



Water Industry Operators Association of Australia



2012



ANNUAL REVIEW & Members Information

communicate ● encourage ● protect ● network ● engage

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Life Members

Life Members of the AWWQA / WIOA

- 1986 Ray Holloway*
- 1994 Stan Franzi
- 1998 Ron Bergmeier
- 2004 George Wall
- 2007 Barry Waddell

*deceased

Our Vision

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

2012 Highlights

3.8% 
Financial Reserves

4
Certified Operators

6.9% 
In Membership

8.9% 
Conference Attendance

2,000
Members

33,000
Website Hits

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

President & Executive Officers' Review

2012 was a year full of activity and one that included a number of significant achievements for the Water Industry Operators Association of Australia.

Growth in Membership was again strong and we were excited when our 2000th Member - Michael Hutchinson from Grampians Wimmera Mallee Water in Victoria, signed on in December 2012. It is pleasing that the number of organisations participating in the "Utility Corporate Member" category has increased to 42. These businesses from all around Australia, have signed up and paid the membership fees for their operational staff so that they can access all the benefits WIOA has on offer.

After working collaboratively with the Victorian Department of Health and the Victorian Water Industry Association (VicWater) for some time, the WIOA Water Industry Operator Certification Scheme was launched at an award presentation ceremony in Melbourne in December. In a first for the Australian water industry, four operators who participated in a pilot project of the WIOA Scheme were presented their credentials as Certified Operators. Each of them had met the training, industry experience and workplace competency verification requirements of the Certification Scheme. We look forward to certifying many more operators in the coming years and all the information on certification is available from the WIOA website.

WIOA actively participated on the steering committee for the project to develop a National Framework for the Certification of Potable Water Operators. Funded by the National Water Commission (NWC) and managed by Government Skills Australia (GSA), the result of this project was a report and recommended national framework which was submitted to the NWC in March 2012. We look forward to working with the National Water Commission in the roll out of certification across Australia.

Our three main events - the Operations conferences in New South Wales, Queensland and Victoria respectively, were all extremely well supported. The delegate and visitor numbers in Queensland and Victoria were both well up on past years, with the Victorian attendance again surpassing all previous records. Support for the exhibition at each event was also strong with waiting lists of companies looking for a site in Queensland and Victoria. The range of platform and poster papers delivered made all three conferences an ideal forum to learn about important operational issues and developments in products and services.

President & Executive Officers' Review

The Victorian conference held special significance this year, being the 75th staging of the event. With assistance from the Victorian Department of Health and the Water Industry Training Centre, a book titled *Interchanging Ideas* was published to celebrate the 75 year history of the conference.

Sponsoring partners are integral to the success of the conferences and we would like to acknowledge the outstanding contribution of our Prime Sponsors in Automation Group, Xylem, Acromet Australia and Peerless Industrial Systems.

The Association was also supported by a range of other companies who took up sponsorship opportunities at one or more events. We greatly value the commitment of our sponsors to WIOA and we ask all Members to keep these companies in mind when you are purchasing products or services.

It was a pleasure to work with the teams from both the NSW and Queensland Water Directorates and VicWater as conference Hosts in 2012. We look forward to their continuing support and will be investigating other ways in which we can work collaboratively with these bodies into the future.

We were excited to work with the Queensland Water Directorate and Orica in bringing the "Best of the Best, Water Taste Test" to the Queensland conference. This initiative received excellent support and media coverage and was a great way to recognise the outstanding contribution that our operators make in servicing their communities. On the back of the Queensland success, WIOA worked with Orica to deliver a similar competition in Victoria and we are pleased to confirm that Orica will support WIOA to conduct Taste Tests in NSW, Victoria, Tasmania and the Northern Territory in 2013.

Demand for WIOA's one day specialist seminars skyrocketed, indicating the excellent content on offer. To meet specific requests, we ran ten Distribution System management seminars in 2012 in a variety of locations across Australia including Biloela, Darwin, Hobart, Canberra, Caboolture, Melbourne, Longreach and Townsville. In conjunction with our Technical Advisor, Peter Mosse, we planned and delivered two new seminars covering UV systems and the calibration of in-line turbidity meters. Both seminars were held in Melbourne and were strongly supported. Planning is now well under way for a new seminar covering the operation of Membrane Systems which will be held in Melbourne in March 2013. If you are interested in staging or attending any of our seminars, contact the office and we'll discuss what is available and how we can go about bringing one to your area.

WIOA has also been contracted by the Queensland Department of Local Government and Planning to deliver a number of introductory training seminars to operators in far north Queensland in 2013. In order to capitalise on the increasing seminar and training opportunities, we need to be adequately resourced and WIOA will be looking to employ a full time technical person to help undertake a variety of projects as well as to assist at seminars and training courses.

We have informed our members about industry news and developments through our suite of publications including *Words*, *Operator* and *WaterWorks* and we again provided a booklet containing all the applications submitted for consideration for the PASS (Problem Accepted, Solution Supplied) award. Thank you to everyone who contributed something for one of these publications. We need the support of members nationally to contribute material to keep these publications current and relevant.

Work is proceeding on the remaining titles in our wastewater technical series of Practical Guide books – lagoons; activated sludge and reclaimed water use. We plan to progressively release all of these by the end of 2013.

The WIOA website is also a great communication and information hub and received over 33,000 visits in 2012. The content in it is constantly being updated and added to, so if you haven't been on-line for some time, make sure you have a look in the near future. One of the sections – the free Positions Vacant advertising service was well supported in 2012 with over 100 positions advertised during the year.

Our relationship and collaboration with a range of other water industry organisations has remained strong and WIOA continues to represent our members on a number of National industry working groups and committees. As well as the NWC National Certification framework, WIOA maintained an active role on the GSA's Water Industry Advisory Committee (WIAC) including assisting with the development of draft Skills Sets for the water package; participated as a steering and technical committee member on the AWA & NSW Utilities ITAB Recognition of Prior Learning (RPL) resource development project; participated at the invitation of the Victorian Department of Health in working groups as part of the review the Victorian Safe Drinking Water Guidelines; assisted with the development of the Purchasing Guide for Version 3 of the National Water Package; and we were an invited participant at a National Water Skills Forum in Canberra organised by AWA.

Many of these projects relate specifically to improving training, resources or initiatives to foster skills development in the operational side of the industry. WIOA has also been involved with the team from James Cook University in Cairns who have developed a real time, interactive, electronic training platform which has potential to make training delivery more effective and affordable, particularly in rural and more isolated areas. We will continue to pursue and promote projects such as these where we see value to our members and benefit for the wider water industry.

Our cousins across the ditch, the Water Industry Operations Group of New Zealand (WIOG) did a great job hosting our contingent of 13 operators who participated in the tour of the North Island before attending the New Zealand Operations conference in Wellington in May. In an emotional changing of the guard, long serving Executive Officer Dave Neru stepped down at the New Zealand conference and handed the reigns over to John Clemens. Our congratulations are extended to Dave for all his hard work and we look forward to working with John and continuing our strong relationship with WIOG in the future.

Our members are the key focus of our Association. Providing development and learning opportunities along with services and events that meet a wide range of needs is an ongoing challenge and something that requires input from members. We have been fortunate to have a number of active members in Tasmania and Queensland who have been willing to step up and help by being part of the WIOA Advisory Committee in these states. The level of activity in Queensland & Tasmania is increasing and we look forward to expanding the Advisory Committee networks into other states.

Recognising the achievements of water industry operational staff is an extremely important function of WIOA. In conjunction with a number of generous sponsors, we have again been able to present a range of Awards at a National and State level. A list of all the conference and award sponsors, as well as the award winners appears later in this booklet.

As WIOA continues to grow, the Committee, Board and staff have placed extra emphasis on the importance of strategic planning, good governance and effective delegations. A number of guiding policies have been developed and implemented this year, along with a Board Charter. Collectively, these instruments will ensure that the organisation can remain effective and proactive in meeting member needs in the future.

The current WIOA Ltd Chairman, Ron Bergmeier advised us at the Victorian conference that he will be stepping down from his role with WIOA to enjoy his retirement and is not seeking re-election to the Board in 2013. Ron has been continually involved with WIOA for well over 25 years and is one of only five Life Members. Ron has been amazingly generous in providing both time and resources, and he has played an integral part in the development of WIOA to what it is today. His analytical mind, astute counsel and friendly disposition will be missed by everyone, and we wish him all the best in his future endeavours.

On a sad note, we farewelled water industry stalwart and inaugural Queensland WIOA IDIOTS member Brian Davis, who succumbed to pancreatic cancer in October 2012. Brian was best remembered as President of WITA Queensland and along with Paul McGraw, for many years was one of the main drivers behind the Queensland Water Industry Operations Workshop. Brian understood WIOA's vision and philosophy and was instrumental in transferring responsibility for the organisation of the Queensland Workshop to WIOA in 2006. He was a key driver of WIOA's establishment, acceptance and subsequent growth in Queensland.

As this snapshot of our activities shows, through the efforts of our dedicated staff, along with the assistance of the Committee, Directors and our valued volunteer members, helpers and supporters, we have been able to deliver much more than many people ever thought possible. The Association is in a very solid position financially which provides us the opportunity to continue to grow the range of services and benefits we are able to offer to our members.

Thank you to everyone that has supported WIOA in 2012 and we look forward to making 2013 another outstanding year.



John Day
President



George Wall
Executive Officer

2012

Structures

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

Stephen Wilson

Water Industry Training

Centre

Graham Thomson

Barwon Water







Ryan McGowan

Goulburn Valley Water

Jason Krzciuk

SEQ Water / Origin

Energy

John Allen

Unity Water

Damien Lavelle

Ben Lomond Water

Adrian Rijnbeek

EGL / North East Water

/ Xylem

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

WIOA Staff



George Wall
Executive Officer



Craig Mathisen
Chief Operations Officer



Sherryn Wall
Administration



Ann Austin
Administration



Marilyn Wall
Administration

Financial Information

Consolidated Financial Information 2012

INCOME and EXPENDITURE for period 1 January to 31 December

Income (excluding GST)	2012	2011
Conference & Events income	\$ 1,256,680.19	\$ 1,099,361.45
Publications	\$ 25,194.20	\$ 54,501.15
Individual Membership	\$ 52,168.22	\$ 26,859.02
Corporate Membership	\$ 58,042.73	\$ 47,677.40
Services & Other Income	\$ 53,053.13	\$ 247,782.90
Petty Cash (opening balance)	\$ 2,076.05	\$ 1,368.10
Interest	\$ 33,036.58	\$ 22,790.99
Total Income	\$ 1,480,251.10	\$ 1,500,341.01

Expenditure (excluding GST)	2012	2011
Office & Administration Expenses	\$ 337,001.76	\$ 291,261.80
Employment Expenses	\$ 385,755.25	\$ 341,197.13
Property Services	\$ 43,374.18	\$ 40,383.75
Vehicle Purchase, Maintenance & Ops	\$ 53,156.47	\$ 42,329.45
Events Expenditure	\$ 630,791.85	\$ 558,618.37
Asset Purchases	\$ 4,618.41	\$ 33,853.95
Closing Petty Cash Balance	\$ 1,045.10	\$ 2,076.05
Total Expenditure	\$ 1,455,743.02	\$ 1,309,720.50

Operating Trading Surplus/(Deficit)	\$ 24,508.08	\$ 190,620.51
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FUNDS HELD	2012	2011
Balance beginning of Year	\$ 621,718.12	\$ 431,097.61
Net Surplus/(Deficit)	\$ 24,508.08	\$ 190,620.51
Balance at end of Year	\$ 646,226.20	\$ 621,718.12

Summary of WIOA Financial Position

The consolidated financial information is a summary only, has not been subject to a full audit and represents the position of the Association in relation to cash assets only.

Apart from a reduction in Services and Other income related to a once off gift of \$210,000 received in 2011, income overall increased significantly in 2012. In particular, there was strong delegate, exhibitor and sponsor participation at all three WIOA conferences along with increased demand for, and delivery of, our one day special interest seminars. These were the main sources of the increased income. The other income categories operated close to the budget forecast amounts.

Expenditure increased by 11% overall in 2012. This was mostly attributable to the employment of an extra full time staff member, increased event costs as a direct result of higher participation levels, extra costs associated with staging more seminars and the one off cost of producing the 75th Victorian Conference commemorative publication.

Overall, a small trading surplus was achieved leading to an increase in cash reserves. The need for adequate cash reserves is particularly important when considering how strongly the Association relies on conference and event income. In these volatile financial times, cash reserves commensurate with the growth of the organisation and our risk profile are required to ensure our long term viability.

In summary, the Association 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 deliver an expanded range of operator focussed events and services throughout 2013.

WIOA Membership

2000
MEMBERS

Membership Statistics & Distribution

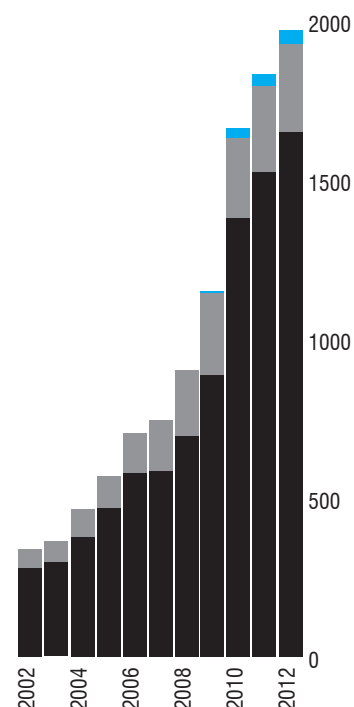
Membership of WIOA had a 6.9% increase overall in 2012.

Individual membership numbers increased by 124 to 1,680 and there was also an increase in Utility Corporate Membership going from 37 to 42. Corporate Membership was maintained at the same level as the previous year with 278 corporate members supporting our Association. The Association's total membership count was exactly 2,000 at the end of the year.

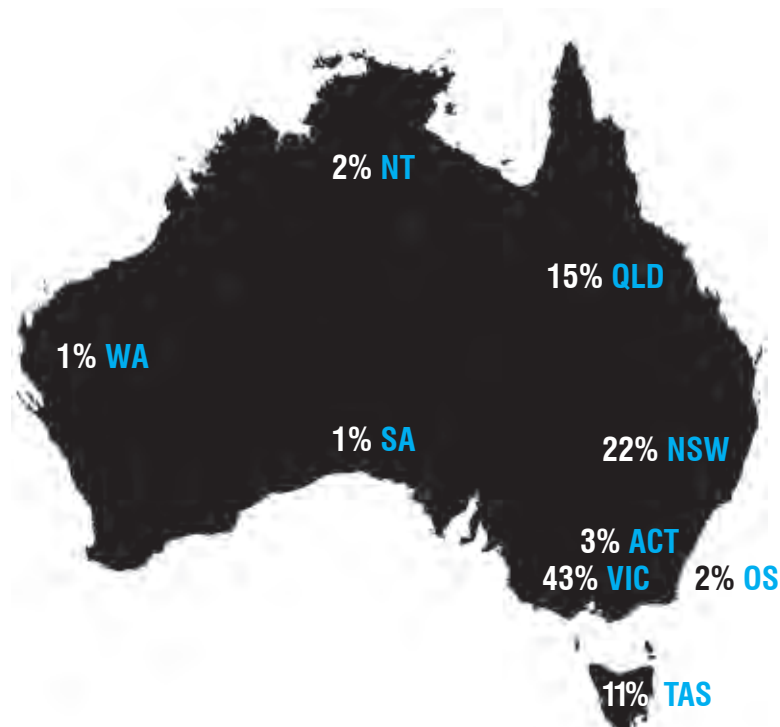
In the last 10 years WIOA has seen a significant increase in membership numbers going from 348 in 2002 to the magic 2000 mark in 2012, a 475% increase.

Over this period WIOA has expanded its services and events to become a truly national organisation, and the growth in membership in other states has seen the proportion of Victorian members reduce from 86% to 43%.

With the support of many committed members, WIOA is becoming increasingly active in other states outside of Victoria and the range of services, events and development opportunities for members is being added to each year.



Individual Membership Distribution as at 31 December 2012.



1680

Individual Members
Individuals working in the water or allied industries.

278

Corporate Members
Suppliers of goods and services to the water industry.

42

Utility Corporate Members
Local water and wastewater providers who service our communities.



Vale Brian Davis

The Queensland water industry lost one of its true characters when Brian Davis succumbed to pancreatic cancer in October. Brian had a long and distinguished career as an engineer with the Queensland Department of Local Government, the Water Resources Commission and the Department of Natural Resources and its many variants. He was best known to people in the operational side of the industry through his work as President of the Water Industry Training Association (WITA) and for many years, along with Paul McGraw, Brian was one of the main drivers behind the annual Queensland Water Industry Operations Workshop.

Brian's interest in water education was kindled through his role on the committee of the Water Industry Education and Training Association of Australia (WIETAA), the national body that drove the development of the very first water training package in the 1990's. This gave Brian inspiration to take on the WITA Presidency, and he worked tirelessly for the education and training of Queensland's water and wastewater operators. He was a strong supporter of the development of resources and training courses and materials which could benefit operators in the field.

Brian understood WIOA's vision and philosophy and by recommending to the WITA committee that WIOA should take over the responsibility for the organisation of the Queensland Workshop in 2006, he was instrumental in WIOA's establishment, acceptance and subsequent growth in Queensland. Brian was the very first Queenslanders to be awarded WIOA's IDIOTS status, an honor he was very proud of. His support, friendly nature and his great sense of humour will be sadly missed by everyone in the Queensland water industry.

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 provide operators the opportunity to implement "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.

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 of practical guides, WIOA has commenced a new Wastewater series with each book being produced by water industry experts, all with significant practical operational experience in Australia. The first book - the "Practical Guide to the Odour Control in Sewage Transport Systems" has already been released. Other titles under development 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



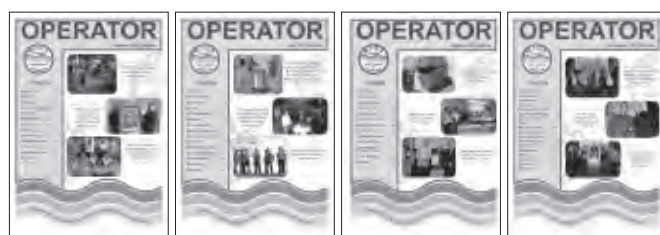
WaterWorks Technical Journal

WaterWorks is a biannual journal that was published in May and November in 2012. It includes operationally focussed articles and is distributed to almost 7,000 water industry employees as an insert in the Australian Water Association's Water Journal. It is estimated the total readership is around 20,400.



Operator Newsletter

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



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 the operational side of the water industry.



Projects

Water industry certification - an Australian first

Four Victorian water treatment operators became the first water industry operators in Australia to be certified under the Water Industry Operators Association of Australia (WIOA) Certification Scheme at a reception held at the Victorian Department of Health on Friday 14th December 2012.

The first four operators to be certified are Broc Mulcair and Luke McCormick from Veolia Water and Matthew Sinnott & Peter Uwland from Wannon Water. They were participants in a pilot of the certification scheme which is now available to all water businesses and operators employed in the treatment of water in Victoria.

In recognition of the importance that the training, experience and competence of water treatment operators has on the production of safe drinking water, the Victorian Department of Health and members of the Victorian Water Industry Association (VicWater) collaboratively developed the "Victorian Framework for Water Treatment Operator Competencies - Best Practice Guidelines". The guidelines define minimum training, qualification and competency standards that operators must attain and maintain in order to operate drinking water treatment facilities in the State of Victoria.

The Victorian Chief Health Officer Dr Rosemary Lester assisted with the presentations and recognised that the actions taken, or not taken by a water treatment operator can have a direct impact on the health and wellbeing of the communities for which they undertake water treatment services. Dr Lester acknowledged the important role that WIOA played in the development and implementation of the Guidelines and commented on the leadership shown to its members in recognising and prompting the importance that training and skill development plays in being an effective water treatment operator.

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. WIOA undertakes an independent assessment of the training and experience of each nominated water treatment operator and if deemed suitable, endorses them as being competent by awarding certified status under the scheme. Once certified, operators need to undertake a range of refresher and professional development activities to maintain their certified status.



Broc Mulcair was presented Certified Water Treatment Operator certificate number 1.



WIOA Executive Office George Wall signing the first certification certificates.

Water Treatment Operators Certification presentation day: Ron Bergmeier (Chairman WIOA), Tony Wright (CEO VicWater) Broc Mulcair, Luke McCormick (Veolia Water), George Wall (EO WIOA), Matthew Sinnott, Peter Uwland (Wannon Water), Dr Rosemary Lester (Victorian Chief Health Officer) and David Sheehan (Department of Health).

National Certification

In 2011, the National Water Commission (NWC) commissioned Government Skills Australia (GSA) as project manager to develop a National Certification Framework for Potable Water Operators. WIOA Executive Officer George Wall represented the Association on the project steering committee.

The aim of developing the national Certification Framework was to ensure that operators of potable water treatment facilities have the requisite skills to undertake their work by providing a set of nationally consistent criteria that defines and recognises the minimum level of competency and capability required of operators who treat and/or sample drinking water for human consumption to ensure its safety.

The final Framework and implementation report was submitted to the NWC in March 2012 where it is currently under consideration. It is pleasing that a project WIOA commenced in Victoria has gained national prominence and we look forward to the future implementation of a Certification scheme Australia wide.

Orica Victorian Water Taste Test

The inaugural Orica Victorian Water Taste Test aimed at finding the Best Tasting Water in Victoria was staged as part of the 75th Annual WIOA Conference held in Bendigo on 5 & 6 September 2012.

The taste test was well supported with 11 of Victoria's water businesses submitting samples for judging. Heats using a Masterchef style tasting were undertaken on Tuesday evening by delegates at the conference welcome reception. The four grand finalists chosen from the heats were Gippsland Water, East Gippsland Water, Coliban Water and Yarra Valley Water.

The Grand Final was conducted over Thursday lunch and each of the samples from the finalists were tasted and judged by a panel of four including technical water experts, industry connoisseurs and a celebrity judge - Bec from the 3BO Breakfast show.

The votes of the judges were locked away until the Thursday evening Awards dinner where Coliban Water was announced as the inaugural winner of the award. Apart from giving bragging rights for the next 12 months to Coliban Water, the taste test is a fun and exciting way to raise awareness of the quality of Victoria's drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities.

Natural Disasters make for a Tough Year

A number of WIOA members were directly affected by floods across Queensland, NSW and Victoria in 2012. 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.

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. WIOA has a vast network of members and expertise that can be deployed to assist in circumstances such as these - we are able to send out a call for help if required - all you need to do is ask us!

International Presenters in Victoria

Two keynote presentations were delivered by international speakers at the Victorian conference. Spain's Mr Domingo Zarzo (Valoriza Agua) presented on the "different solutions of water treatment by membranes" and Israel's Mr Remy Blanc (Practical Process Consulting) spoke on "moving bed biofilm reactors in water and wastewater treatment". These presentations were made possible through support provided by Chisholm TAFE.



Advisory Committees

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

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 worked with WIOA to stage a Distribution System seminar in Hobart in May. Facility tours were conducted in the Southern Water region in July that included water or wastewater facilities at Bicheno, Coles Bay and Swansea. There was also a tour of Cradle Mountain Water's, water and wastewater treatment plants in Burnie during October. The tours are a great way for members to network, meet other operators and learn new things.



Tasmania

Tasmanian members during a tour of the Bicheno WTP in July.



Queensland Advisory Committee

The WIOA Queensland Advisory Committee met on three occasions in 2012, in February, June and September. Marcus Boyd from the Toowoomba Regional Council was elected as the Chairperson of the committee at the September meeting taking over from Jason Krzciuk from Origin Energy who did an outstanding job in establishing the group in the inaugural year.

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 supported WIOA's Annual Queensland Conference held on the Gold Coast in June and took on a variety of event tasks which assisted with the smooth running of this important event on the Queensland water industry calendar. Advisory committee members assisted with freight logistics, fork lift driving, chairing and looking after the paper sessions, the Master of Ceremonies role and a number of other functions. All these efforts gave the event a distinctly Queensland flavour, a positive point noted by many of the attendees.

The group also conducted a field visit to the Murrumba Downs Sewage Treatment Plant in February, a workshop on the ADWG and Recycled Water Monitoring and a tour of the Bundamba Advanced Water Treatment Plant in April, along with a Water Industry Interest Day held in Toowoomba in September.



Queensland

Marcus Boyd (L) is congratulated by outgoing Advisory Committee Chair Jason Krzciuk.

National Awards

Kwatye Prize

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, sponsored by Thermo Fisher Scientific 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 with the winner announced at the Victorian conference in September.

The 2012 winner was Mark McConnon from Southern Water in Tasmania. Mark's project is designed to gain knowledge on the disinfection practice of reticulation systems after maintenance, the equipment used and its cost and then development of a comprehensive working document (Code of Practice) for the Tasmanian water corporations to utilise.



Kwatye Prize

Mark McConnon (L)
with Wayne Kibbis
from Thermo
Fisher Scientific.

PASS Award

The PASS (Problem Accepted Solution Supplied) Award, sponsored by Aqua Lift Pacific 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. Applications close at the end of February annually with the winner announced at the NSW Conference.

To enter, operators complete and submit a simple template outlining their idea or innovation and describe why it was needed and how they reached the final solution. WIOA shares the good ideas and innovations with other members and the wider water industry through the production of a PASS booklet which includes all the entries.

The 2012 winner was Mark Walker from Gippsland Water who had a problem with high levels of sand and silt in the raw water from a small stream, particularly during periods of high rainfall. Mark designed and fabricated a sand and silt trap which could easily remove this material from the raw water and avoid expensive mechanical work removing the silt from a settling dam.



PASS Award

Mark Walker
with the award
winning sand
and silt trap.

Members Draw

For the fourth 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.

In 2012 Craig Griggs from Southern Water in Tasmania was the lucky winner of a Canon SLR camera. Just another benefit of being a member of WIOA!



Members Draw

Craig Griggs (L) with
Cameron Stevenson
representing Royce
Water Technologies.

Conferences



Australia’s Largest Annual Regional Water Conferences and Exhibitions

In 2012 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 and New Zealand are invited to deliver their papers in order to share knowledge.

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

2012 Conference Attendance Numbers

	NSW	Queensland	Victoria
Location	Tamworth	Gold Coast	Bendigo
Month	March	June	September
Exhibition Sites	114	112	181
Total Attendees	651	754	1,430

Bonus Prize Draw

By sending delegates along to a WIOA conference the Nambucca Shire Council, Charters Towers Regional Council and Coliban 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 Prize Draw. The more operators at the event, the better the odds for each employer to win!

Best Exhibition Sites

At each event, a panel of judges appointed by WIOA inspects and rates each exhibition site. In particular they are looking for presentation and innovation, the use of interactive displays, the incorporation of novel ideas into the product display and the engagement of their staff with the delegates and visitors. The exhibitor that best meets all these criteria is awarded the Ron Bergmeier Award for the Best Exhibition Site and wins an advertisement in the WME journal and a WIOA corporate membership.

Best Exhibition Site winners

NSW
Xylem

Queensland
AIM Water

Victoria
Emerson

Conference Sponsors

WIOA is able to provide quality events at affordable prices through the generosity of many of our corporate members through a wide range of sponsorship opportunities. WIOA appreciates the efforts and financial support provided by all our sponsors and event partners.

WIOA wishes to acknowledge and thank our valued conference sponsors from 2012 who have assisted WIOA to stage our three major events throughout the year.



Prime Sponsors



Host & Supporters



Sponsors



State and Conference Awards

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 all of the 2012 winners.

New South Wales Awards



Sponsored by



**Operator
of the Year**

Erwin Balsar
Shoalhaven City Council



**Best Paper
Overall**

Michael Summerell
Junee Shire



**Best Paper
by an Operator**

Michael Summerell
Junee Shire



**Best Poster
Presentation**

Warren Nazzari
Coffs Harbour City Council

Queensland Awards



Sponsored by



**Operator
of the Year**

Robert Harman
Allconnex Water



**Young Operator
of the Year**

Tammy Beddow
Central Highlands
Regional Council



**Operator of the Year
(Civil Works)**

Ashley Reidy
Isaac Regional
Council



**Best Paper
Overall**

**Col Kirkegaard &
Alistair Cumming**
Banana Shire Council



**Best Paper
by an Operator**

**Col Kirkegaard &
Alistair Cumming**
Banana Shire Council

Victorian Awards



Sponsored by



**Operator
of the Year**

Nick Stuart
Melbourne Water



**Young Operator
of the Year**

Glen Sheekey
Gippsland Water



**Best Paper
Overall**

Mei-Leng Yau
Parsons Brinckerhoff



**Best Paper
by an Operator**

Mick Clewes
North East Water



**Best Poster
Presentation**

Matthew Brown
Barwon Water

Seminars and Events

Weekend Seminar

The annual WIOA weekend seminar & AGM was conducted in March at the Parklake Motel in Shepparton. It commenced with a tour of the Goulburn Valley Water, Shepparton Water Treatment plant.

The Annual General Meeting of WIOA was followed by corporate presentations by Latitude Products, Branach and Piping and Automation Systems informing participants of new products and services they have brought to market. An open forum discussing the recent changes to the Australian Drinking Water Guidelines and their potential impacts from an operational sense was very interesting, with lots of discussions between attendees and expert presenters. Along with other shorter presentations, an inspection tour of the Challenger Valves workshop and distribution facilities in Shepparton was also undertaken.

Annual WIOA Charity Golf Day

WIOA successfully conducted its 15th 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 \$2500 was raised for charity.

The winners of the coveted “tradies cup” was the IOTA team, represented by David Wigg, David Norris and Ross Newman. Their gross score of one-under par (net score of nine-under par), narrowly defeated a number of rival groups. The team name will now join other illustrious winners on the perpetual WIOA trophy.

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.



New Zealand Tour

WIOA conducted another successful tour of New Zealand in May with 13 members participating. The tour included inspections of a number of water and wastewater facilities in the southern region of the South Island including Wellington’s water treatment plant and the Palmerston North water treatment plant before attending the Water Industry Operators Group NZ (WIOG), operations conference in Wellington. The conference was very well organised with a larger than usual exhibition and a lot of excellent, informative papers were presented.

There was also time allocated for some leisure activities with a few brave souls bungy jumping at Gravity Canyon and a go-cart grand prix in Palmerston North. Planning for the tour of the South Island and conference in Invercargill in May 2013, is now under way.

One Day Seminars

February	Distribution Seminar, Biloela, Queensland
March	Weekend Seminar & AGM, Shepparton, Victoria
April	UV Disinfection Seminar, Melbourne, Victoria Distribution Seminar, Darwin, Northern Territory
May	Distribution Seminar, Hobart, Tasmania
June	In-Line Turbidity Meter Seminar, Melbourne, Victoria Distribution Seminar x 2, Caboolture, Queensland
September	Distribution Seminar x 2, Canberra, ACT
October	Distribution Seminar, Melbourne, Victoria
November	Distribution Seminar, Longreach, Queensland Distribution Seminar, Townsville, Queensland





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.

WIOA has three membership categories, Individual, Corporate and Utility Corporate. The fees are \$25 (individual), \$220 (Corporate) and \$25 per member (Utility Corporate - must have 8 members to be eligible for this category). 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.

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 \$25 fee.

What benefits do I receive as an Individual Member?

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

What benefits do I receive as a Corporate Member?

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

- 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'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
- 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. All employees receive all the benefits of an individual member and the employer will receive a free corporate membership, all the benefits of corporate membership plus a 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 a number of charity events such as Bowls Days and Golf Days across Australia 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 \$50,000 which has all been donated to charity.

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

How do I update my Member details or website listing?

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

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

WIOA has a Privacy Policy which is available from the WIOA website. This policy outlines what information will be collected from Members, how it will be used and under what circumstances. WIOA has a policy of not providing personal details to anyone without 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 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, contact us and we will update your 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. WIOA advertised over 100 positions vacant in 2012.

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: 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 Tasmania, Queensland, 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

ABN 27 302 677 808

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

Date: ____/____/____

MEMBERSHIP CATEGORY

Please tick the appropriate box

- ☐ **1 Year Individual Membership** \$25 (inc. GST) 2013 only
- ☐ **3 Year Individual Membership** \$75 (inc. GST) 2013, 2014 & 2015 membership
- ☐ **Corporate Membership** \$220 (inc. GST) Corporate members please complete both sides of the page.

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:

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

Office Use Only

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



Water Industry Operators Association of Australia

MEMBERSHIP APPLICATION / RENEWAL

ABN 27 302 677 808

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 sherryn@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:

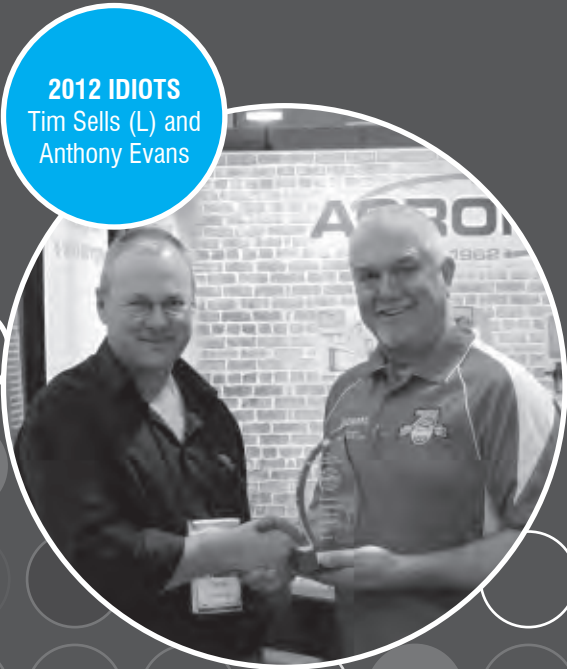
Name:

Position:

E-mail:

IDIOTS Award

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



2012 IDIOTS
Tim Sells (L) and
Anthony Evans

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

2004
Barry Waddell
Ron Bergmeier
George Wall
Richard Greenhough
Tony Hourigan

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

2012
Anthony Evans
Tim Sells



2012 Pictorial





Water Industry Operators Association of Australia (WIOA)

PO Box 6012, Shepparton 3632
22 Wyndham Street, Shepparton 3630

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