<b>Operating Surplus/(Deficit)</b>	<b>\$ 572,125.68</b>	<b>\$ (275,024.77)</b>
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Asset Purchases	\$ 1,413.83	\$ 4,114.81
GST to ATO on purchases	\$ 0.00	\$ 4,718.94
<b>Total Expenditure</b>	<b>\$ 899,019.69</b>	<b>\$ 1,935,968.94</b>

<b>Net Trading Surplus/(Deficit)</b>	<b>\$ 570,693.85</b>	<b>\$ (283,858.52)</b>
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FUNDS HELD	2021	2020
Balance beginning of Year	\$ 464,253.30	\$ 748,111.82
Net Trading Surplus/(Deficit)	\$ 570,693.85	\$ (283,858.52)
<b>Balance at end of Year</b>	<b>\$ 1,034,947.15</b>	<b>\$ 464,253.30</b>

## Consolidated Financial Information

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 held in bank accounts.

The WIOA approach to all our operational activities 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, and modest surpluses over a number of years up to 2020 were accumulated for a "rainy day". In 2020 and again in 2021, that rainy day arrived courtesy of the ongoing impacts of the COVID-19 pandemic. Having access to the accumulated cash reserves if required, the subsidy support from the Federal and State Governments and the delivery of several new income generating opportunities has allowed WIOA to continue to operate successfully throughout this very difficult period.

At the end of 2021, the Association has \$722,543.47 in operating cash accounts, \$312,404 held in term deposits, and fixed assets in the form of building, plant and equipment valued at around \$395,000 after depreciation. It should be noted that there is a staff provisions liability (Annual Leave, RDO's and Long Service Leave) of approximately \$162,000 that is not reflected in the Consolidated Financial Information presented here. There is adequate reserves in the term deposit accounts to guarantee this sum.

In summarising the 2021 financial performance, WIOA had a trading surplus of \$570,694 as indicated by an increase in cash at bank. Approximately \$600,000 of income has been received as prepayments for the NSW and Victorian conferences which were postponed from late 2021 into early 2022. Until the events that generated this revenue are able to be staged, this sum needs to be considered as a liability rather than an asset. It should also be noted that the associated expenditure to run the events will not be incurred until 2022 even though the cash was received in 2021. Once the prepayments for future events is removed, we realised a trading deficit of around \$30,000 for the year. This is an excellent result when taking the significantly reduced level of government subsidies and the lack of income from events such as conferences into consideration.

Only being able to deliver one of the four scheduled Operations conferences in 2021 has impacted both income and expenditure.

Contracts to undertake operator training review projects in both Queensland and NSW provided almost \$200,000 of new revenue and replaced a significant portion of the lost income from the cancelled conferences. Income from publications, membership and other services were similar to 2020 levels.

Operating Expenditure was minimised where possible and maintained at similar levels to 2020, once the refund of the cancelled 2020 NSW & Qld conference fees is considered.



# 4,435 Members

## Membership Statistics & Distribution

In 2021, Individual membership of the association increased by 3.2% (97 members) to a total of 2,540, Utility Corporate Members increased by 3 to 79 organisations and Corporate Member numbers remained at the same level as 2020 at 377.

The Associate Corporate member numbers increased by 39 (2.7%) to 1439. 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 2021 is 4,435, a 3.2% increase across all categories. That membership was able to be increased in 2021 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.

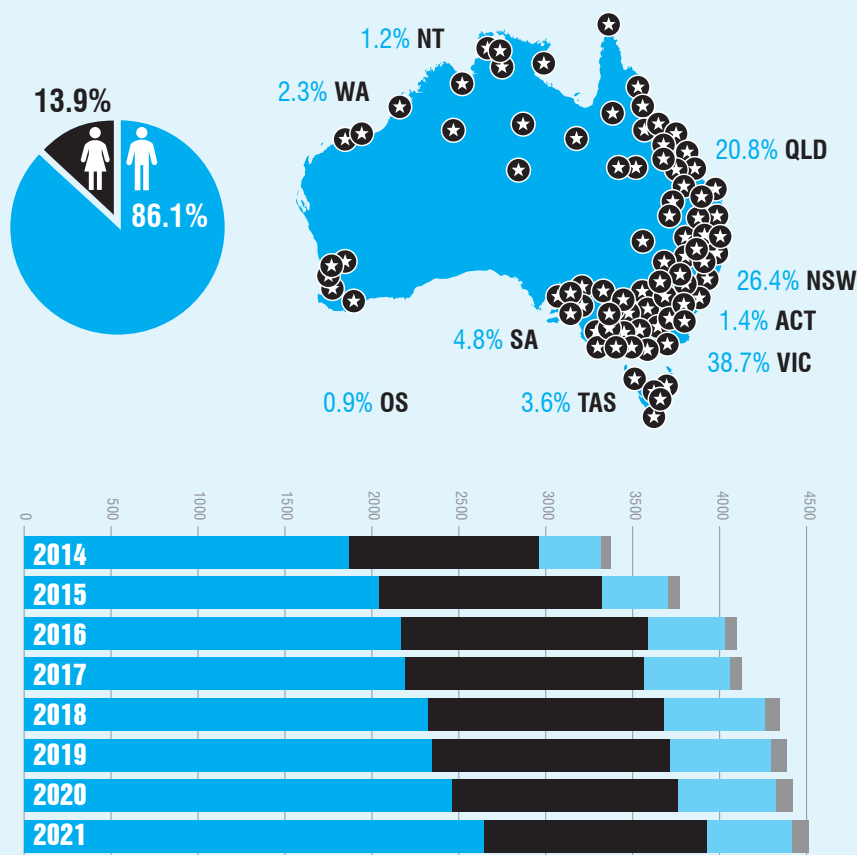
Employment expenses reduced by 9.8% with all the Administration Team on JobKeeper stand down until the end of March 2021. There were no wage rises for existing staff and following the continued postponements of conferences, it was necessary to make one of the Administration Officer positions redundant in October 2021.

The Office and Administration expenses were slightly higher due to travel, accommodation and expenses in undertaking the Queensland training project but there were very few other face to face events. Property Services, Events and Vehicles costs were also similar to 2020, with staff working from home and very little travel being undertaken.

Expenditure on new assets of just over \$1,400 was made on some new computing and office equipment.

The need for adequate cash reserves is particularly important when considering how reliant the Association is on income from 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. We will need to rebuild our reserves over time to ensure we have operational stability.

Despite the challenges of the last two years, the Association is in a reasonable financial position and has adequate funds to continue to provide member services at appropriate levels. Presuming that conferences and events can be staged successfully in 2022, this will consolidate our financial position and enable WIOA to develop and deliver an expanded range of operationally focussed events and services throughout 2022.



### Utility Corporate Members

Employers of operational staff who provide water and wastewater services to our communities.

3.8%

### Corporate Members

Suppliers of goods and/or services to the water industry.

0

### Associate Members

Employees of Corporate members supplying goods and/or services to the water industry.

2.7%

### Individual Members

Individuals working in the water or allied industries.

3.2%



# 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 online on Wednesday 21 April 2021, Mark Samblebe from MBS Water was elected President, Sally Shepherd from Thermo Fisher Scientific was elected Vice President and George Wall was elected Secretary/Treasurer.

On-line elections were conducted for both Vice President and General Committee positions. Ryan McGowan from Goulburn Valley Water, Heidi Josipovic from Albury City Council, Grant Waite from North East Water and Elise O'Keefe from Goulburn Valley Water were re-elected. Bill Collie from Urban Utilities was elected as a committee member for the first time.

The efforts and contributions of outgoing Committee members Kathy Northcott and Simon Page were formally acknowledged with both indicating they will continue to support WIOA through participation in their respective State WIOA Advisory Committee.

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



**President**  
**Mark Samblebe**  
MBS Water



**Vice President**  
**Sally Shepherd**  
Thermo Fisher Scientific



**Secretary/Treasurer**  
**George Wall**  
WIOA



**NSW**  
**Alan Butler**  
Port Macquarie Hastings/  
Walcha Councils



**Queensland**  
**Colin Haynes**  
Unitywater



**South Australia**  
**Robran Cock**  
Ametqua



**Tasmania**  
**Stephen Westgate**  
TasWater



**Victoria**  
**Anthony Evans**  
Wannon Water



**Bill Collie**  
Urban Utilities



**Heidi Josipovic**  
Albury City Council



**Ryan McGowan**  
Goulburn Valley Water



**Elise O'Keefe**  
Goulburn Valley Water



**Grant Waite**  
North East Water



## 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 the Board work together to confirm and deliver on the strategic direction of the Association.

The Annual General Meeting of WIOA Limited was conducted on Wednesday 17 March 2021. Jim Martin retired from the Board after providing exceptional service to WIOA during his eight year term as Chair of the Board. Jim addressed the meeting and thanked all the Directors and staff for the support he had received during his term on the Board. Jim also took the opportunity to outline some of the new initiatives implemented during this period, many of which are key reasons for WIOA's ongoing success even in these difficult times.

Retiring Director Ryan McGowan also expressed his thanks and gratitude to the WIOA Board for the support and opportunities provided during his terms on the Board. Their outstanding contribution to the association was acknowledged by all.

Mark Samblebe and Ron Bergmeier were both appointed to the Board. John Harris was elected as Chair of the Board and Jill Busch was elected as the Deputy Chair.



**Chair**  
**John Harris**



**Deputy Chair**  
**Jillian Busch**



**Managing Director**  
**George Wall**



**Director**  
**Ron Bergmeier**



**Director**  
**Mark Samblebe**



**Director**  
**Heidi Josipovic**

## Staff

Day to day operations of the Association is managed by the WIOA staff team, led by Managing Director, George Wall.

Abbey Kaine's role as an Administration Officer was terminated in late October due to the financial and workload pressures on the association from the continual postponement of events.

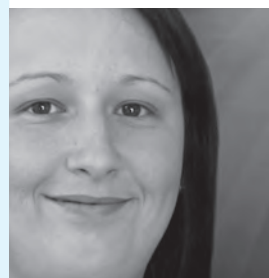
All staff have worked collaboratively and diligently in a period where COVID caused significant disruptions to the organisation's annual events program and workloads. The staff have been extremely flexible in their approach and have helped deliver the range of member services on behalf of the Association.



**Managing Director**  
**George Wall**



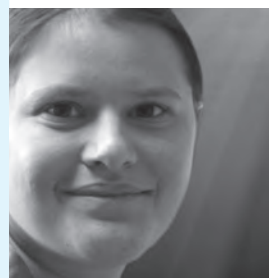
**Chief Operations Officer**  
**Craig Mathisen**



**Administration**  
**Sherryn Wall**



**Administration**  
**Ann Austin**



**Administration**  
**Abbey Kaine**



**Administration**  
**Marilyn Wall**



## WIOA Website & Social Media

The WIOA website is critical for the association to be able to provide current information to our members and stakeholders. The website was maintained throughout 2021 and several new enhancements made to content. The websites have become the base for all news and information regarding all WIOA activities and events.

In 2021 the WIOA websites ([wioa.org.au](http://wioa.org.au) and [wioaconferences.org.au](http://wioaconferences.org.au)) received a total of 80,408 entrances which was a 13.8% increase on the previous year.

Our presence in social media channels continued with WIOA communicating with members via Twitter, Facebook, Linked In and on the WIOA YouTube channel.

WIOA is continually investigating 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.



## WIOA Talks

With many of the water and wastewater facilities still under COVID access restrictions with little or no entry for visitors, all the Advisory Committees decided to postpone any face to face events. In place of the normal interest days, each Advisory Committee assisted with the organisation and hosting of at least one of the free WIOA Talks webinars.

In 2021, eight webinars were delivered providing members the opportunity for collaboration with other water industry organisations across Australia. The material presented was sourced from industry experts, many of whom are WIOA members, in order to share the latest information with Members. Commencing in March, the webinars ran for around one hour each and shared practical information on a range of operational topics.

### 2021 WIOA Talks

<b>25 March</b>	Women of Water
<b>28 April</b>	Asset monitoring
<b>19 May</b>	Membranes including the launch of the Membranes Practical Guide
<b>23 June</b>	Catchment management & water quality issues
<b>21 July</b>	Anammox
<b>19 August</b>	UV Disinfection
<b>22 September</b>	Extreme Events
<b>16 November</b>	WIOA Reconnects - Recognition of Members

WIOA Talks provide members access to information using an immersive online meeting experience, and the opportunity to hear updates and share knowledge and experiences from the comfort of each member's own desk.



## AFL & NRL Tipping Competitions

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

Trent Barras from Central Highlands Water won the WIOA AFL footy tipping competition selecting 130 winners over the season. Trent took the lead in the last round of the year to defeat Ian Mathieson who had led for the latter half of the season by one, third was Clinton Cruickshank on 127.

In the WIOA NRL footy tipping competition Kirk Galbraith was the runaway winner on 154 winners from John Nolan on 151 and Trent Geissler third on 148.

## Campaign of the Year Finalist

The WIOA Best Tasting Tap Water competitions staged in conjunction with Ixom was recognised as a finalist for the 2021 Association External Campaign of the Year Award. This is great recognition of the achievements of our members in the water industry.

The award managed by Associations Forum, received a large number of submissions in 2021. The winner announced in early December, was the National Apprentice Employment Network.

## New Zealand Water Reform Roadshow

As part of the New Zealand 3 Water Reform Program, the New Zealand Department of Internal Affairs (DIA) engaged consultancy company Spicae to conduct a series of webinar sessions focussed on the Australian Water Reform Journey.

Having conducted the Virtual Water online conferencing solution in 2020, WIOA was engaged to project manage all the digital content and to conduct the roadshow sessions. This includes recording and producing edited videos, creating a web platform and YouTube video channel to allow the content to be viewed and shared by stakeholders, creation of a written and interactive report and managing the overall IT solutions.

It was originally planned to bring New Zealand Water Executives to Australia in 2021 to meet face to face with individuals with intimate knowledge of the industry reform process in Victoria and Tasmania. COVID travel restrictions between New Zealand and Australia prevented this from occurring. An alternative virtual Roadshow was designed to provide attendees an unbiased view of similar water industry reforms that have already occurred in Australia, specifically in Victoria and Tasmania.

The roadshow covers what worked well and what did not work well. It is aimed at enabling the overall process by providing a reference point from where attendees can pivot off to draw comparisons to the current reforms in New Zealand. The speakers include former and current Mayors, council executives, water industry executives and senior bureaucrats who ran the reform or headed regulatory bodies. The sessions span a range of topics relevant to the New Zealand Reforms in 4 tranches conducted from September to December and will continue into 2022.



# Advisory Committees

## Advisory Committee Chairs

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.

Advisory Committees in NSW, Queensland, South Australia, Tasmania and Victoria work on options to determine and deliver appropriate services to WIOA Members. 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.

Unfortunately, COVID-19 significantly disrupted activities in each State in 2021 with only a few face to face opportunities able to be completed in Queensland. In light of the restricted activities, the existing Advisory Committee members were offered the opportunity to stay on for another year. Each Advisory Committee is led by a Chairperson and comprises up to 11 Members.

### NSW

**Alan Butler**  
Port Macquarie Hastings/  
Walcha Councils



### Tasmania

**Stephen Westgate**  
TasWater



### Queensland

**Colin Haynes**  
Unitywater



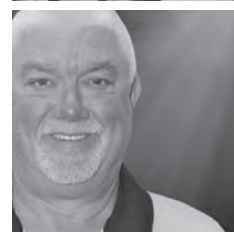
### South Australia

**Robran Cock**  
Ametqua



### Victoria

**Anthony Evans**  
Wannon Water



## Industry Recognition



WIOA's Tasmanian Advisory Committee Chair Stephen Westgate, a Senior Water Quality Scientist with TasWater, has been awarded the Australian Water Association's 2021 Tasmanian Water Professional of the Year. The award recognises individuals who make a significant contribution to the water sector and the communities they serve.

Stephen started his career at TasWater seven years ago after relocating to Tasmania with his family from the United Kingdom.

"What I have tried to do is take what I learnt in the UK, adapt it for our situation and implement innovations where possible. I work for the Water System Optimisation team, which is responsible for ensuring our water treatment assets are running at their full potential. To me, making an impact and improving water quality is just part of doing my every-day job" Stephen said humbly in receiving the award.

Stephen has a passion for his job and for the Tasmanian community's health and wellbeing. Stephen's work is focussed on improving community outcomes and enhancing the standard of quality the water industry provides. He is a trusted and respected leader within TasWater and the wider industry.

Renowned for his innovative and dedicated approach and his willingness to challenge the status quo, Stephen drives continuous improvement for TasWater's customers and ensures TasWater is at the forefront of the industry.

WIOA congratulates Stephen on his well deserved award. His contribution to the industry and importantly, his support of the importance of the role operators play is obvious and his contribution to support WIOA in Tasmania is highly regarded and appreciated.



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 registration. 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.

## 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 management of public health and the environment.

## 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 several state and national committees, present at conferences, seminars and workshops, and support and inform research and policy development wherever appropriate.

During 2021, 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.

Rod Curtis from Western Water represents WIOA on the Standards Australia Committee on Sludge recovery, recycling, treatment and disposal (WS-039).

Darren Sharman from Goulburn Valley Water represents WIOA 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.

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 Registration Taskforce - Member
- Registration Body for Water Treatment Operators nationally
- Registration 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
- Institute of Water Administration (Victoria) Board

## Australian Industry Standards Water Industry Reference Committee

Australian Industry Standards (AIS) is a government funded Skills Service organisation that develops skills standards across a range of Australian industries.

Working under the direction of the Water Industry Reference Committee (IRC) 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 training package content relevant to the industry sectors they cover.
- Act as a conduit for industry feedback to the Australian Industry and Skills Committee (AISC) and governments on industry trends.

WIOA Managing Director George Wall continued in the role of Chair with WIOA Committee Member and current WIOA Victorian Advisory Committee Chair Anthony Evans from Wannon Water also on the IRC as an industry expert.

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.

## Water Industry Operator Registration Taskforce

The Water Industry Operator Registration Taskforce (WIORT) which comprises CEO-level representation from the water industry and related education and government sectors, including WIOA, continued in the role of national Certification Framework owner.

Dave Cameron from **qldwater** is the current Chair and **qldwater** provides the secretariat services for WIOCT.



## Affiliations and Collaboration

WIOA maintains affiliations with other stakeholders and peak bodies that service the Australian water sector. These affiliations have been established and maintained in order to avoid unnecessary duplication of effort and resources.

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 2021. The various stakeholders include:

- Australian Industry Standards, Water Industry Reference Committee (IRC)
- Australian Water Association (AWA)
- Backflow Prevention Association of Australia (BPAA)
- Bureau of Meteorology (BOM)
- Choose Tap Coalition
- Institute of Water Administration (Vic)
- Intelligent Water Network (IWN)
- Local Government Shires Associations (LGSA)
- NSW Water Directorate
- NSW Department of Planning, Industry and Environment
- Public Utilities Board - Singapore
- Pump Industry Association
- Queensland Health
- Queensland Water Directorate (*qldwater*)
- Various Regions of Councils (ROC)
- Standards Australia
- University of Melbourne
- Government Departments responsible for water or wastewater regulation
- Victorian Water Industry Association (VicWater)
- Water Industry Operations Group (New Zealand)
- Water Industry Operator Registration Taskforce (WIORT)
- Water New Zealand
- Water Research Australia (WaterRA)
- Water Services Association of Australia (WSAA)



## Network Operator Development Program

COVID has had a major impact on the 2020 group of operators involved in the Victorian Network Operator Development Program. Normally completed in one year, the 2020 group will be heading into their third year with the final day of their program scheduled for early February 2022. The group includes 12 Operators from around Victoria (including one from Albury in NSW).

A major outcome of the program is the engagement with and learning from the organising committee members, the presenters and building a network of peers that can be called on in the future. Even though they have had a disrupted program, the feedback from the participants is very positive.

We are hoping to be able to resume the program in a face-to-face format for the new cohort of operators in April 2022.



## Diversity & Inclusion Group

*WIOA embraces diversity and inclusion and consider it is integral to our culture, our values and the way we do business.*

The WIOA Diversity and Inclusion Group provides advice, support and assists WIOA to ensure we have an inclusive culture that embraces diversity, celebrates differences, and encourages participation.

The eleven members of the group from across Australia conducted meetings online throughout 2021 to discuss initiatives that WIOA could implement.

The group conducted a WIOA Talks webinar on Women of Water in March that was well attended and was a great platform for members to discuss workplace issues in small groups in breakout rooms.

2021 was the final year of the two year term for all members of the group. The nomination process occurred in November and three members Mick Clewes, Cameron Hill and Shannon Thomas were replaced.

We look forward to working with the other existing members as well as Mark Gwynne, Mark Samblebe and Ashleigh Meadows who have joined the group in 2022.

Like many things, activities were hindered by the pandemic in 2021.



## Conferences

### Water Industry Operations Conferences & Exhibitions

WIOA normally stages an annual conference in Queensland, NSW, South Australia & Victoria but due to ongoing COVID-19 issues, only the Queensland conference was able to be delivered in 2021. In making the decisions to cancel the other three conferences, WIOA was totally focussed on the protection of the health, safety and welfare of our staff, members, volunteers and all other water industry stakeholders.

The 45th Queensland Water Industry Operations Conference and Exhibition saw just on 600 people from across the water industry attend the event at the Clive Berghofer Recreation Centre in Toowoomba on 1 & 2 June 2021.

Stuart Boyd from Mackay Regional Council provided the Opening Address on the theme of thinking outside the box - how do we change to deliver processes for the future. He challenged delegates to consider the cost benefit of ever increasing treatment standards for wastewater plants.

Narelle D'Amico from Bundaberg Regional Council delivered the conference Keynote Address providing a well-received insight into the topic of cultural change and what has it got to do with operators?

The need to have appropriately skilled operators is vital and with an aging workforce and pending retirements, flexibility in sharing skills and system knowledge is paramount.

At the Awards Dinner held on Thursday evening, Shane Bandiera from Cassowary Coast Regional Council won the Leon Henry Memorial, 2021 Queensland Operator of the Year award. Shannon Thomas from Unity Water was the winner of the 2021 Young Operator of the Year Award. The Award for the Queensland Operator of the Year (Civil/All Rounder) went to Shane Bambrick from Urban Utilities. WIOA congratulates all of the award nominees for the outstanding contributions they make to the industry.

Others recognised at this event included William Smith and Michael Gow from Logan City Council who won the Award for the Best Paper by an Operator and Tony Schultz from Seqwater won the Best Poster Award. The Brian Davis Award for Best Paper Overall was awarded to Anthony Domanti from Logan Water Partnership/WSP.

The event included a comprehensive exhibition with a slightly smaller expo than normal to meet the necessary COVID spacing requirements. The expo comprised 81 sites where companies exhibited the latest in equipment, services and process technologies available to the water industry.

WIOA also hosted the Queensland Main Tapping Competition with a great roll up of spectators cheering the teams on, even in the rain on the Thursday. The team from Gold Coast Water & Waste - Kool Tappings recorded the best time to win the title yet again. Toowoomba Regional Council and Reece Civil supported the competition with \$1000 donated to Animal Welfare League Queensland on behalf of the competition winners. It was great that **qldwater** was able to live stream the tapping competition out to others in the Queensland water industry.

After running a Charity Bowls Day earlier in the year and a raffle at the conference, Cr Nancy Summerfield from Toowoomba Regional Council, announced the WIOA charity donation of \$4,000 to WaterAid.

The ongoing impact of COVID-19 is still being closely monitored and managed by health and government authorities around the country.

WIOA continues to draw on current advice and information and will look to staging our conferences and exhibitions when it is safe and appropriate to do so. We will be implementing all recommended precautions from the World Health Organisation, Federal and State Health authorities and will encourage all event attendees to follow a strict COVID Safety Plan to ensure our events meet all COVID safety requirements.

### Queensland Conference Awards



**Mains Tapping Competition**  
Kool Tappings  
Dan Lee & Gavin Stacey  
Gold Coast

**Best Paper Overall  
- Brian Davis Award**  
Anthony Domanti  
Logan Water Partnership / WSP

**Best Paper by an Operator**  
1 William Smith & Michael Gow  
Logan City Council  
2 Martin Coromandel & Michael Zinn  
Urban Utilities  
3 Ben Haddock  
Southern Downs Regional Council

**Best Poster by an Operator**  
Tony Schultz  
Seqwater



# Seminars & Events

## Future Events

WIOA conferences and exhibitions 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 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.

## 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. Several case studies where issues have occurred which have impacted public health are discussed and explained.

### One Day Seminar Series include:

- Water Quality Awareness and Distribution System Management
- Media Filter Assessment and Optimisation
- Optimising Chemicalon, 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.



**Best Exhibition Site**  
- Ron Bergmeier Award  
Mass Products



**595**  
ATTENDEES



**81**  
EXPO SITES



**143**  
APP  
DOWNLOADS



**5,982**  
APP PAGE  
VIEWS





WIOA has supported a range of charitable organisations and causes since 1999 from fundraising activities and events. During 2021 two charity events were possible with the McBerns Queensland Charity Bowls Day conducted in Yandina in March, and the Far North Queensland (FNQ) Bowls Day in Cairns in October. Through these events and a number of award prizes, WIOA donated \$8,700 to charity in 2021, bringing the total donated on behalf of members to \$149,775.00.

## \$8,700 WIOA 2021 Charity donations

Donation	Charity Recipient
\$1,000	Loved and Shared - Warnambool
\$2,200	Cairns Domestic Violence Service
\$1,000	Animal Welfare League
\$4,000	WaterAid
\$500	Cancer Council Australia

## Queensland Charity Bowls

It was a hot and humid morning on Friday 5th March, that brought 14 teams of bowlers together for another great day of the Charity Bowls Day at Yandina Bowls Club in Queensland. In the absence of WIOA staff due to travel restrictions, the first event since the COVID-19 restrictions were eased in Queensland was conducted by the Queensland Advisory Committee.

The 14 teams fought out a competitive morning session before retiring to the cool air of the clubhouse to have a BBQ lunch and recharge with a refreshment or two.

In the end, it came down to 4 teams. In the play off for 3rd and 4th was the Pensar and Seqwater teams with Seqwater team of Rick, Glenn and Ross taking bronze.

The Grand final play off for The Tradies Cup was between McBern's Gold and team Xylem. Two of the best bowls were to feature in the final tussle for the Tradie's Cup.

The McBern's team rested their bowl against the jack perfectly and it looked like victory was in their grasp, but the Xylem team pulled out all stops and knocked the jack away, taking the Grand Final win and bragging rights with the Tradies Cup in their possession until next year.

We then moved onto the single draw competition, and after plenty of wild shots it was taken out by Shane McLachlan from Amiad.

A huge thanks to the McBerns Team (Major Sponsors) in particular Stuart Derby for organising the bowls, raffle prizes, and in the preparation and conduct of the day.

WIOA Queensland Committee members, Colin Haynes, John Granzien and George Bellizia are also to be thanked for their assistance in the conduct of the day. It is great to have the support of dedicated WIOA members ensuring another fun day.

## Far North Queensland Interest Day & Charity Bowls

Over 50 water and wastewater staff from Far North Queensland (FNQ) Councils and Corporate members attended the FNQ Interest Day in Cairns on Friday 8 October 2021. Technical information presentations in the morning with an optional charity bowls afternoon which was a great opportunity to meet and network with each other.

The Keynote address was delivered by Duncan Middleton from Seqwater, who spoke on the issues and concerns with Chlorates and THM's in water supplies. Several presentations by the local councils and organisations followed:

- Jon Ham from Cairns Regional Council - Freshwater Creek WTP major filter refurbishment project
- David Thienenkamp-Jamie from Townsville Regional Council - Blue green algae management in the Townsville raw water supply
- Peter White from Douglas Shire Council - Blower replacement at the Douglas WWTP
- Jon Turner from Tablelands Regional Council - Journey towards water quality improvements
- Manu Gravatt from Cassowary Coast Regional Council - Journey towards water quality improvements
- Carlie Sargent from **qldwater** - Regional Skilling Challenges and Initiatives
- George Wall from WIOA - Registration update

After lunch and some networking with colleagues and suppliers, we headed out for the running of the FNQ Water Main Tapping competition. Chris from Cairns Regional Council was the head judge and MC and provided a turn-by-turn description of the competition. Reece Civil supplied all the tools and equipment and were onsite to ensure everything was used correctly. The winners in 2021 were the Cairns Regional Council team.

The final part of the day was the Charity Bowls afternoon sponsored by TRILITY along with Amiad Water Systems, Hach, Professional Pump Services and Irrigation, Xylem, McBerns, Water Treatment Services, Aquatec Maxcon, Endress + Hauser, ProMinent, and Royce Water Technologies. This was also a time to have a chance to talk to fellow staff from other Councils and all the suppliers.

The winners of the Tradies cup was the team representing Reece Civil - Dean Rust, Stephen Slowcroft and Geoff Parkes. The winner of long bowl across the green was Zak Floyd-Smith.

Each year WIOA rotates the responsibility for nominating a charity to receive the proceeds from the bowls afternoon and this year it was the Cairn's Regional Council's opportunity, who selected the Cairns Domestic Violence Service to be the recipient of a \$2,200 charity donation.





## Practical Guides

The Practical Guide to the Operation and Optimisation of Microfiltration and Ultrafiltration Membrane Processes authored by Kathy Northcott, Greg Creek and Peter Mosse was finalised and made available for sale in early 2021.

The membranes practical guide joins the range of other guides for water and wastewater 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.

All practical guides have been produced by water industry experts, 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 Guide to the Operation and Optimisation of Microfiltration and Ultrafiltration Membrane Processes

### 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 have a distinctly operational and practical focus. 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 to publish operationally focussed articles to share vital information across the sector.

WIOA is now managing the production and distribution of the publication internally and Corporate Members can help support WIOA by advertising products or services in the May 2022 or future editions.

More information or a copy of the 2022 Media Kit can be downloaded from <https://wioa.org.au/publications/water-works/>



## 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 annually, it is an effective way of keeping the WIOA community in touch with industry developments. Operator provides additional advertising opportunities for corporate members.



## 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.

## Certification becomes Registration

The Drinking Water Operator Certification Framework was originally developed in 2012, and Certification was the adopted name as it most accurately reflected the need of the water industry at the time.

Since then, there has been growing confusion over the use of the term Certification. Many individuals hold a Certificate II or III, but that doesn't mean they are, or can be, "Certified" under the now national Framework. Certification requires operators to have all the units of competency relevant to the specific treatment processes they operate, and a commitment to an ongoing skills development program.

Following a Certification Taskforce meeting in July, amendments were made to the Framework and its supporting functions in late August to reflect the name changes from certification to registration:

- Water Industry Operator Registration Framework 2021
- Water Industry Operator Registration Taskforce (WIORT)
- Registering Body in lieu of Certifying Body
- Registered Professional Operator to replace Certified Operator.

Operators "Certified" under former Frameworks are automatically recognised as "Registered Professional Operators", provided the conditions of the Framework remain met.

## Water Industry Operator Registration Taskforce

The Water Industry Operator Registration Taskforce (WIORT) is the owner and manager of the Water Industry Operator Registration Framework 2021. The Queensland Water Directorate (*qldwater*) continues in the role of voluntary secretariat.

WIOA has worked collaboratively with organisations and water service providers to map their treatment plant processes to determine the specific training and skills requirements for each plant operator. Many operators are undertaking gap training to allow them to be Registered as they complete their training.

## WIOA Water Industry Operator Registration Scheme

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 national operator Registration 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 and we now have more than 100 registered operators across Australia, with another 400 users in the system at different stages of registration.

## Acuario Registration Portal

WIOA continued with development of Acuario, the information and communication technology solution created to assist in the administration and management of the national Registration scheme. Acuario provides organisations, and individual operators a way to easily manage and keep track of skills gaps and training requirements.

Additional development of the Acuario platform has enabled WIOA to support 2 initiatives of government departments, the Queensland Health Department's Aboriginal Training Project and the NSW Town Water Risk Reduction Program Orana Region Training Project.

The platform is now available to be applied from catchment to tap, with additional facilities able to be added to cover non treatment areas. The additional facilities now include:

- Source/catchment
- Water treatment\*
- Wastewater treatment\*
- Recycled water treatment\*
- Water networks
- Wastewater networks

*\* processes that are included in the Water Industry Operator Registration Framework 2021*

The platform also enables the addition of processes, skill sets or licencing requirements that are not formally part of the Registration Framework. This has proven very beneficial for organisations that are seeking the development of a thorough training plan for their operational staff. Skills like working safely at heights or a forklift license can now be added if identified as a training need.

One of the major enhancements completed in 2021 has been the development of a suite of reports that are available to authenticated users of the Acuario platform. Authenticated reports are available for the Service Provider (Council/Water business), Public Health Unit/Alliance, and the Government Regulator. The reports available cater for various job roles including for a supervisor, operator or a relief operator:

- Model roles report (training needed for a position at a facility)
- Model roles report (training needed for all positions at a facility)
- Gap analysis (training gaps by individuals at a facility)
- Training requirements (training gaps by training required at a facility)
- Staffing report (overview of the status of all individuals at a facility)

The reports are available in a .pdf or .csv format and can be downloaded at any stage.

WIOA staff have conducted training sessions throughout 2021 on the use of the Acuario platform for water Utilities with registered operators. As well as training them on how the system works, the training encourages users to take more control of the management and update of their own data. Many have indicated that they now intend to sign up more operators for the Registration process for both water and wastewater.



## NSW Town Water Risk Reduction Program

The NSW Government in partnership with local water utilities and the wider water sector are collaborating on the Town Water Risk Reduction Program. The Program aims to develop and implement a new approach of working together that enables local water utilities to manage risks and priorities in town water systems more strategically and effectively and, as a result, reduce risks in regional NSW communities over time.

Several Focus Groups have been established to provide input and guidance to the Program managers on a range of topics of interest.

WIOA is a participant in the Skills and Training Focus Group. WIOA was engaged to undertake a pilot project to assess the training needs of operational staff in the 11 Councils in the Orana Water Utilities Alliance.

WIOA is collecting details of water supply systems and water industry operator training records to assist the Orana Water Utilities Alliance (OWUA) to identify any skills gaps and plan for the delivery of future training programs. The project outcomes will identify the scale of operator training needs in the Orana region of NSW, and how the Government can support local water utilities to provide appropriate water services to their communities.

The project will involve several action steps including:

- Collection of information relating to each site operated by all 11 Councils in the Orana Alliance
- Review of the site information including identification of process steps for the source water supply; water treatment; wastewater treatment; water reticulation; and wastewater collection areas.
- Confirmation of process steps and mapping to the corresponding training units of competence from the National Water Package.
- Identification of tasks undertaken by all operators and allocation of training required against the model roles of "Supervisor", "Operator", and "Relief Operator".
- Collection and entry of data relating to actual training completed by all operators.
- Identification of any skill gaps to facilitate future training programs.

Work commenced in late 2021 with reviews of three of the Councils completed by the end of November 2021. It is proposed that the remaining Councils will be completed by the end of May 2022.

## Queensland Department Health Indigenous Water Operator Training Package

A safe and continuous supply of drinking water is taken for granted by most, however those living in some Queensland Indigenous communities face regular drinking water quality and supply challenges. To address this inequality, Queensland Health continues to expand the delivery of the Safe Drinking Water Program to assist the indigenous water operator training component of the Program.

The program is designed to safeguard Indigenous communities from public health risks attributed to illness caused by exposure to unsafe drinking water or lack of a continuous drinking water supply. The Program adopts a new approach to building the capacity of Indigenous water operators to assure the ongoing safety and quality of water supplied, while improving regulatory compliance. The Program is also a key strategy for promoting the well-being of the Indigenous population in Queensland and is an essential step towards 'Closing the Gap'.

A key objective of the Program is to build the capacity of Indigenous water operators, so that they can deliver drinking water services competently and confidently. Appropriate training is therefore a key prerequisite.

To date, the roll-out of the Program has repeatedly identified that the formal registered training organisation delivered certificate based training, does not always equip operators based in Indigenous communities.

WIOA has been engaged to undertake an audit of all 17 Queensland Indigenous Councils to identify the necessary skills, knowledge and experience operators require to be able to undertake their role and safeguard their communities from drinking water associated public health risks.

WIOA staff are undertaking the operator skills review through a series of face to face and online meetings. The Acuario platform is being used to record all the plant, process and training information from each Indigenous Council. Several additional reporting features were developed within Acuario through 2021 to allow this project to be successfully completed.

COVID related travel restrictions enforced by the Queensland Government made it impossible to complete any face to face meetings with operators after mid-June 2021. At the end of 2021, the review of four Councils has been completed with preliminary work undertaken at another three. The remainder of the project is proposed to be completed in the first half of 2022.





# Awards

## Operator of the Year



**Victoria**  
**Gavin Allen**  
Veolia



**Queensland**  
**Shane Bandiera**  
Cassowary Coast Regional Council



**Tasmania**  
**Rex Townsend**  
TasWater



**NSW**  
**Geoff Matheson**  
MidCoast Council

## Young Operator of the Year



**Victoria**  
**Lillee Hardy**  
Gippsland Water



**Queensland**  
**Shannon Thomas**  
Unitywater



**Tasmania**  
**Dean Edsall**  
TasWater

## All Rounder / Networks Operator of the Year



**Queensland**  
**Shane Bambrick**  
Urban Utilities





## PASS Award

### Craig Woodhouse - TasWater

TasWater Small Plant and Equipment Officer Craig Woodhouse has won this year's Problem Accepted Solution Supplied (PASS) award. The award provides an opportunity for operational staff to share their innovations and solutions with others in the water industry.

Craig took out the award for his water jetting foot valve operation. Water jetting machines are powerful, high-pressure machines which clean out blockages within TasWater's sewerage network. The new peddle mechanism has eliminated the need for two people to operate the machines, and it has also helped bring the machines up to current Australian standards.

In the past there had been communication issues when operating the water jetters. Communication was sometimes difficult when both colleagues are not in the same line of sight as each other.

Miscommunication increases the likelihood of an accident and possibly a severe injury. The new operation involves a radio-controlled foot valve that, through a receiver and control box, supplies power to activate a high flow, high pressure valve to supply high pressure water.

When assessing the situation, Craig realised the communication issues could be eliminated if the operator, at the point of jetting, could have full control of the machine. With the new foot peddle, the operator is able to turn the water from the jetter on and off and if they fall or lift their foot, the machine automatically shuts the water down.

There are more than 15 jetter units within TasWater and to replace them all with an Australian standard compliant machine would have cost nearly \$1.5 million.

The solution developed is a lot more cost effective, the valves are made in America but can be fitted to all existing jetter units by Tasmanian contractors.

The new foot valve operation equipment will soon be installed to water jetters across the state, leading to improved health and safety outcomes for staff as well as ensuring blockages in our systems can be cleared out efficiently and effectively, benefiting our customers and the environment.



## Kwatye Award

### Jason Van Der Heyden, Troy Lovett, Emily Falla and Craig Kelson - Wannon Water

Jason Van Der Heyden from Wannon Water and the team of Troy Lovett, Emily Falla and Craig Kelson are the winner of the 2021 Kwatye Award for their project titled: The Heywood Water Tower - Indigenous War Memorial Mural.

For many years the Heywood community and Indigenous elders have spoken of the achievement and sacrifice made by the Gunditjmara servicemen and women and how they could honour their heroic efforts. Their vision can now be brought to life through the application of a large-scale mural on the locally recognised Heywood Water Tower. The mural will proudly acknowledge the commitment of our Gunditjmara servicemen and woman, while serving as a conversation piece that unites our community.

This project will contribute positive steps toward reconciliation between Indigenous and non-Indigenous members of community.

The project includes:

- Truth telling and education; supporting a national conversation around recognition of Indigenous servicemen and women, honouring their service and achievements
- Community empowerment; providing a place for the community to honour and heal together
- Acknowledgement; the recognition of the many Gunditjmara servicemen and women who have made significant contributions and sacrifice for their country

Located at the gateway to the Budj Bim World Heritage listed Landscape, the project creates the opportunity to extend a growing Great South Coast Arts Trail and Silo Art Trail.

The sacrifice exhibited by Heywood's Indigenous servicemen and women is recognised within the armed forces and in their proud community, with Gunditjmara men and women serving our nation since the first World War.

Amongst those, are four Lovett brothers who served Australia in both the first and second World Wars and returned home alive. In total, 21 Lovett family members have served in the Australian Defence Force since the First World War. The four brothers have now come to symbolise the commitment and determination of our Gunditjmara servicemen and women.





## National Awards



### Team of the Year

The WIOA Team of the Year Award came about following discussions with organisations about nominating individual operators for the Operator of the Year Award. Many were hesitant to single out an individual operator for recognition, when the provision of services to a community is reliant on an operational team.

The creation of this new award gave water organisations the opportunity to nominate a whole team for recognition.

There were two finalists for the inaugural WIOA Team of the Year Award, the Walcha Council water and wastewater operations team and the Tweed Shire Council water and wastewater reticulation operations supervisory group, both from NSW.

The applications were judged for the contribution to and impact with their community; initiative shown; teamwork displayed; and innovations identified and implemented, with the Reticulation Supervisors Team from Tweed Shire Council announced as the winner.

The winning team includes Chris O'Dwyer, John Anderson, Anthony Pearse, Jeff Holt, Dale Hickey, Gary Cain and Peter Bruggy and they were nominated by Peter Haywood.

The team is responsible for the delivery of operations and maintenance of the water and wastewater networks through their 50 field staff that serve 80,000+ customers. The team has an enormous amount of experience with a cumulative total of 215 years at Council's disposal and an average service of over 30 years each.

The team is responsible for dealing with more than 230 customer requests each month; along with the routine tasks associated with water & wastewater operations.

These include:

- meter reads,
- new services installations and meter replacement programs,
- manhole inspections and repairs,
- pipe breaks,
- blockages and overflows,
- junction repair and installations,
- hydrant testing and inspections on top of all of that cut-ins for capital works.

The group have always had the customer first approach and they receive regular customer praise for their staff performance. This group also participate in after hours work as first responder to the average 70 after hours calls per month.

The water industry has come a long way since many of the team members were first employed. There have been massive changes in safety and managing how the job is done. Add to this the introduction of digital technology, computers, iPads, phones, GIS and the like has required all the team members to be able to learn, adapt and keep pace with the changing times and technology.

The team has a long list of specific achievements and they are truly deserving of the 2021 award. As the Team of the Year, the Tweed Shire Council will receive copies of the WIOA Practical Guides to the value of \$2000 for their library and the use of the operations staff on behalf of award sponsor, TRILITY.



### Robran Cock Joins the IDIOTS

At the WIOA Reconnects day, Robran Cock from Ametqua in South Australia became the 41st IDIOTS member.

Robran joined WIOA in February 2010 and has been involved in almost everything WIOA has done in South Australia since then. He was an inaugural member of WIOA's SA Advisory Committee when it started in 2015 and took over as Chair in 2017. Robran has also been on the WIOA General Committee Member since 2017.

He has actively promoted WIOA right around South Australia in his previous role with TRILITY and more recently as a self employed consultant.

That Robran can spare the time to lead WIOA so professionally in South Australia is a real testament to his commitment to the role and our Association. He is a very calm, thoughtful and engaging person and has a very special knack of making everyone feel welcome and important. These are traits of an exceptional leader. Robran has an enormous network of contacts in the South Australian water industry and there aren't too many people he hasn't met or doesn't know.

This type of knowledge goes a long way in helping us to identify and approach potential speakers or supporters for our events or activities.

Robran has rarely missed a WIOA event in South Australia. He has been an excellent MC at the South Australian conference, the dinners, taste tests, interest days and other events. He is one of the first to arrive and is a great help at conferences and events assisting with the setup, pack down and anything else in between.

Congratulations Robran, your involvement with WIOA is greatly appreciated by all members, and particularly by those in South Australia.







## Queenslanders

### Water of Origin Victory

In a warm up prior to the big State of Origin rugby game in Townsville, Livingstone Shire Council took out the honours for Queensland in the Ixom Water of Origin Taste Test against the best NSW has to offer from Port Macquarie Hastings Regional Council.

Held at the WIOA Queensland conference in Toowoomba, this long awaited “play off” follows Livingstone’s success in the 2020 “Best of the Best Queensland Water Taste Test” staged by the Queensland Water Directorate. Queensland has opened the gap ahead of its NSW counterparts, five wins to three in the Water of Origin challenge.

The real winners were the operators who look after the systems and supply such fantastic water to their customers daily. The water from the Woodbury Water Treatment Plant has gained due recognition thanks to the work of Angus Bowles and the operators Kelly, Shako, Kristy, Leonie, Barry and Gary, who make sure the water provided to their community is safe, and tasty, every day.

As well as the operational team, the Livingstone Shire Council has a shout out for the Maintenance and Network teams who make sure the water systems keep on working the way they should.

## Ixom Best Tasting Tap Water in Australia

Water authorities from various regional and metropolitan areas around Australia have participated in their state based competitions and each of the state winners go head-to-head with the winner announced as having the Best Tasting Tap in Australia. An added benefit for the winner each year is the opportunity to represent Australia at the annual Berkeley Springs International Water Tasting Competition held in West Virginia, USA.

The WIOA - Ixom 2021 Best Tasting Tap Water in Australia competition is to be conducted early in 2022, with last year’s winner TasWater as the host.



## Best Water in the World

WIOA conducts the taste tests across Australia to celebrate the water operators and their crews, who despite the impacts of COVID-19 and before that drought, fires and floods, ensure we have clean safe water, which is essential to keep us alive.

The 2020 Australian champion from a small regional town in Tasmania, once deemed unsafe for consumption, can now boast to having the best tasting tap water in the world.

Water from the Rossarden Water Treatment Plant in the state’s Northern Midlands (Australia’s Best Tasting Tap Water in 2020) won the Best Municipal Water for 2021 at the Berkeley Springs International Water Tasting event in West Virginia, USA. The global event judged water from five continents, 14 countries and 19 US states. This is the first time water from Australia has won the prestigious award, which is a major coup for the nation and the state of Tasmania.

Rossarden was part of TasWater’s 24glasses Regional Towns Water Supply Program, focused on the removal of all public health alerts on Tasmanian drinking water. Just over three years ago, Rossarden was under a Do Not Consume notice. The provision of safe, clean and reliable water supply underpins the health and wellbeing of communities, which was the driving motivation behind the 24glasses program. The program saw public health alerts removed from 29 Tasmanian towns and drinking water systems through the installation of 17 new water treatment plants, 16 reservoirs and more than 70 kilometres of new trunk mains.

Seeing a town where so recently you could not even drink the water, now recognised as having the best drinking water in the world is an incredible result and is a great source of pride to TasWater.

This global recognition reinforces that the standard of treatment processes implemented is truly world class.

The Rossarden Water Treatment Plant is run in partnership with water utility services provider TRILITY, which built and designed the facility as part of TasWater’s 24glasses Regional Towns Water Supply Program Work in 2018.

The Tasmanian State Government injected \$200 million of much needed capital into TasWater to accelerate its capital works program allowing more Tasmanian households to benefit from modernised infrastructure over the next decade, just like the residents of Rossarden have.

The international recognition acknowledges that TasWater is delivering great tasting, safe and reliable drinking water to Tasmanians at a world class standard.





## The search for the Best Tasting Tap Water in Australia

With the support of IXOM as our taste test sponsor and in the absence of face to face events, WIOA was excited to be able to host the 2021 Best Tasting Tap Water competitions online.

The Ixom water taste test competitions are a fun way for WIOA and the industry to raise awareness of the hard work that our operational staff do behind the scenes to ensure a safe and high quality drinking water supply is available to communities all around Australia.

Using a blind taste test approach, the WIOA staff members replaced event participants as judges and undertook the difficult task of selecting the winners with the samples judged on colour, clarity, odour and taste.



Richmond  
Valley  
Council

### NSW/ACT

#### Richmond Valley Council

Source	Richmond River
Facility	Casino Water Treatment Plant
Community	Casino
Population	10,500
Treatment	PAC dosing, coagulation, flocculation, filtration, disinfection



SA Water

### South Australia

#### SA Water/Suez

Source	River Murray or the Milbrook reservoir (River Torrens catchment)
Facility	Anstey Hill Water Treatment Plant
Community	Adelaide
Population	642,000
Treatment	Conventional: coagulation, flocculation, sedimentation, media filtration and chlorination



taswater

### Tasmania

#### TasWater

Source	Rocky Creek which flows of the rear of Mt Wellington Park
Facility	Rocky Creek Water Treatment Plant
Community	Huonville / Ranelagh
Population	500
Treatment	UF Membrane, GAC, Calcite, UV, Hypo

## Grand Finalists

- Orange City Council
- Icely Road WTP
- Richmond Valley Council
- Richmond WTP
- Sydney Water/Veolia Water
- Sydney Desalination Facility

- SA Water/SUEZ
- Anstey Hill WTP
- SA Water/TRILITY
- Swan Reach WTP
- SA Water/TRILITY
- Waikerie WTP

- TasWater/TRILITY
- Bronte Park WTP
- TasWater
- Ferntree WTP
- TasWater
- Rocky Creek WTP





## Victoria

### Westernport Water

Source	Candowie Reservoir
Facility	Ian Bartlett Water Purification Plant (IBWPP)
Community	Phillip Island, San Remo, Kilcunda, Dalyston, Corinella.
Population	22,000
Treatment	Combination of oxidation, adsorption, flocculation, coagulation, dissolved air flotation, filtration, pH correction, fluoridation and disinfection



## WA

### Water Corporation

Source	Moochalabra Dam
Facility	Wyndham Water Treatment Plant
Community	Wyndham
Population	780
Treatment	Coagulation, microfiltration, UV and chlorine disinfection



## Queensland

### Mackay Regional Council

Source	Pioneer River
Facility	Marian Water Treatment Plant
Community	Marian and Mirani
Population	6,000
Treatment	Clarification, filtration and chlorine disinfection

- Coliban Water/Veolia  
- Kyneton WTP
- North East Water  
- Wodonga WTP
- Westernport Water

- Busselton Water  
- Busselton WTP
- Water Corporation  
- Wyndham WTP

- Bundaberg Regional Council  
- Bundaberg Depot Scheme
- Mackay Regional Council  
- Marian Water Treatment Plant



# Membership Form



## Water Industry Operators Association of Australia MEMBERSHIP APPLICATION / RENEWAL 2022

Inc 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

- ☐ **Individual Membership \$40 (inc. GST)**  
☐ **Corporate Membership \$300 (inc. GST)**

### MEMBERSHIP DETAILS

Name: Mr / Ms

Postal Address

(Individual members please provide your private mailing address.)

Suburb  State  Postcode

Date of Birth  DD  MM  YEAR

Employer

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

**Amount:** Individual \$40 or Corporate \$300

The following must be included on your payment:

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

#### CREDIT CARD PAYMENTS ☐ Visa ☐ Mastercard (Diners Club and Amex are not accepted)

**1% Administration Fee on all credit card payments**

**Cardholders Name**

**Card Number** \_\_\_\_ / \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Expiry Date:** \_\_\_\_ / \_\_\_\_

**Amount (please circle):** **\$40.40 / \$303.00** (Including 1% Admin Fee)

**Signature:**

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

# 2022

#### Office Use Only

☐ New ☐ Renewal Date Paid: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Rec No:



# 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 \$40 (individual), \$300 (Corporate) and \$40 per member (Utility Corporate - must have 8 members or pay a minimum of \$300 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 \$40 fee.

## What benefits do I receive as an Individual Member?

- New member pack on sign up
- WaterWorks Technical publication twice per year
- Operator newsletter quarterly
- WIOA's electronic newsletter Words, 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 as well as member registration rates for all staff attending events.

## What events does WIOA run?

### Annual Conferences

WIOA organises and annually stages an operationally focussed Conference and Exhibition in Queensland, South Australia, Victoria and New South Wales. 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 Test competitions 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 several 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 almost \$150,000 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 by phone or email 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 advertise in a WIOA publication. What do I have to do?

We encourage advertising in both 'WaterWorks' or 'Operator' publications. Media Kits are available for both publications on the WIOA website:

### WaterWorks

► <https://wioa.org.au/publications/water-works>

### Operator

► <https://wioa.org.au/publications/operator>

## 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.

## Vision



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

## Mission



To develop and support people in water industry operations.

## Values



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



**Water Industry Operators Association of Australia (WIOA)**

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24 New Dookie Road, Shepparton 3630

**P** 03 5821 6744 | **F** 03 5821 6033 | **E** [info@wioa.org.au](mailto:info@wioa.org.au) | **W** [www.wioa.org.au](http://www.wioa.org.au)