



ANNUAL REVIEW

2011

& Members Information

Water Industry Operators
Association of Australia

communicate ● encourage ● protect ● network ● engage

History of WIOA

The Water Industry Operators Association of Australia (WIOA) has a long history of servicing its members and those employed in the “operational” side of the water industry. Originally founded in Victoria in 1973 as the Wastewater Purification Plant Superintendent and Operators Association, the organisation has continually evolved and expanded its focus. It now covers operational issues across all sectors of the water and wastewater industry.

There are a number of fundamental ideals and values that have been passed down “through the ages” which influence all our activities, these include:

- keeping the cost of membership as low as possible so the annual fee is never seen as a deterrent to joining
- keeping politics and Industrial Relations issues out of mainstream Association business
- ensuring the Association provides value to ALL members
- keeping a strong focus at all times on members and their needs, and concentrating our efforts towards predominately operational issues.

Our services are many and varied. They include developing technical resources, conducting seminars and conferences, having input into the development and maintenance of the Water Training Package, providing information & videos to encourage more people to consider the water industry as a career of choice and a range of other operationally focussed activities and initiatives across Australia. We do all this in order to share knowledge, skills and expertise amongst water industry operational staff and to provide opportunities for the professional and personal development of our members.

By participating fully at Association events, operational professionals can improve their knowledge and skills, in turn allowing them to improve their own performance and that of the systems they operate or control.

From 2008, WIOA has been the driving force behind the development of minimum standards of training and experience for operators, in conjunction with an “Operator Certification” scheme that appears destined to be implemented nationally.

We’d like to extend an invitation to anyone employed in the operational side of the water industry to assist us in our quest to deliver improvements from the ground up. You can do this by becoming a member of the Association and by proactively sharing any knowledge or information with your water industry colleagues.



Our Vision

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

Our Mission

To develop and support people in water operations.

Our Values

- Happy, healthy and safe
- Professional and consistent
- Committed to innovation and sustainability
- Integrity
- Recognise and celebrate achievements
- Open, honest and timely communications
- Respect
- Supportive behaviour to all

Life Members

Life Membership of the Water Industry Operators Association of Australia since its inception in 1973.

| | |
|------|-------------------------|
| 1986 | Ray Holloway (deceased) |
| 1994 | Stan Franzi |
| 1998 | Ron Bergmeier |
| 2004 | George Wall |
| 2007 | Barry Waddell |

www.wioa.org.au

President's Report



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Some time ago, the WIOA committee determined that as an organisation we wanted to be recognised as a well known and influential group in the operations side of the water industry, rather than as a social club of operations people. To transition to this new role we needed to start thinking strategically, we had to plan better and think further ahead. We needed to map out clearly and convey where we wanted to be in five to ten years time, not just run the Association from Victorian conference to conference. Most importantly, we needed to develop a robust but sustainable operational model and develop sufficient cash reserves to guarantee the long term future of the Association.

Around the same time we had operators and engineers from others States looking at what we were doing in Victoria and asking when we could grow and support more interstate activities. Along with requests to expand, there was recognition by the Committee that there were a number of shortcomings in the operational side of the industry Australia wide and that as an organisation, we should be more proactive in identifying and promoting opportunities for continuous improvement. From this was born the Operator Certification scheme. The Certification scheme was developed and implemented as an industry first in Victoria, thanks to the ongoing support from David Sheehan from the Victorian Department of Health. It is pleasing that the improvement efforts initiated in Victoria have been recognised and there is now a Certification Framework development project under way on a National basis to ensure all operators in charge of delivering water services have the training, knowledge and skills to continually provide SAFE drinking water. It is hard to believe that some organisations still argue the benefit of such a system. Few people would ever feel comfortable hopping on a plane with an inexperienced pilot who had little flying experience and putting that person in charge of 200 people's safety. Strangely though, there are many who wouldn't think twice about letting an inexperienced operator look after a town of 5000 plus and the safety of its drinking water supplies.

One of the real challenges for the water industry today is managing the so called X and Y generation which has resulted in a large chunk of the workforce that no longer wants to stay in the same role for more than five years. The traditional twenty year plus employee is retiring and the focus for water organisations is now constant recruiting, training and finding ways to retain knowledge in a more mobile workforce. It makes sense to try and standardise the training and requirements for an operator running water, reticulation and wastewater systems. For our future workforce, the development of networks, as well as having access to information and knowledge sharing systems is going to become vital. We recognised this issue some time ago and WIOA has been a leader in providing access to information through our website, the development of resources such as the Practical Guide series and through our specialist seminars and annual conferences. Due to the diverse range of members and skills, WIOA is well placed to provide a one-stop link and self-help group for operational staff to tap into. The other important recent development is the establishment of formal groups in Victoria, Tasmania and Queensland and we have worked effectively with a variety of Regional Organisations of Councils (ROC) and other Water Alliances and groups in NSW. To be most effective, we need all members to be proactive and utilise all the opportunities on offer.

WIOA has the capability to develop the networking opportunities and continually drive and generate change within the water industry. It would be wrong for me not to mention the hard work and influence of Cynthia Lim who has decided to follow other pursuits and recently resigned as full time Operations Manager to now take on a part time role. It was in Cynthia's term as President of our association that much of the forward thinking and proactive approach which drives us today was consolidated. Anyone looking at what we have achieved from the early days of piecing together our vision and goals can clearly see we are well on the way of delivering on our vision:

To be an influential Member organisation that promotes education, interaction and information sharing within the water industry.

John Day WIOA President



Executive Officer's Report



Anyone who has visited the WIOA office will know that there is a big year planner on the wall which is used to track our events and other commitments. In reviewing the highlights and achievements, it really is amazing how little blank space there was on the 2011 planner and how full the 2012 version already is.

"People", and in particular our members, are the key focus of our organisation – working WITH them to provide services FOR them, as well as for the betterment of the broader water industry. Without the efforts of our dedicated staff, along with the assistance of the Committee, Directors and our group of volunteer helpers and supporters, we wouldn't be able to deliver anywhere near as much as we now do.

Growth in Membership numbers was again strong in 2011, and it is pleasing that the number of "Utility Corporate Members" has increased to 37. These businesses from all around Australia have signed up and paid the membership fees for their operational staff so that they can tap into the benefits on offer. We look forward to more organisations participating through this category in the future. At year's end, Individual Member numbers reached 1556 and including the Corporate and Utility Corporates, we now total just under 1,900 members. Hitting the magical 2,000 member milestone looks closer than ever, and hopefully we'll get there in 2012.

Over the years, WIOA has developed a reputation for developing and delivering high quality, relevant and most importantly, affordable events. Our three flagship events – the Operators conferences in New South Wales, Queensland and Victoria respectively, were all extremely well supported. For the second consecutive year the trade expo at each event was a sell out with a lengthy waiting list of companies. The combined delegate and visitor numbers in NSW and Queensland were both up on past years, with the Victorian event again beating all previous records. All three conferences were outstanding successes in their own right and provided an ideal forum to learn about important operational issues, products and service developments. The Victorian conference reaches a special milestone in 2012 – the 75th staging of the event and we intend to celebrate this accordingly.

Sponsoring partners are integral to the success of the conferences and we'd like to make special note of the outstanding contribution of our Prime Sponsors in Automation Group (formerly Rad-tel Systems), Xylem (formerly ITT Water & Wastewater), Acromet Australia and Peerless Industrial Systems. Along with the Prime Sponsors, we had a number of event Hosts and other companies who took up sponsorship opportunities at one or more events. We greatly value our sponsors commitment to WIOA and ask all Members to keep these companies in mind when purchasing products or services.

Demand for WIOA's one day specialist seminars has skyrocketed, perhaps as an indication of their excellent content. To meet specific requests, we ran nine seminars in 2011 in a variety of locations including Wagga Wagga, Alice Springs, Darwin, Canberra, Launceston, Melbourne and Warragul. A new "introduction to water quality" seminar was developed and run in Cairns and there is an opportunity to expand the content of this seminar to also cover wastewater issues so that it can be delivered into remote areas in 2012. Our Technical Advisor, Peter Mosse is currently finalising the program for two brand new seminars in 2012 covering UV systems and calibration of turbidity meters. If you are interested in staging any of our seminars in your area, contact the office and we'll discuss what is available and how we can go about it.

Communication with our members and the industry is critical for WIOA to keep everyone up to date with industry news, developments and advancement opportunities. We produced four editions of our newsletter "Operator" along with a monthly instalment of "Words". We also produced two editions of our technical journal "WaterWorks" with amended publishing dates of May and November respectively.

EO George Wall
with the Victorian
framework for water
treatment operator
competencies



As a result of the success of the inaugural PASS (Problem Accepted, Solution Supplied) award, we also produced a booklet containing each of the entries. We can't produce this amount of material without input from Members so please make sure that if you have the opportunity, you contribute to the Association and provide information for any of our publications. An article, letter to the editor, opinion on a particular topic, or any snippet of info would be gratefully received.

The first of four titles in the wastewater series of Practical Guide books, the "Practical Guide to the Management of Odours in Sewage Transport Systems" was completed and launched at our Bendigo conference in 2011. Work is under way on the remaining three titles – lagoons; activated sludge and reclaimed water use; with a plan to progressively release all of these by the end of 2012.

Recognising the achievements of water industry operational staff is an extremely important function of WIOA. In conjunction with a number of very generous sponsors, we have again presented a range of Awards on both a national and State basis. A listing of all the conference and award sponsors, as well as the award winners appears later in this booklet.

Our relationship with kindred water industry organisations has remained strong and WIOA has continued to be represented on a number of National industry working groups and committees. We have developed and maintained collaborative relationships with the Water Industry Operations Group of New Zealand (WIOG), Government Skills Australia (GSA), the Australian Water Association (AWA), the Water Services Association of Australia (WSAA) along with the NSW and Qld Water Directorates and the Victorian Water Industry Association (VicWater). There are numerous other organisations that WIOA has regular dialogue with and all these relationships are important to ensure that the voice of "operators" is being heard and that our issues are being discussed.

In addition to all the work with external organisations, we recognised the need to develop our own networks within the States in order to more effectively meet the needs of members. Formalised advisory committees have now been established in Tasmania and Queensland and members in these states are already benefiting from increased activity. We are also working closely with operator groups associated with the Regional Organisations of Councils (ROCs), Water Alliances and other groups in NSW. All these networks allow even more interaction and knowledge sharing between water industry operational staff and we intend to further expand the networks in the future.

WIOA was pleased to be invited to be on the steering committee for the project to develop a National Framework for the Certification of Potable Water Operators. Importantly, the "Victorian Framework for Water Treatment Operator Competencies - Best Practice Guidelines" that WIOA helped develop in conjunction with the Victorian Department of Health and VicWater has been recognised as being world class and has been used as the basis for discussion in developing the new national framework. We look forward to seeing the completion of the framework project in early 2012 and then its implementation in the future.

From a financial perspective WIOA is in a very strong position due to a once off funding contribution from WITA Qld. This will allow WIOA to expand the delivery of services, invest in systems that will make the operation of the office more productive and efficient and employ the necessary staff to reach our goals.

After three years as our Operations Manager, Cynthia Lim resigned from her full time role to pursue other interests. Cynthia's energy, drive and belief in WIOA was extraordinary and it is pleasing that she will still be around in a part time position. We have replaced her with an equally capable person in Craig Mathisen and he is already making a positive impact at all levels of the organisation.

Thank you to everyone that has supported WIOA in 2011 and we look forward to making 2012 another outstanding year.

George Wall
WIOA Executive Officer

Corporate Governance

2011 WIOA Incorporated Office Bearers & General Committee Members



John Day

President
North East Water



George Wall

Secretary/Treasurer
WIOA



Russell Mack

Vice President
Gippsland Water



Anthony Evans

Immediate Past President
Wannon Water



Barry Waddell

Gippsland Water



Ryan McGowan

Goulburn Valley Water



Stephen Wilson

Water Industry Training Centre



Graham Thomson

Barwon Water



Peter Tolsher

EGL Management Services



John Allen

Unity Water



Bret Mendham

SEQ Water

2011 WIOA Limited Board of Directors



Ron Bergmeier

Chairman



George Wall

Executive Officer



Tony Hourigan

Deputy Chairman



Peter Tolsher

Director



John Day

Director



Anthony Evans

Director

Financial Information

Summary of Financial Position

Consolidated Financial Information 2011

INCOME and EXPENDITURE for period 1 January to 31 December

| Income (excluding GST) | 2011 | 2010 |
|------------------------------|------------------------|------------------------|
| Conference & Events income | \$ 1,099,361.45 | \$ 1,068,994.72 |
| Publications | \$ 54,501.15 | \$ 29,304.50 |
| Individual Membership | \$ 26,859.02 | \$ 36,809.11 |
| Corporate Membership | \$ 47,677.40 | \$ 47,859.18 |
| Services & Other Income | \$ 247,782.90 | \$ 24,508.65 |
| Petty Cash (opening balance) | \$ 1,368.10 | \$ 1,700.90 |
| Interest | \$ 22,790.99 | \$ 10,330.26 |
| Total Income | \$ 1,500,341.01 | \$ 1,219,507.32 |

| Expenditure (excluding GST) | 2011 | 2010 |
|----------------------------------|------------------------|------------------------|
| Office & Administration Expenses | \$ 291,261.80 | \$ 285,922.78 |
| Employment Expenses | \$ 341,197.13 | \$ 280,917.89 |
| Property Services | \$ 40,383.75 | \$ 38,968.17 |
| Vehicles Purch, Maint & Ops | \$ 42,329.45 | \$ 32,896.47 |
| Events Expenditure | \$ 558,618.37 | \$ 503,297.75 |
| Asset Purchases | \$ 33,853.95 | \$ 2,469.87 |
| Closing Petty Cash Balance | \$ 2,076.05 | \$ 1,368.10 |
| Total Expenditure | \$ 1,309,720.50 | \$ 1,145,841.03 |

| | | |
|--|----------------------|---------------------|
| Operating Trading Surplus/(Deficit) | \$ 190,620.51 | \$ 73,666.29 |
|--|----------------------|---------------------|

| FUNDS HELD | 2011 | 2010 |
|-------------------------------|----------------------|----------------------|
| Balance beginning of Year | \$ 431,097.61 | \$ 357,431.32 |
| Net Surplus/(Deficit) | \$ 190,620.51 | \$ 73,66.29 |
| Balance at end of Year | \$ 621,718.12 | \$ 431,097.61 |

This consolidated financial information is a summary only and has not been subject to a full audit.

Income from all sources increased by 22% in 2011 mainly as a result of a once off funding grant of \$210,000 from WITA in Queensland. Publications income increased as a result of sponsorship contributions from a number of organisations to fund the development of a wastewater series of Practical Guides. The other income categories operated close to the budget forecast amounts.

Expenditure increased by 14% with most attributed to investment in essential assets including an upgrade of the office computers, a new photocopier and vehicle purchases. Staffing costs also increased due to the resignation of our Operations Manager and the subsequent employment of a new Chief Operations Officer. There was a five month period where both were on staff.

During 2011 WIOA undertook a strategic review of its business model, staffing levels, opportunities and risk profile from an operational and financial perspective. A number of new opportunities have been identified as a result of direct approaches and there has been increased demand for seminars and events around the country.

The 2011 review also confirmed the ongoing need to increase cash reserves commensurate with the growth of the organisation and the perceived risk profile to ensure the long term viability of the organisation. This is particularly important when the impact of possible natural events which may impact on our events is considered. It is not cost effective to attempt to insure against natural events.

In summary, the Association is in a strong financial position and has adequate funds to continue to provide member services at existing levels. This sound financial position will enable WIOA to develop and subsidise an expanded range of operator focussed events and services throughout 2012.

WIOA Membership

1871
MEMBERS

A total of 304 new members joined the Association in 2011.

Through the course of the year, 73 Individual Members resigned as a result of retirements, changes in employment or for other reasons. Unfortunately, there were another 65 Individual Members who did not renew their membership. These people were removed from the database after February. As a result, the Individual Member numbers increased by 275, taking the total to 1,556 at years end.

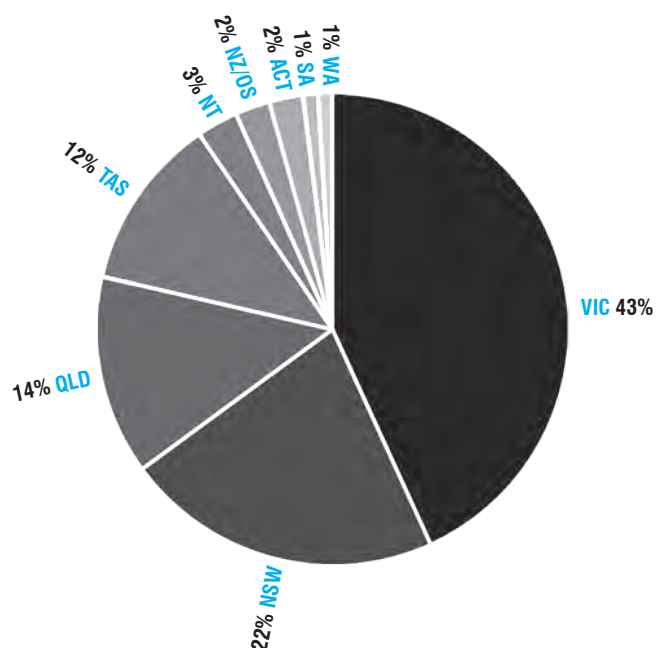
There was again steady growth in company support of the Association with Utility Corporate Member numbers going from 31 to 37 and Corporate Members increasing from 255 to 278. All up, the Association ended the year with a total of 1,871 Members.

Membership Statistics & Distribution

In 2005, around the time when WIOA expanded its services and events and became a truly national organisation, around 78% of all Individual Members resided in Victoria. In 2011, the ratio of members residing in Victoria has reduced to just 43% as indicated on the distribution chart below.

It is anticipated that the ratio of members residing outside Victoria will continue to rise in future years. With the support of many committed members, WIOA is becoming increasingly active outside Victoria and the range of services, events and development opportunities on offer is being added to each year. As a result, this is increasing the value of being a WIOA member and many new people are taking up the opportunity to join each year.

Individual Membership Distribution as at 31 December 2011.



2011 Members

Individual
.....

1556

Corporate
.....

278

**Utility
Corporate**
.....

37



Member Services

In looking at the activities of WIOA, a number of key words very adequately describe our organisational goals and how we hope to achieve them.

Communicate

Communicate through our newsletters and other regular publications such as the WaterWorks journal, Operator, and Words. We also provide updates on industry and corporate developments as well as providing regular notification of seminars, conferences and employment opportunities.

Encourage

Encourage by recognising and rewarding operational people for their efforts through a range of awards and incentives for excellence. We also offer opportunities for operators to share their work, ideas and experience with their peers in the industry at conferences and seminars around the country.

Protect

Protect by promoting the preservation of clean waterways, the protection of public health and a commitment to the protection of the environment as a result of being fully trained, certified and committed operators. We have also produced our series of water and now wastewater "Practical Guides" to give operators the opportunity to employ "best practice".

Network

Network by utilising conferences, seminars, field tours and our website as a tool to disseminate information and promote further education and training on a range of specific issues relating to the water industry.

Engage

Engage not only with our members, but also on their behalf with industry specific organisations and governing bodies to ensure that everyone is kept up to date with issues and challenges that effect the operational side of the water industry.



communicate ● encourage ● protect ● network ● engage

Publications

Practical Guides

Practical Guides to Water Treatment

WIOA, in conjunction with a number of supporting sponsor organisations, has produced a range of Practical Guides for water treatment covering aspects from the catchment to the tap. The books are available to the entire industry, are \$33 each, and provide real value for an exceptional resource. Titles in the Water series include:

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

Practical Guides to Wastewater Treatment

Following on from the Water series, WIOA was pleased to release in September 2011, the first book in the new Wastewater series the "Practical Guide to the Odour Control in Sewage Transport Systems.

The guides are being produced by Australian water industry experts all with significant practical operational experience in Australia.

Other titles due to be released in 2012 include:

- Practical Guide to the Operation and Optimisation of Lagoon Treatment Systems
- Practical Guide to the Operation and Optimisation of Activated Sludge Treatment Systems
- Practical Guide to the Operation of Reclaimed Water Systems



WaterWorks Technical Journal

Water Works is a biannual journal that was published in May and November in 2011. It includes operationally focussed articles and is distributed to over 7,000 water industry employees as an insert in the AWA's Water Journal.



Operator Newsletter

Our quarterly publication which includes individual and corporate member news, general interest stories, water industry news and much more. Keeping the WIOA community in touch.



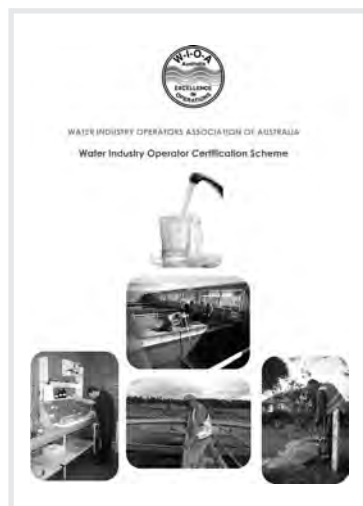
Projects

Victorian Certification

In 2010, the “Victorian Framework for Water Treatment Operator Competencies - Best Practice Guidelines” was launched at the WIOA conference in Bendigo. WIOA was a key player in proactively assisting the Victorian Department of Health and VicWater (representing the Victorian water businesses) to develop this Framework. An implementation committee was established and worked through a range of issues in 2011.

WIOA's Operator Certification Scheme was submitted to the Victorian Department of Health for approval and endorsement. In April 2011, WIOA received confirmation that our scheme has been endorsed by the Chief Health Officer meaning we can now certify operators.

On behalf of the Victorian Department of Health, WIOA will ensure that all operators applying for certified status have the appropriate training and experience to match the types of systems they are operating. Once certified, operators need to undertake a range of refresher and professional development activities to maintain their certified status.



National Certification

In 2011, Government Skills Australia (GSA) was awarded a contract by the National Water Commission (NWC), under the direction of COAG, to develop a National Certification Framework for Potable Water Operators. WIOA is represented on the project steering committee.

As part of the national project, a review of a number of existing certification frameworks in countries such as Canada, USA and New Zealand, as well as the “Victorian Framework for Water Treatment Operator Competencies - Best Practice Guidelines” was undertaken. It was pleasing that the Victorian system rated highly during this review and was used as the basis for consultation for the proposed Australian scheme around the country.

As a result of the consultation, a draft framework has been developed which will be workshopped at various meetings around the country in early 2012. A final Framework and implementation report must be submitted to NWC by the end of March 2012.

It is pleasing that a project WIOA commenced in Victoria has gained national prominence and we look forward to the implementation of the Certification scheme Australia wide. WIOA intends to undertake all necessary actions to see a national Certification scheme developed for wastewater and other operational disciplines as well.

Introduction to Water Quality Training

In late 2011, WIOA was approached by the Department of Local Government and Planning Queensland (DLGP) to run an “Introduction to Water Quality” training seminar specifically targeted at operators from remote communities and mostly from an aboriginal background.

In developing the program for the day, we were able to draw on the content of a number of our own existing seminars but a substantial amount of new material was also sourced and developed. The seminar was delivered in Cairns in November and was very well received. WIOA has now been asked to expand the content to also cover wastewater issues so that the seminar can be delivered to an even wider audience in their own communities throughout the course of 2012.

Australian Water Management Review

WIOA EO, George Wall penned the Industry Foreword in the Australian Water Management Review 2011. We also took the opportunity to update and reprint an earlier article titled “The Australian Water Industry - The Other Crisis”. The link to the Review is available from the WIOA website.



Natural Disasters make for a Tough Year for WIOA Members

A number of WIOA members were directly affected by natural disasters in 2011. Many operators worked tirelessly, in difficult circumstances, to ensure water and wastewater facilities were up and running as soon as practicable after these devastating events. Many facilities incurred major damages that will take time to repair.

- January** Queensland, New South Wales and Victorian floods
- February** Western Australian bushfires
Victorian floods
Queensland, Cyclone Yasi
- April** Queensland floods

Our thoughts also went out to our New Zealand members who had to battle the aftermath of major earthquakes and subsequent tremors.

Events such as these seem to be more prevalent as a result of our changing climate and there is no doubt that operators will be called on again in the future. Remember, WIOA has a vast network of members and expertise on tap and we are able to send out a call for help if required – all you need to do is ask us!

Advisory Committees

WIOA recently established Advisory Committees in Tasmania and Queensland with their main aim to facilitate improvement and to strive for best practice in all operational aspects of the water industry. The Advisory Committees will 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.



Tasmania Advisory Committee

The WIOA Tasmanian Advisory Committee was established in 2010 and the Committee is comprised of three representatives from each of the three Tasmanian water enterprises – Ben Lomond Water, Southern Water and Cradle Mountain Water. The Chairperson of the committee is Damien Lavelle from Ben Lomond Water.

The Committee has worked with WIOA to stage a number of Distribution System seminars and plans to run more in 2012. The inaugural facility tour was conducted at St Helens Wastewater Treatment Plant in September with the team from Ben Lomond Water doing a great job in explaining the process. The Committee intends to organise at least two tours each year to examine a variety of water and wastewater plants across Tasmania, a great way to network and learn new things.

Tasmania
Advisory Committee
Chairperson
Damien Lavelle



Queensland Advisory Committee

As a result of expressions of interest from members willing to help, the WIOA Queensland Advisory Committee was established and held its inaugural meeting in Brisbane in August 2011. Mr Jason Krzciuk from Seqwater was elected the inaugural Chairperson of the committee.

The committee aims to facilitate improvement, and to strive for best practice, in all operational aspects of the water industry in Queensland. Members of the committee will support WIOA's Annual Queensland Workshop that will be held on the Gold Coast in June and more activities are being planned for 2012. The group also conducted its first event - a Pump Workshop at KSB Pumps Australia in November.

Queensland
Advisory Committee
Chairperson
Jason Krzciuk



National Awards 2011

Kwatye Prize

ThermoFisher
SCIENTIFIC

To the aboriginal Arrente people from the Northern Territory, the term 'Kwatye' means water. For many people in Australia, water is a resource more precious than gold.

The Kwatye prize has been presented annually since 2005, and has been designed to encourage creativity, recognise innovation and celebrate passion, and provides an opportunity to help the Australian water industry. Applications close in July annually.



PASS Award

This award provides an opportunity for water industry operational staff to share their in the field innovations & fixes to problems so that others in the water industry can benefit.

The objectives of the award are to:

- To provide an application process which is easy to complete and utilises a standard template. This will give all water industry operational staff the same opportunity for presenting their innovation.
- To provide the opportunity for operational staff to receive recognition for their innovation and efforts.
- To allow WIOA to share the good ideas and innovations with other Members through the Operator magazine and/or other publications.

Applications close at the end of February annually.



Members Draw

For the third year running, WIOA members have been treated to a special member draw.

All financial individual members are provided the opportunity to win a prize sponsored by Royce Water Technologies. The winner is drawn at the WIOA NSW Water Industry Conference annually.

Just another benefit of being a member of WIOA!

Kwatye Prize
winner Rod Curtis (L)
with Rohan Latham
from Thermo Fisher
Scientific.



PASS Award winner
Wayne Shaw (L)
with David Barry from
Aqualift Pacific.



2011 members
draw winner
Steve Wilson (R)
receives his prize from
Arthur Kokolekos
from RWT.



State & Conference Awards 2011

The following awards are presented at the WIOA conferences in their respective States. The awards are open to all people working in the operations field. Congratulations to the 2011 winners.

2011 New South Wales Awards



Sponsored by



Operator of the Year

Allen Paul
Clarence Valley C



Best Paper Overall

Katie Jones
Hunter Water



Best Paper by an Operator

Graeme Berriman
Gosford CC



Best Poster Presentation

Glenn Clifford
Dubbo CC

2011 Queensland Awards



Sponsored by



Operator of the Year

Robin Cherry
Unitywater



Young Operator of the Year

Cameron Ansell
South Burnett RC



Operator of the Year (Civil Works)

Brendan Schutz
Allconnex



Best Paper Overall

Ian Davis
Gympie RC



Best Paper by an Operator

Marcus Boyd
Toowoomba RC



Best Poster Presentation

Martin Melville
Seqwater

2011 Victorian Awards



Sponsored by



Operator of the Year

Greg Comer
Goulburn Valley Water



Young Operator of the Year

Mick Wright
Veolia Water



Best Paper Overall

Darren Sharman
Goulburn Valley Water



Best Paper by an Operator

Darren Sharman
Goulburn Valley Water



Best Poster Presentation

Terry Watt
East Gippsland Water



Conferences



Australia's Largest Annual Regional Water Conferences and Exhibitions

In 2011 WIOA conducted major conferences in NSW, Queensland and Victoria. The conferences provide a forum for water industry operational employees to come together and discuss issues, share experiences, learn about the latest developments, technology and network with their peers.

WIOA conferences aim to:

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

WIOA endeavours to develop our members and the wider water industry by providing a relaxed forum for operators to present technical papers (often for the first time) 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. Prize winning presenters from other WIOA state conferences as well as New Zealand, are invited to deliver their papers in order to share knowledge.

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

2011 Conference Attendance Numbers

| | NSW | Queensland | Victoria | |
|-----------------|-----------|------------|-----------|--------------|
| Location | Newcastle | Toowoomba | Bendigo | |
| Month | March | June | September | |
| Trade Sites | 104 | 103 | 181 | Total |
| Total Attendees | 651 | 600 | 1,305 | 2,556 |

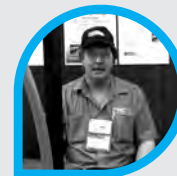
Best Trade Sites



NSW
Life and Rescue



Queensland
Ugly Fish Safety
Eyewear



Victoria
Starky Constructions



NSW
Newcastle
March, 2011



QLD
Toowoomba
June, 2011



VIC
Bendigo
September, 2011

Conference Sponsors

WIOA wishes to acknowledge and thank our valued conference sponsors from 2011 who have assisted WIOA to stage our three major events throughout the year.

Prime Sponsors



Host & Supporters



Sponsors



Bonus Prize Draw

By sending delegates along to a WIOA conference the **Bathurst Regional Council, Queensland Urban Utilities** and **Grampians Wimmera-Mallee Water** won the Bonus Prize Draw of a \$2000 account for safety eyewear supplied by Ugly Fish Safety Eyewear.

For each registered delegate that attended the conference, their employer received a ticket in the Bonus Prize Draw. The more operators at the event, the better the odds for each employer to win! This prize will be on offer at all three conferences in 2012.



Seminars & Events



Weekend Seminar

The annual WIOA weekend seminar & AGM was conducted in March at the Foothills Conference Centre in Mooroolbark. It commenced with a tour of the Melbourne Water, Winneke Water Treatment plant

The Annual General Meeting of WIOA was followed by corporate presentations by Ugly Fish Safety Eyewear, Jonoco and Hydro Innovations informing participants of new products and services they have brought to market. As well as being fun and informative, the weekend seminar also included a session on men's health by Mr Rod Smith from the Prostate Cancer Foundation.

This seminar is a great way to network and to meet people of similar professional interests on a social level. It is also a definite advantage to know that those people can provide helpful contacts or support if you ever get stuck at work in the future.

Lale Rogeon

South East Recycled Water Alliance

KSB Pump Workshop & Tour

Over 20 people attended the Queensland Advisory Committees first event in November. It included a site tour of KSB Australia Bundamba site and practical exercise on the key features of modern submersible and axial split pumps.

The day commenced with a tour through the workshop, a new facility with state of the art, modern equipment that features a test tank used for pump testing.

KSB Australia staff conducted numerous demonstrations showcasing the key features of submersible and axial pumps which included a comprehensive dismantling of three pump types. The professionalism displayed was very impressive and we encourage members to attend these workshops as they are informative and a great opportunity to network with others within the industry.

Annual WIOA Charity Golf Day

WIOA successfully conducted its 13th annual Charity Golf Day in October at the Garfield Golf Club. As usual, all competitors had an enjoyable day and if a prize was not won there was still the satisfaction of contributing to the success of the day. Over \$2000 was raised for charity.

The winning team came from the Water Infrastructure Group consisting of David Aitken, Tony White and Mark Starick. They took out the prestigious "Tradies Cup" with a score of 3 under par.

Our thanks are extended to the Garfield Golf Club for ensuring a great day, to all the sponsors of the event and most importantly to all the participants who helped raise funds for charity and took the opportunity to network over a friendly, relaxed game of golf.

Weekend Seminar
March, 2011



Queensland
KSB Pump
Workshop & Tour,
November 2011



New Zealand Tour 2011

WIOA conducted another successful tour of New Zealand in May with 16 members participating. The tour included inspections of a number of water and wastewater facilities on the South Island including Dunedin's Mount Grand water treatment plant and the Milton water treatment plant before attending the Water Industry Operators Group NZ (WIOG), operations conference in Queenstown. The conference was very well organised and a lot of excellent, informative papers were presented. The eight night tour continued after the conference with a trip to Mt Cook before returning to Auckland for the trip home.

The participants got to see first-hand the devastation in Christchurch after the earthquakes - truly an eye opener for everyone. There was time for some leisure activities as well with a ride in a jet boat and three brave individuals bungy jumped when the group were in Queenstown. Planning for the tour of the North Island and conference in Wellington in May 2012, is now under way.



Seminars Conducted in 2011

| | |
|-----------------|---|
| March | Weekend Seminar & AGM, Mooroolbark, Victoria |
| April | Distribution Seminar, Shepparton, Victoria |
| | Distribution Seminar, Alice Springs, Northern Territory |
| | Distribution Seminar, Darwin, Northern Territory |
| May | Victorian Storage Operators Reference Group (VSORG) seminar, Maldon, Victoria |
| July | Distribution Seminar, Launceston, Tasmania |
| August | Distribution Seminar, Warragul, Victoria |
| November | Coag/Floc, Chemical Dosing, Canberra, ACT |
| | Introduction to Water Seminar, Cairns, Queensland |



Distribution Seminar
in Alice Springs
April, 2011



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 book and more forms can be downloaded from the WIOA website - www.wioa.org.au

WIOA has two member categories, Individual and Corporate. The fees for 2012 are \$25 and \$220 (GST inclusive) respectively. Payment can be made by 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 (don't forget to put your name with the payment).

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 May annually.

Individual members joining after 1 August annually receive the balance of that year plus all of the next calendar year for their \$25 fee.

What benefits do I receive as an Individual Member?

All Individual Members receive the following:

- New member pack on sign up;
- WaterWorks Technical Journal twice per annum;
- Operator newsletter quarterly;
- Words, WIOA's electronic newsletter monthly;
- Regular notification of events, seminars and conferences plus positions vacant and wanted adverts;
- New product or equipment brochures from Corporate members;
- Regular updates on industry developments including training;
- Invitation to the free Weekend Seminar & AGM;
- Updates on industry resources and books aimed specifically at the operational side of the industry;
- Discounted registration fees to WIOA events;
- Application forms for various industry based Awards
- Automatic entry into the yearly member draw.

What benefits do I receive as a Corporate Member?

All Corporate Members receive all the items listed above plus the following:

- 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's members via product brochure mail outs with only a small postage fee
- Editorial promotional space in "Words", "Operator" or "WaterWorks";
- Recognition at the Annual Conferences;
- Only Corporate Members invited to present at the annual weekend seminar;
- Preference given to Corporate members for mini trade shows at specific issues seminars;
- Free copies of the WIOA member handbook to distribute around the country.

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. All employees will receive all the benefits of an individual member and the employer will receive a free corporate membership, all the benefits of corporate membership plus one complimentary copy of any new release WIOA publication for the company library.

What events does WIOA run?

Weekend Seminar & AGM

Each year, an open invitation to attend a free weekend seminar and the Annual General Meeting of WIOA is sent to all members. The seminar is open to the first 50 financial members who register. Attendees are treated to customised hands-on presentations from various companies and guest speakers about specific products, technology improvements or items of general interest to operations staff.

Annual Conferences

WIOA organises and annually stages an operationally focussed conference and Trade Exhibition in Queensland, Victoria and New South Wales. These major events are designed to provide an opportunity for operations personnel and trade supply 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 will be staged as widely around Australia as possible. Topics and locations are chosen based on demand from members.

Charity & Golf Day

WIOA holds an Annual Golf Day in Victoria with proceeds from the day donated to charity. In recent years we have also sold hats and collected money for charity from our generous corporate members. To date we have collected more than \$40,000 which has all been donated to charity.

I have an operational problem. Can WIOA help me?

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 and we can tap into our network to potentially get you an answer.

How do I update my Member details or website listing?

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

Corporate members are also provided details of their WIOA web listing annually for review.

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 - www.wioa.org.au. 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 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 direct email or by hard copy (via Australia Post). Sending information by email is more environmentally friendly and our preference.

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, just contact us and we will add you to the email list.

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

WIOA will place all relevant Position Vacant advertisements onto the WIOA website free of charge. WIOA advertised over 100 positions vacant in 2011.

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 and downloaded whenever required. It can be found by following this link: www.wioa.org.au/wioa/constitution.htm

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

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

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

The Committee is elected by the Members annually and if you wish to be considered, just complete and return the Committee Nomination form which usually comes out each February. The Committee is elected at the AGM held in conjunction with the Weekend Seminar. We have established working groups in Tas, Qld, NSW and Victoria to assist us to run our various events. If you don't want to be on the Committee but would like to help out, just contact us and we would be pleased to add you to a State based group.



Water Industry Operators Association of Australia

MEMBERSHIP APPLICATION / RENEWAL

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 boxes

- ☐ **Individual Membership** \$25 (incl. GST)
OR three years individual membership [2012, 2013 & 2014] membership \$75 (incl. GST)
- ☐ **Corporate Membership** \$220 (incl. GST) Corporate members please complete both sides of the page.
Payment from 1st January 2012

MEMBERSHIP DETAILS

Name: Mr / Ms

Postal Address:

(Individual members please provide your private mailing address.)

Suburb: State: Postcode:

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

I am an AWA member and already receive the Water Journal: ☐ Yes ☐ No

PAYMENT OPTIONS

EFT BANKING DETAILS

BSB: 033-254

A/C: 327-012

The following must be included on your payment:

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

CREDIT CARD PAYMENTS

☐ Visa ☐ Mastercard

Cardholders Name

Card Number

____ / ____ / ____ / ____

Expiry Date:

____ / ____

Amount (please circle):

\$25 / \$75 / \$220

Signature:

Office Use Only

☐ New

☐ Renewal

Date Paid:

____ / ____ / ____

Rec No:





Inc ABN 27 302 677 808

Water Industry Operators Association of Australia MEMBERSHIP APPLICATION / RENEWAL

Corporate Supporter Details

Please note the front of this form MUST also be completed. Upon applying for a corporate membership, only ONE representative is nominated to receive all correspondence from WIOA.

Join the list of WIOA Corporate Supporters which includes a complimentary entry in the Corporate Members section of the WIOA website www.wioa.org.au/membership

Email a company profile (approximately 200 words) about your organisation's business, products or services to craig@wioa.org.au - this will appear in our Members Web directory. You are also invited to include a logo for the website.

If you have any queries regarding your corporate entry please contact WIOA on 03 5821 6744.

MEMBERSHIP DETAILS

Organisation:

Web Address:

NOMINATED REPRESENTATIVE (for website listing and will receive correspondence).

Name:

Position:

E-mail:

Telephone:

Mobile phone:

Fax:

ADDRESS LISTING FOR WEBSITE:

☐ Same as front page or complete the following section

Address:

Suburb: State: Postcode:

Telephone: Fax:

OTHER CONTACTS

Don't lose contact with WIOA, please provide at least one other company contact.

Name:

Position:

E-mail:

Name:

Position:

E-mail:



2011 Pictorial

New Zealand tour
2011 visited areas
devastated by
earthquakes in
Christchurch



WIOA's new hats
on sale for charity,
modelled by the
Coff's Harbour boys



Learning new
things at a
WIOA conference



IDIOTS Award

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



IDIOTS

(Inducted Delegates of the Inextricably Obstructed Tap Society)

2004

Barry Waddell
Ron Bergmeier
George Wall
Richard Greenhough
Tony Hourigan

IDIOTS Award
2011 inductee
John Paulger



2005

Mal Farnham
Neil Healey
Russell Mack

2006

Ken Herbert
Pat Davis
John Harris

2007

Peter Jackson
Cynthia Lim
Stephen Wilson



2008

Owen Braybrook
Ian Bicknell

2009

Leigh Strange
John Park
Brian Davis

2010

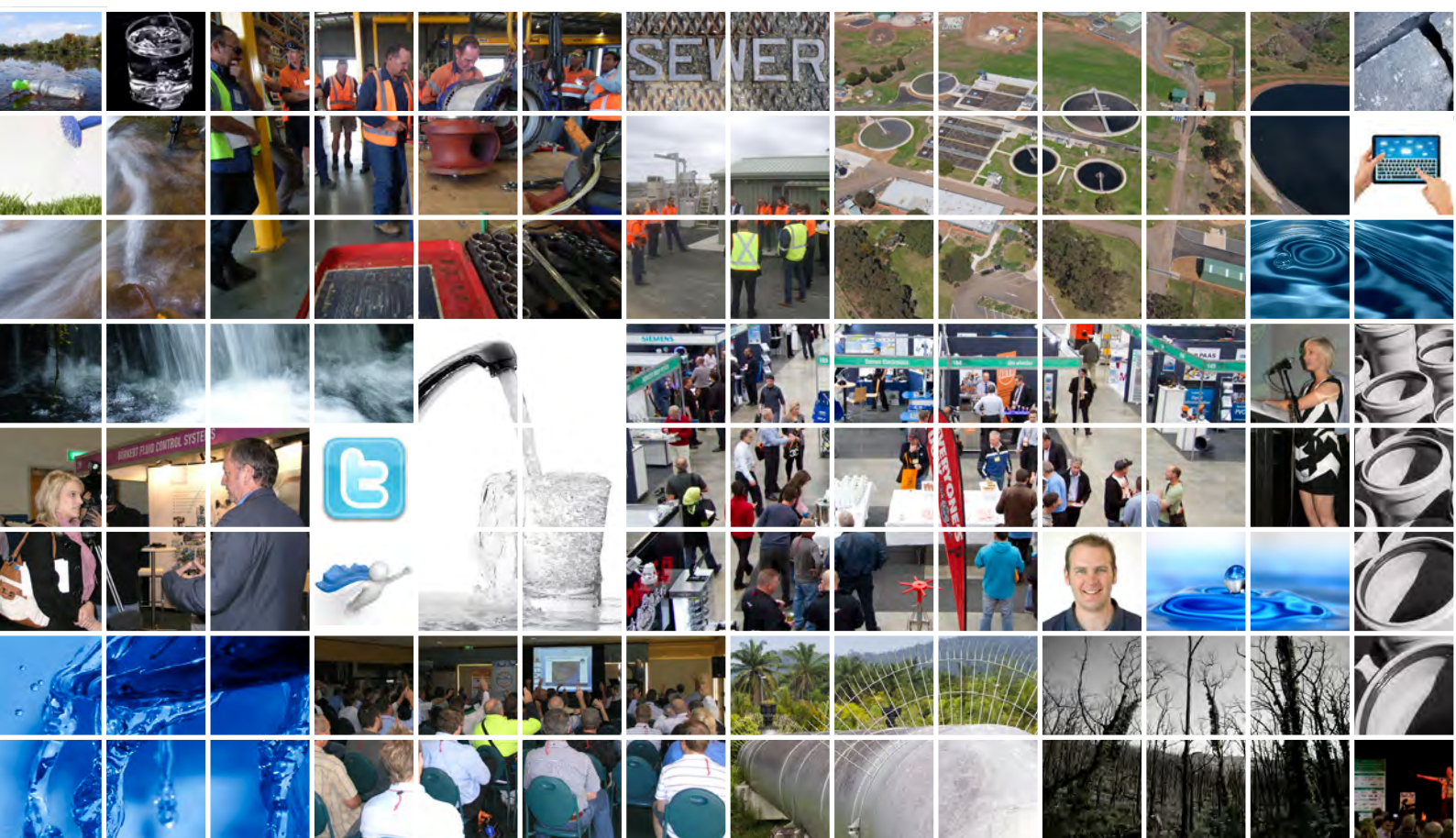
David Barry
Peter Tolsher

2011

John Paulger
Graham Thomson

IDIOTS Award
recipient Graham
Thomson





Water Industry Operators Association of Australia (WIOA)

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