



Water Industry Operators Association of Australia

2014 ANNUAL REVIEW & Members Information



communicate ● encourage ● protect ● network ● engage

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

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Life Members

Life Members of the AWWOA / WIOA

2014 Russell Mack
2007 Barry Waddell
2004 George Wall
1998 Ron Bergmeier
1994 Stan Franzi
1986 Ray Holloway*

*deceased

2014 Highlights

3.3% 
Conference
Delegates

6
Life
Members

6.3% 
In
Membership

27
Certified
Operators

6.7% 
Website Hits

2,228
Members

Chairman's Message

On behalf of the Board of WIOA Limited, I am pleased to report on our achievements in 2014.

The Board undertakes a number of important functions on behalf of the Association including identifying and managing our risk profile, taking responsibility for governance of the operations of the organisation, and along with the WIOA Inc Committee, developing and then delivering on our strategic plan. Late in the year, we held a workshop with the Committee where in conjunction with an external consultant, we critically reviewed our strategic plan. This was a very beneficial exercise. We have identified a number of new strategic items to consider to ensure that we will be well positioned to proactively meet the needs of members resulting from ongoing change in the industry.

Good governance is vital for any organisation and the Board and staff have invested heavily over the last couple of years to establish and implement a proactive framework of operational policies and procedures along with implementing a range of measures to reduce our overall level of risk.

The other important function of the Board is to ensure that the organisation is financially sustainable and that appropriate cash reserves are maintained in case of unforeseen events. WIOA's approach to all our operations is to provide maximum value to members and the water industry at the most affordable price. The financial performance for 2014 has been exceptional, given the relatively tight state of the economy.

WIOA has a small number of very hard working staff (4.5 FTE's) who do an amazing job delivering all the services to the members annually, including organising and staging three extremely large conferences. Thank you to our dedicated staff George, Craig, Sherryn, Ann and Marilyn, as well as our WIOA Committee, the Directors and our army of volunteer helpers. Without them, we would not be able to run our events and provide members and the industry the wide range of quality services we currently offer.



James Martin, Chairman

President's Message

With only a few months to go in my second term as President of the Water Industry Operators Association of Australia, I feel privileged to have been involved with such an outstanding organisation. It was 17 years ago that I was first elected to the committee of the then Australian Water and Wastewater Operators Association Victorian Branch (AWWOA). A lot of water has gone under the bridge since and we have seen a huge amount of change in the water industry and also within WIOA and our services offered.

I have decided that this will be my last year on the Committee and I would like to take this opportunity to thank all the wonderful people that I have met along this journey. They have taught me so much about the industry and life in general. I want to acknowledge all the people over the years who have contributed to WIOA either as staff, committee members, directors, sponsors or volunteers. We wouldn't be where we are without your support and dedication.

Meeting the needs of our members remains the key focus of our Association. Our member numbers continue to grow and we now have in excess of 2200 from all over the country, including a number from overseas. We are seeing the distribution of members even out across the country and as a national association, it is extremely important that ALL members have the opportunity to have input into WIOA's direction and receive the benefits of membership. Our growth strategies to date have been effective, but there is much more work to be done in this regard in the future.

The input of members and volunteers is also vital to our continued success. To ensure the members have a voice and to assist the staff to deliver our ever growing suite of services and events, Advisory Committees have been formed in Tasmania, Queensland, New South Wales and Victoria. It was exciting to see the commitment and enthusiasm of members in 2014 when participating in activities coordinated through each of the Advisory Committees. We are now building a strong and vibrant network of proactive members who are helping deliver even more benefits to WIOA members and the broader water industry.

To our very generous conference, event and award sponsors, we convey a huge thank you. Without the commitment of all our supporting organisations, our events would not be as successful and affordable as they are and we would not be in our current strong financial position. I would also like to congratulate all the award winners whether on a State or national basis. I am aware of how much effort goes into participating and any rewards attained are well deserved.

I also thank the Committee and Board members for their support and advice throughout the year and it is a pleasure working with the dedicated staff at the WIOA Office. In closing, I am not leaving the industry but will be taking a step back to allow the natural progression of new people with new ideas to take WIOA into the future. I look forward to seeing the next chapter in the development of WIOA unfold in the coming years.



Russell Mack, President

Executive Officers' Review

The 2014 year saw an enormous amount of activity undertaken by the Water Industry Operators Association of Australia and it contained a number of highlights and significant achievements.

Member numbers continued to grow in all categories and at years end, we reached a new record of 2228. The Life Member category increased by one to six, with the award presented to a very deserving recipient in Russell Mack.

Providing appropriate and high quality services, events and development opportunities for all members remains the key focus of our Association. It is pleasing to see the State based Advisory Committees becoming more active and this in turns allows us to offer even more member engagement opportunities. The number of interest days is increasing annually and members are becoming more proactive in letting us know about issues to include, making the days even more relevant.

We have informed our members about industry news and developments in 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.

The second book in our wastewater technical series – the Practical Guide to the Operation and Optimisation of Activated Sludge Plants was completed and launched in September 2014. Work is proceeding on the remaining two books covering the operation of lagoon systems and the use of reclaimed water. We plan to release both these by the end of 2015.

WIOA continued to offer opportunities for our members to further develop their skills and knowledge and we delivered a number of our one day specialist seminars around the country. WIOA was contracted by the Queensland Department of Local Government, Community Recovery and Resilience (DLGCRR) to develop and deliver training seminars covering the operation of lagoon based wastewater plants. Seminars were staged for operators in regional and remote communities in three far north Queensland locations.

Our three main events – the Operations conferences in New South Wales, Queensland and Victoria respectively, were all extremely well supported. A total of just under 2,800 people attended the three events. Support for the exhibition at each event was also strong with all three expos sold out and each having a waiting list of companies hoping to participate. 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.

Sponsoring partners are integral to the success of the conferences and it is important to acknowledge the outstanding contribution of Prime Sponsors in Automation Group, Acromet Australia, Orica, Odour Control Systems, Peerless Industrial Systems and Xylem. It was a pleasure to work with the teams from Orange City Council, Logan City Council along with Southern Rural Water and GWM Water as conference Hosts in 2014. The support and assistance of the NSW and Queensland Water Directorates and VicWater was also integral to the success of the events.

WIOA again worked with sponsor Orica to stage “water taste test” competitions in Tasmania, New South Wales and Victoria in 2014. We also worked with **qldwater** to stage a second “State of Origin” competition pitting the winners from NSW & Queensland against one another at the WIOA Queensland conference. All the taste tests received excellent support, strong media coverage and are a great way to recognise the outstanding contribution that operators make in servicing their communities on a day to day basis.

The Association was also supported by a range of other companies who took up sponsorship opportunities at one or more of our 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.

Recognising the achievements of water industry operational staff is an extremely important function. 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.

Our relationship and collaboration with a range of other water industry organisations has remained strong and WIOA continues to actively represent our members on a number of National industry working groups and committees. With the potential demise in 2015 of the National Water Commission and possibly Government Skills Australia, it is even more important for WIOA to pursue our advocacy role to ensure the interests of operational practitioners are considered.

The rollout of the WIOA Certification Scheme is progressing steadily in Victoria with 27 potable water treatment operators now certified and another 34 applications currently being processed. On the National certification scene, in conjunction with **qldwater** we have completed the Pilot trial of the National Certification Framework. The operators from the participating enterprises are now in the process of completing the training required to allow them to be certified. Work has now commenced in conjunction with **qldwater** and a number of Queensland employers to develop a wastewater certification scheme as well.

As this snapshot of our activities shows, through the efforts of our dedicated staff, along with the assistance of the Committee, Directors, Advisory Committees and our valued volunteer members, helpers and supporters, we have been able to deliver 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. We trust that you will enjoy reading the rest of this annual review as it contains much more detail on all our activities. Thank you to everyone who has supported WIOA in 2014 and we look forward to making 2015 another outstanding year.



George Wall, Executive Officer

Financial Information

Summary of WIOA Financial Position

INCOME and EXPENDITURE for period 1 January to 31 December

INCOME (excluding GST)	2014	2013
Conference & Events income	\$ 1,323,399.51	\$ 1,265,375.38
Publications	\$ 29,138.67	\$ 12,222.00
Individual Membership	\$ 39,263.73	\$ 35,895.51
Corporate Membership	\$ 66,035.45	\$ 57,867.27
Services & Other Income	\$ 37,212.47	\$ 40,123.17
Petty Cash (opening balance)	\$ 1,944.10	\$ 1,045.90
Interest	\$ 23,760.59	\$ 22,697.63
Total Income	\$ 1,520,754.52	\$ 1,435,226.86
EXPENDITURE (excluding GST)	2014	2013
Office & Administration Expenses	\$ 308,466.93	\$ 353,558.16
Employment Expenses	\$ 436,036.55	\$ 412,298.64
Property Services	\$ 46,164.37	\$ 44,592.85
Vehicles Purchases & Operations	\$ 14,617.64	\$ 28,845.56
Events Expenditure	\$ 574,974.21	\$ 616,724.29
Asset Purchases	\$ 6,280.90	\$ 3,676.13
Closing Petty Cash Balance	\$ 1,205.05	\$ 1,944.10
Total Expenditure	\$ 1,387,744.70	\$ 1,461,639.73
Operating Trading Surplus/(Deficit)	\$ 133,009.82	(\$ 26,412.87)
FUNDS HELD	2014	2013
Balance beginning of Year	\$ 619,813.33	\$ 646,226.20
Net Surplus/(Deficit)	\$ 133,009.82	(\$ 26,412.87)
Balance at End of Year	\$ 752,823.15	\$ 619,813.33

Consolidated Financial Information 2014

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

The WIOA approach to all our operations is to provide maximum value to members and the water industry at the most affordable price. In determining the annual budget, the Board philosophy is to compare the projected income and expenditure streams and set prices which will provide a slightly positive (at least break-even) cash flow to the organisation by the end of the year.

Overall, income in 2014 was 5.7% higher than 2013. Income from conferences and events increased by 8.6%, mainly as a result of modest increases in delegate and exhibition registration fees but also due to the use of larger venues allowing more companies to participate as exhibitors. The number of registered (fee paying) conference delegates was also 3.3% higher than 2013 over the three conferences.

Some of the increased income can also be attributed to higher than usual receipt of payments for corporate memberships and NSW exhibition fees and sponsorship for 2015 of around \$30,000. Receiving this income in advance will reduce the amount of cash received in the 2015 year. The completion of the Activated Sludge Practical Guide also saw a rise in publications income. The other income categories operated close to budget forecast amounts.

Expenditure was closely monitored and reduced by 19% overall in 2014. There were significant reductions in office and administration, and event based expense categories. Much of the difference can be attributed to running less technical seminars than normal due to cyclical demand and savings in conference venue hire fees due to utilising different facilities than 2013. The employment expenses increased but much of this was due to expenditure on staff training and additional FBT costs.

Overall, a modest trading profit was recorded leading to an increase in cash reserves in the at-call trading accounts. The cash reserves held in term deposits was increased and now amounts to \$0.52M. The need for adequate cash reserves is particularly important when considering how reliant the Association is on the income from our conferences and events. In these volatile financial times, cash reserves commensurate with the growth of the organisation and our risk profile are required to ensure our long term viability.

It should be noted that there is a staff provisions liability (Annual Leave, RDO's and Long Service Leave) of approximately \$89,000 that is not reflected in the Consolidated Financial Information.

In summary, the Association is in a strong financial position and has adequate funds to continue to provide member services at appropriate levels. This sound financial position will enable WIOA to develop and deliver an expanded range of operator focussed events and services throughout 2015.

2014 Structure

WIOA Incorporated

General Committee

The Association has an elected Committee who are responsible for representing members and for communicating their views and needs, along with those of the broader water industry. Russell Mack from Gippsland Water was re-elected as President of the Association at the Annual General Meeting (AGM) held in March 2014. The 2014 Committee comprises elected members from Victoria, NSW, Tasmania and Queensland.



Russell Mack
President
Gippsland Water



Ryan McGowan
Vice President
Goulburn Valley Water



George Wall
Secretary/Treasurer
WIOA



John Day
Immediate Past President
North East Water



Stephen Wilson
Water Industry
Training Centre



Marcus Boyd
Toowoomba Regional
Council



Anthony Evans
Wannon Water



Darren Lord
TasWater



Adrian Rijnbeek
Xylem



Lindsay Walsh
MidCoast Water



Mark Samblebe
Aeramix

Board of Directors

The day to day operations of WIOA is governed by a Board of Directors who oversee the business functions including governance, policy and procedures, events and managing risk. The General Committee and Board work together to set the strategic directions for the association. Jim Martin was re-elected as Chairman of the Board in March 2014.



Jim Martin
Chairman



Peter Tolsher
Deputy Chairman



George Wall
Executive Officer



John Day
Director



Russell Mack
Director



Tony Hourigan
Director

Staff

On a daily basis WIOA staff led by Executive officer George Wall, organise and implement member services and events for the Association.



George Wall
Executive Officer



Craig Mathisen
Chief Operations Officer



Ann Austin
Administration



Sherryn Wall
Administration



Marilyn Wall
Administration

Life Membership awarded to Russell Mack

At the Victorian Conference in Bendigo, WIOA presented Russell Mack our highest individual award, Life Membership. Russell became only the sixth member to be awarded this honour and it was pleasing that four of the other five living Life Members were present to congratulate him.

There is rarely a WIOA event including Committee or Board Meetings, Seminars, Conferences, Interest Days, plant tours and even social occasions like the Golf Day, that Russell has missed attending, on many occasions using his own personal leave.

From the EO's perspective, no matter how busy he is (including out of hours), Russell always makes himself and his time available to WIOA.

Russell goes out of his way to provide comments, thoughts and feedback to any requests and does this in a timely and reliable manner. His responses are very constructive, well researched and helpful. Most importantly, in our meetings or where decisions are required, Russell has the gift of being able to listen to all views on a topic. He can then guide discussions by providing insightful and relevant comments allowing an informed decision to be made.

Through his enthusiasm, commitment, energy, personal qualities and friendly nurturing nature, Russell epitomises the values our organisation aims to display and we were pleased to award him the honour of being the sixth Life Member in WIOA's 41 year history.



Heather and Russell Mack celebrate Russell's life membership in recognition of his outstanding service to WIOA over many years.



Russell's involvement with AWWOA, WIOA and the Water Industry

- 1986** Commenced employment in water industry.
- 1997** First elected onto AWWOA Committee
- 1998** Awarded the Actizyme Prize for Best Operator Paper at the Shepparton conference on converting chlorine installations to bulk.
- 1999** Awarded AWA, Wal Whiteside Operator of Year at the conference in Wodonga
- 1999-2001** Elected Vice President
- 2001-2002** Elected President
- 2001** Inaugural Member of WaterWorks editorial committee with first edition produced December 2001
- 2002** Instrumental in name change from AWWOA to WIOA and progression of the development of WIOA on a National basis.
- 2002-2014** Member of WIOA publication review committee
- 2003-2010** Re-elected as a Committee member after finishing his term as President.
- 2005** Inducted as an IDIOTS member
Instrumental in planning and organising the inaugural Operator Exchange with NZ
- 2007-2009** One of 6 inaugural Directors of WIOA Limited
- 2009** Assisted establish the museum in the WIOA office in Shepparton
- 2011-2012** Elected as Vice President
- 2011 & 2014** Chaperone on WIOA tour to NZ filling in for Executive Officer
- 2013-2014** Assisting in the WIOA tour to NZ
- 2013-2014** Elected as President (first member to do 2 full terms as President)
- 2013-2014** Director of WIOA Limited

WIOA Membership

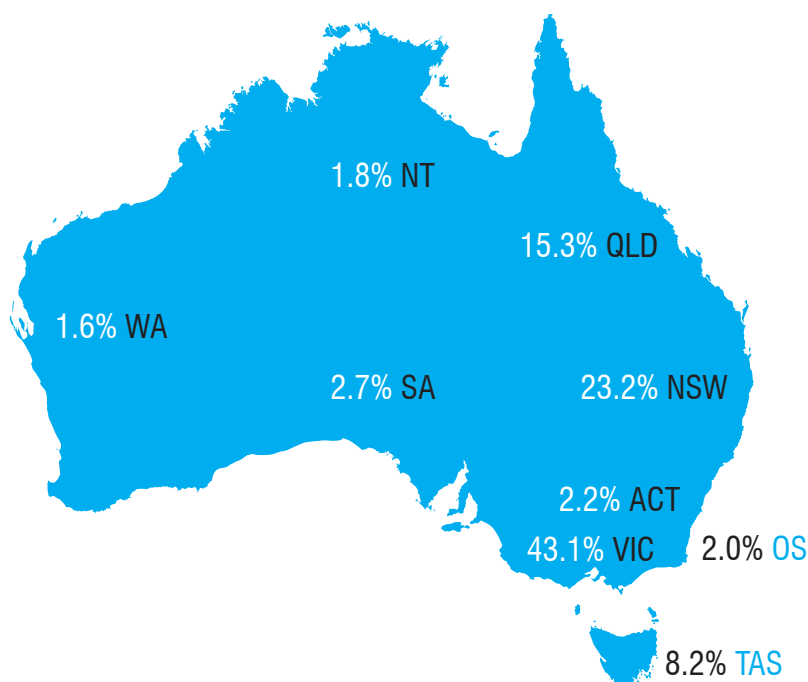
Membership Statistics & Distribution

Through the course of the year 140 Individual and 17 Corporate members resigned as a result of retirements, changes in employment or for other reasons. Unfortunately, there were another 98 Individual Members and 18 Corporate Members who chose not to renew their membership by not paying their membership fee.

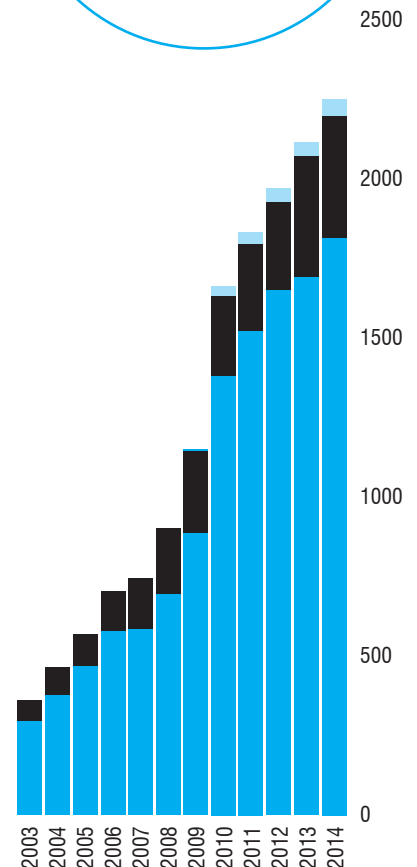
Individual membership numbers of the Association increased by 93 (5.3%) to a total of 1836 and there was also a significant increase in Utility Corporate Membership with 10 new organisations enjoying the benefits of this category of membership. Corporate Membership has increased by 10% in 2014 with an additional 31 corporate members seeing the benefits of supporting our Association, the same increase as in 2013. Additional corporate membership benefits such as reduced conference exhibition fees have contributed to the increase in the number of corporate members to 339. The end result is that Association's total membership count at the end of 2014 is 2,228.

Member numbers from South Australia increased significantly as a result of AllWater joining as a Utility Corporate Member. With the support of many committed members, WIOA is becoming increasingly active across Australia. The success and contribution of the Advisory Committees in Queensland, Tasmania, NSW and Victoria has already assisted to increase the range of services, events and development opportunities for members.

Individual Membership Distribution as at 31 December 2014.



2228
Members



1836

Individual Members

Individuals working in the water or allied industries.

339

Corporate Members

Suppliers of goods and services to the water industry.

53

Utility Corporate Members

Local water and wastewater providers who service our communities.

Member Services

A number of key words adequately describe the organisational goals of WIOA and how we hope to achieve them.

Communicate

Communicate regularly through our website, social media, newsletters and regular publications including our technical journal WaterWorks, Operator, and Words. WIOA provides updates on industry, community and corporate developments as well as providing notifications 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. WIOA offers opportunities for operators to share their work, ideas and experience with their peers in the industry through our publications and 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. WIOA has produced a series of water and wastewater "Practical Guides" to provide operators the opportunity to implement "best practice" and is heavily involved in the certification of operational employees.

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.



20 Year Members

In 2014, the Committee decided to award a commemorative lapel pin to any member who had maintained their membership for 20 consecutive years or more. The idea behind the pin is to celebrate the long term commitment of individuals or companies to WIOA. After reviewing our membership register, we discovered 26 individuals along with one Corporate Member who have been a member for 20 or more consecutive years.

These 26 individuals were presented a 20 year Membership lapel pin and included individual members Chris Andrew, Graeme Beasley, Ron Bergmeier, Derek Braden, Mick Cook, Anthony Davies, Bob Eden, Malcolm Farnham, Stan Franzi, Richard Greenhough, John Harris, Stuart Harris, Stephen Holland, Richard Kreuzer, Russell Mack, Len Monti, David Reyne, Alex Ross, Richard Shaw, Leigh Strange, Graham Thomson, Chris Tuckett, Barry Waddell, George Wall, John Ware, Neville Whittaker and the Water Industry Training Centre as the Corporate Member.

A 20 year Membership lapel pin will be provided to everyone achieving this milestone in the future.

WIOA Websites

During 2014 the WIOA website was divided into 3 distinct websites to enable us to communicate with members in a more effective and targeted manner.

www.wioa.org.au

Corporate site for members.

www.wioaconferences.org.au

Water industry operations conferences web site for delegates, exhibitors and visitors for events in NSW, Queensland and Victoria.

www.watercertification.org.au

Certification of water treatment operators.

During 2014 these sites received a total of 40,896 unique views, an increase in traffic of 6.7%. Our presence in social media channels also increased during 2014 with WIOA now communicating regularly with members via Twitter, Facebook, LinkedIn and on the WIOA YouTube channel.





WIOA Water Industry Operator Certification Scheme

After launching the WIOA Water Industry Operator Certification Scheme in Victoria in December 2012, we continued working collaboratively with the Victorian Department of Health and the Victorian water businesses in its implementation.

In late 2014, the Victorian Department of Health confirmed their support for the scheme in a communique to water businesses. The Best Practice Guidelines has reached the end of its first three year period and a review will be undertaken in 2015.

Communicating with water businesses and operators has remained a high priority for WIOA. A special information session was held at the Weekend Seminar in March where WIOA and Veolia Water representatives presented information on the Scheme and reported on its implementation and issues. A number of meetings and discussions were also held with water business operations and human resources staff to increase the level of understanding within the industry of the Scheme requirements.

As the first operators certified in 2012 were about half way through their three year certified period, we worked proactively with them to further develop and fine tune our Professional Development (PD) options as part of the recertification process. Undertaking this work has allowed us to collaboratively develop an extremely flexible range of PD options. The employing organisations are now able to plan out their PD programs with great certainty.

Uptake of the Scheme in Victoria is increasing gradually and at the end of 2014, we have 27 potable water treatment operators now certified and another 34 applications currently being processed. We anticipate much more interest in the coming months.

National Certification and Queensland Pilot

On the National certification scene, a certification Forum was staged at OzWater in Brisbane in May which was well attended. WIOA's EO George Wall participated as a panellist in the Forum.

Under *qldwater's* management with WIOA acting in the role of certifying body, the Pilot trial utilising the content of the National Certification Framework has been completed. A report outlining the outcomes of the Pilot along with a number of issues for consideration and resolution was provided to the Queensland Department of Energy and Water Supply (DEWS) and also the WIST as interim Framework Owner.

An MoU has been signed between *qldwater*, WIOA and the DEWS paving the way for any operators certified under National Framework to be formally recognised.

The operators from the participating Queensland enterprises are now in the process of completing the training required to allow them to be certified. We look forward to holding a Certification presentation ceremony at our Queensland conference in Toowoomba in June 2015.

WIOA has also received written endorsement from the NSW Office of Water that any operators certified by WIOA under the National Framework will be recognised. WIOA is currently working with a number of NSW employers to finalise the requirements for their staff and we anticipate that a number of NSW operators will be certified against the National Framework in 2015. It is pleasing to see the work started by WIOA in Victoria, now being accepted and adopted more widely.

Finally on certification, WIOA has developed a comprehensive website containing all the information necessary to allow organisations and individuals to participate in either the Victorian or National processes. We recommend everyone take the time to look over the information.

Queensland Wastewater Certification scheme development

Work has now commenced in conjunction with a committee comprising *qldwater*, a number of Queensland employers and WIOA to develop a Wastewater Operator Certification Framework. The content of the Water Operator Framework has been used to inform discussions and development of the necessary competency and experience requirements for the wastewater side. We look forward to finishing the Framework and then sharing that with other States for their consideration and potential implementation.

Orica Water Taste Tests

The Water Taste Tests are a fun and exciting way to raise awareness of the quality of drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities on a day to day basis.

We congratulate all of the water treatment and water quality personnel who work tirelessly to ensure high quality, safe drinking water is continually supplied to the customer's tap.

New South Wales Water Taste Test

The Bega Valley Shire Council was pronounced the winner of the 2014 Orica Water Taste Test held at the WIOA NSW Conference in Orange.

Four finalists were chosen on Tuesday evening by delegates at the welcome reception. They were the Bega Valley Shire Council, Nambucca Shire Council, Orange City Council and Wingecarribee Shire Council.

In accepting the award, water & sewer operations supervisor, Keith Hyatt, said it was great for such a small community to achieve an award as big as this. The water and sewerage team at the Bega Valley have an enormous task keeping the system flowing through rain, hail or shine and like all operators work hard to keep their water at the highest quality.

The sample was taken from a bathroom sink in Kalaru, inland from Tathra on the Southern NSW coast. The Bega Valley team wanted to show that the water you get from your household tap is worthy of this award.



Tasmania Water Taste Test

The second staging of the Orica Tasmanian Water Taste Test was held in Launceston in August in conjunction with a Water Interest Day organised by the WIOA Tasmanian Advisory Committee.

Attended by almost 50 TasWater operations staff, the day included a refresher training session on chemicals presented by George Lech from Orica. The 15 water samples provided from around Tasmania were randomly placed into 4 heats with the TasWater staff acting as the heat judges. The winner from each heat included Mt Leslie, Oatlands, Bicheno and Waratah with each of them going through to the grand final.

A panel of dignitaries tasted each of the four samples and then also cast their votes with the Bicheno water supply coming out as the winner of the best tasting water in Tasmania, much to the delight of operator, Phil Tuck.



Orica NSW Water Taste Test Winners

2014 Bega Valley Shire Council, Kalaru

2013 Midcoast Water, Bootawa

Orica Tasmanian Water Taste Test Winners

2014 Bicheno

2013 Launceston, Chimney Saddle

Victoria Water Taste Test

The Orica Victorian Water Taste Test was again well supported with 9 of Victoria's water businesses submitting samples for judging. The 3 grand finalists were South Gippsland Water, East Gippsland Water and North East 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 and industry connoisseurs.

South Gippsland Water was announced as the winner of the award for the sample from Leongatha at the Thursday evening Awards dinner.

To select the entry to submit, the South Gippsland Water Quality Team took samples from each of the Corporations 10 separate water supply systems. Staff then helped with their own blind water taste test to select the sample to submit to the Taste Test Competition. It seems that the state judges agree, with the Leongatha sample taking out the state's top honour of the best tasting water in Victoria.



Queensland v NSW Water of Origin Taste Test

For the second year in a row, WIOA brought together award winning water samples from both NSW and Queensland for the 2014 Orica Water of Origin Taste Test. The samples were provided from the Bundaberg Regional Council and the Bega Valley Shire Council water supplies. Delegates at the WIOA Queensland Conference conducted a blind taste test of both samples and placed their vote for their preferred sample.

After the devastating loss in 2013, Queensland redeemed itself by winning this year. The sample from Bundaberg's Lover's Walk scheme was a last minute entry due to difficulties in transporting the sample from 2013 state wide winner Cooktown. However, as Bundaberg was last year's state-wide runner up it proved to be a more than adequate replacement.

With the score now tied at one win apiece, the competition to take the lead in 2015 will be interesting



Orica Victorian Water Taste Test Winners

2014 South Gippsland Water, Leongatha

2013 East Gippsland Water, Bairnsdale

2012 Coliban Water, Bendigo

Orica Water of Origin Taste Test Winners

2014 Queensland - Bundaberg, Lovers Walk

2013 NSW - Mid Coast Water, Bootawa

Advocacy

WIOA maintains a strong advocacy role on issues relating to the operational side of the water industry. In particular, we take an active approach in promoting industry and public awareness and understanding of water quality issues as they relate to public health.

WIOA participates on state and national committees, presents at conferences, seminars and workshops, and supports and informs research and policy development. During 2014, WIOA staff or representatives participated in the following committees and working groups or provided submissions or information to a range of stakeholders.

Representation

- Government Skills Australia, Water Industry Advisory Committee
- Water Industry Skills Taskforce
- Government Skills Australia, Technical Reference Groups assisting with the upgrade of the Water Training Package
- Australian Standards Committee for Sludge recovery, recycling, treatment and disposal
- Water Treatment Operator Certification Pilot Project in Queensland
- Wastewater Operator Certification development project, Queensland
- Te Oranga Wai award presentation, New Zealand

Submissions and Presentations

- Federal Department of Industry, reform of the Vocational Education and Training (VET) system
- Water Research Australia, Regulator Advisory Committee re certification
- Centroc (NSW) operators forum

Standards Australia Sludge Committee

WIOA Director, Peter Tolsher from North East Water in Victoria continued to represent WIOA on the Australian Standards Committee for Sludge recovery, recycling, treatment and disposal.

This Committee aims to be able to identify the range of Australian interests in ISO developed standards; formulate the Australian position; articulate that position in the appropriate forums; and determine if, to what extent future international standards should be applied in the Australian context.

The Technical Committee consists of a number of organisations that represent various interest groups across the industries.

WIOA will provide periodic reports to members and will seek input from members from time to time to ensure we can appropriately represent everyone's views.

Industry Engagement in Training Package Development Discussion Paper Submission

In October, the federal Department of Industry released a discussion paper seeking industry feedback on issues related to the future options for the development and management of training packages. The discussion paper highlighted that the Government is considering the introduction of a contestable model from July 2015. They advised that new approaches to the development and maintenance of training packages will be underpinned by the implementation of a contestability framework to ensure employers, the training sector, graduates and the public are provided with the best possible outcomes at the best possible price and quality.

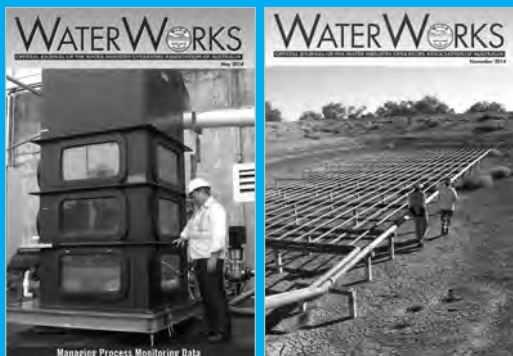
WIOA contributed an extensive submission to the Department of Industry and in it we highlighted that although our industry employs a relatively small number of people, the essential nature of services that we offer across large and small enterprises in metropolitan, regional and remote areas means that our training system must be robust and accurate. As water is a very technically based industry, we need strong input in managing the Package content from our technical people to keep our standards current. We indicated that whatever model is adopted, this principle must be maintained.

We are now awaiting the outcome as a result of all the submissions to the Discussion Paper.

Publications

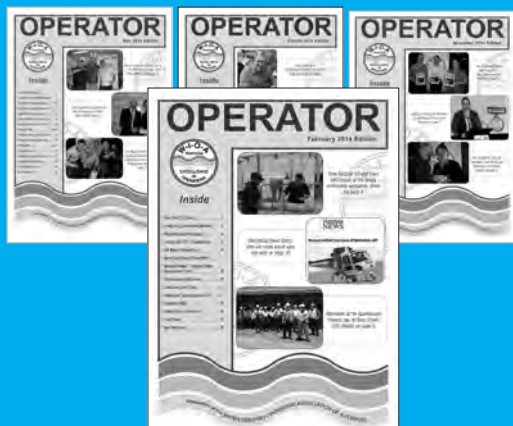
WaterWorks Technical Journal

WaterWorks is a biannual journal published in May and November in 2014. 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 20,000.



Operator Newsletter

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



Words

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



Practical Guides

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

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

Activated Sludge Book Launched

The second book in WIOA's wastewater series, the Practical Guide to the Operation and Optimisation of Activated Sludge Wastewater Treatment Plants was launched at the Bendigo conference. A number of authors including Peter Mosse, Richard Brice, Ken Hartley, Kay White and Rob Dexter were all valued contributors to various chapters in the book.

John Messenger took on the job of principal technical reviewer and a number of experienced WIOA members from various parts of the country helped review the publication. Peter Mosse did an outstanding job coordinating all the contributions and rewriting content to make sure the book was easily readable and that the content flowed. The 188 page book is bursting with all the information an activated sludge treatment plant operator would need.

Practical Guides to Water Treatment

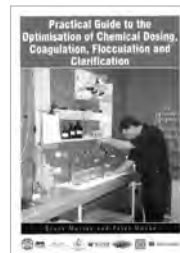
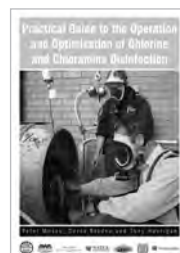
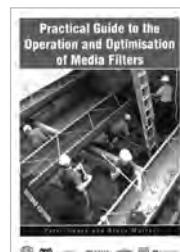
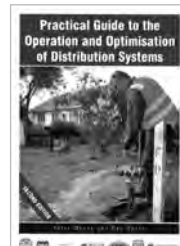
- Practical Guide to Understanding and Managing Surface Water Catchments
- Practical Guide to the Optimisation of Chemical Dosing, Coagulation, Flocculation and Clarification
- Practical Guide to Operation & Optimisation of Media Filters
- Practical Guide to the Operation and Optimisation of Chlorine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

Practical Guides to Wastewater Treatment

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

Other titles planned for release include:

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



Advisory Committees

WIOA Advisory Committees assist the Association to undertake a range of functions such as:

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

WIOA Advisory Committees 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.

2014 Advisory Committees Chairpersons



Tasmania

Darren Lord
TasWater



Queensland

Marcus Boyd
Toowoomba Regional Council



NSW

Lindsay Walsh
MidCoast Water



Victoria

Anthony Evans
Wannon Water



Tasmanian Advisory Committee

With the amalgamation of Tasmanian Water and Sewerage Corporations in July 2013, TasWater was created and the role of the Tasmanian Advisory Committee is seen as vitally important with representatives from all over the state. The Chairperson of the committee is Darren Lord who is also a member of the WIOA general committee.

The Advisory Committee staged the second Orica Tasmanian Water Taste Test in Launceston in August that was won by the Bicheno Water Treatment Plant.

Facility tours were conducted at the Waratah Water Treatment Plant in March and the Oatlands Sewerage Treatment Plant in October as part of water and wastewater interest days.

As well as being great networking days for members, the water interest days and tours allow attendees the opportunity to meet other operators and learn new things. WIOA looks forward to continuing to work with TasWater as the Advisory Committee supports operators in Tasmania.





Queensland Advisory Committee

The WIOA Queensland Advisory Committee is chaired by Marcus Boyd from the Toowoomba Regional Council and he is also a member of the WIOA general committee.

Members of the committee supported WIOA's Annual Queensland Conference held in Logan in June and undertook 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.

The second annual Charity Bowls Day was held in Yandina in March and a very informative Water Interest Day was conducted in November at the Tugun Desalination Plant. Members in Far North Queensland also organised and staged a water interest day held in Cairns in June along with their own charity bowls afternoon.



NSW Advisory Committee

Lindsay Walsh from MidCoast Water is a member of the WIOA general committee and the Chairperson of the WIOA NSW Advisory Committee.

In June 2014, Advisory committee members assisted with a range of activities to make the 7th WIOA NSW Water Industry Operations Conference and Exhibition held in Orange a success.

Water interest days were well attended in Wauchope in September and Young in November as the NSW group continues to work to establish a high performing network across the state.



Victorian Advisory Committee

Anthony Evans from Wannon Water continued as Chairman of the WIOA Victorian Advisory Committee in 2014.

As well as assisting at the Victorian Conference and Exhibition in Bendigo in September, the Victorian Advisory Committee conducted a number of activities in 2014.

A water interest day was conducted in October at Barwon Water's Wurdee Boluc Water Treatment Plant. In collaboration with the Veolia Bendigo Operations Team, a Microfiltration Management & Maintenance Workshop was conducted in Castlemaine in March. A number of Victorian members also assisted in hosting a tour of their facilities for the visiting contingent from New Zealand in September.

Another successful Charity Golf Day was held at the Euroa Golf Club in October raised over \$3,000 that will be distributed to worthy causes.



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.

WIOA's national Kwatye prize has been generously sponsored by Thermo Fisher Scientific since 2006 with goals to encourage creativity, recognise innovation and celebrate passion, and provide an opportunity to help the Australian water industry.

The prestigious 2014 Kwatye Prize was awarded to Michael Fawcett from South Gippsland Water at the 77th Annual Victorian Water Industry Operations conference in Bendigo. Michael's winning project submission includes the development of an industry relevant application for portable devices such as smart phones, iphones/ipads and windows based phones.

It is intended that the application will be made FREE to download and will be known as the Water Treatment Operator Helper. It will contain a number of useful tools/calculations and timers for water treatment plant operators and anyone in the water industry including:

- Dose rate and plant flow
- Drop test - including dry powder, liquid and gas feed rates.
- Filter flow calculations like backwash rates, hydraulic loadings, DAF recycle rates, detention times, and a variety of other useful parameters.

Michael has sought ideas from operators on the type of calculations the application should include. WIOA looks forward to seeing the application evolve as the project proceeds. The Kwatye Prize is open to all WIOA members across Australia with entries closing in July annually.

PASS Award

Lester Little from TasWater was announced as the winner of the 2014 PASS Award, sponsored by Aqualift Project Delivery, at the NSW Conference in Orange.

This is the 4th year the PASS award has been presented. The award creates an opportunity for water industry operational staff to share their in-the-field innovations and/or fixes to problems so that others in the water industry can benefit.

Lester came up with an innovative solution to fix a major pump station wet well which was being hampered by a build-up of scum, fat and other foreign material. For his efforts he joined the WIOA team on their annual operational tour of New Zealand, which included attendance at the New Zealand WIOG operations conference. WIOA publishes all the applications received annually into a booklet and distributes these to members as a way of celebrating initiative and sharing good ideas.

Members Draw

For the last five years, Royce Water Technologies has sponsored a prize which is presented annually to a lucky WIOA member. The prize is only available to WIOA financial individual members and a random draw is undertaken at the NSW conference to determine the winner. The lucky winner for 2014 was Clint Szilag from Banana Shire Council.

Royce is proud to support the operational people in the water industry and have confirmed their support for the award for another year and look forward to providing another great prize to a Member in March 2015.



ThermoFisher
SCIENTIFIC

Kwatye Prize
Mick Fawcett
South Gippsland Water

with Jeremy Bell (L) from Thermo Fisher Scientific



AQUALIFT
PROJECT DELIVERY

PASS Award
Lester Little
TasWater

with Jillian Busch (R) from Aqualift Project Delivery



Royce
WATER TECHNOLOGIES

Members Draw
Clinton Szilag
Banana Shire Council

with Rod Wellings (L) from Royce Water Technologies

State & 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 2014 winners.

New South Wales Awards



Sponsored by



**Operator
of the Year**

Todd Pattison
Wyong Shire Council



**Best Paper
Overall**

Terry Randall
Port Macquarie
Hastings Council



**Best Paper
by an Operator**

Terry Randall
Port Macquarie
Hastings Council



**Best Poster
Presentation**

Darren Sutherland
Kempsey Shire Council

Queensland Awards



Sponsored by



**Operator
of the Year**
Julie Smith

Isaac Regional Council



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

Matthew Cook
North Burnett
Regional Council



**Young Operator
of the Year**

Sarah Walton
Seqwater



**Best Paper
Overall**

James Castle
UnityWater



**Best Paper
by an Operator**

James Castle
UnityWater



**Best Poster
by an Operator**

Paul Lowien
Toowoomba
Regional Council

Victorian Awards



Sponsored by



**Operator
of the Year**

Colin Mynott
South East Water



**Young Operator
of the Year**

Jacob Bright
South Gippsland Water



**Best Paper
Overall**

Alister Laidlaw
North East Water



**Best Paper
by an Operator**

Steven Newham
Goulburn Valley Water



**Best Poster
Presentation**

Aaron Mitchell
Wannon Water

Conferences

Water Industry Operations Conferences & Exhibitions

In 2014 WIOA conducted operations focused 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 state based water industry exhibitions held annually in regional areas which provide the opportunity to discover and research new technology, equipment, services and ideas.

2014 Conference Attendances

	NSW Orange	Queensland Logan	Victoria Bendigo
Month	March	June	September
Exhibition Sites	120	112	181
Attendees	602	781	1388

2771
Total Conference
Attendance

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 valued at more than \$2000 and a WIOA corporate membership.

2014 Best Exhibition Site Winners



NSW
SFI Valvemex



Queensland
Austeck



Victoria
Fluidquip

Conference Sponsors

WIOA provides quality events at affordable prices through the generosity of many of our corporate members taking up a wide range of sponsorship opportunities. WIOA appreciates the financial support provided by our sponsors, hosts and supporters, and thank all who have assisted us to stage our events throughout 2014.

Prime Sponsors



Host & Supporters



Sponsors



WIOA Charity Events

WIOA has been able to contribute almost \$70,000 to worthwhile charities by conducting charity events and through fundraising at conferences. In 2014 WIOA was pleased to donate over \$10,000 the following charities.

\$ 3,000 WaterAid

\$ 1,000 No Roads to Health

\$ 1,300 Motor Neurone Disease - Ice Bucket Challenge

\$ 800 Prostate Cancer - Cairns

\$ 1,000 Logan Mayoress Community Service Committee

\$ 1,000 Breast Cancer Network Australia

\$ 1,000 World Challenge

\$ 1,500 Premi-Babes Association of Orange



Victorian Charity Golf Day

WIOA conducted its 16th Annual Charity Golf Day in October at the Euroa Golf Club. 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.

The Tradies Cup was won by the team from Odour Management including Cam Waddell, Paul Elliot and Glenn Alford. Overall the Odour Management team finished in third position behind the best score of the day that was recorded by Jordan Hubber, Andrew Barnett (Water Infrastructure Group) and Tony Handakas (Evoqua Water Technologies) who just pipped the North East Water team.

Our thanks are extended to the Water Infrastructure Group and Endress+Hauser who co-sponsored the naming rights of the event. Other sponsors included PAAS, Royce Water Technologies, Evoqua Water Technologies, Nordical Diving Services, MJK Automation, Siemens, ProMinent, Dial Before You Dig, Odour Management, DeZurik, Automation Group and Hanna Instruments. Most importantly thanks to all the participants who helped raise over \$3000 for charity and took the opportunity to network over a friendly, relaxed game of golf.



Queensland Charity Bowls Day

The WIOA Queensland Advisory committee held a charity event at the Yandina Lawn Bowls Club in March 2014. Almost 40 water industry professionals battled the occasional shower and heat and enjoyed a great day of lawn bowls and networking in a relaxed, friendly environment.

Teams representing Royce Water Technologies and Automation Group bowled their way through to the final round, both teams thirsty for victory and wanting to take the "Tradies Cup" home for the trophy room. The team representing the Automation Group that included Dave Cundell, Dave McCartney and Marcus Boyd was awarded the "Queensland Tradies Cup" for winning the day.

The event was supported by a number of companies, including: Automation Group, AIM Water, Xylem, McBarns, Rust Bullet, Strongform Industrial, Royce Water Technologies, KSB and Thermo Fischer Scientific. Over \$1200 was raised on the day, and this money will be donated to charity at the 2015 Queensland conference.



ALS Ice Bucket Challenge

WIOA Chief Operations Officer Craig Mathisen was dubbed in to undertake the ice bucket challenge and he agreed to participate. George & Sherryn got the honour of tipping a rather large tub of iced water on Craig in front of the WIOA office with the process caught on video.

Craig nominated the Committee and Directors of WIOA to undertake the challenge and to ensure they couldn't weasel out, the challenge video was played on the big screen at the exhibitor's dinner at the Victorian conference. Executive Officer George and Chairman Jim had another meeting scheduled at the same time so they completed their challenge earlier in the day.

In front of a large crowd each of the Committee members and Directors progressively dunked one another and then nominated someone else to keep the challenge going. Marcus Boyd also undertook the challenge in Toowoomba, and Lindsay Walsh completed his task at the NSW wastewater interest day conducted in Young. WIOA has donated \$1250 towards MND research and to support people living with MND in Australia through the ice bucket challenge.



FNQ Charity Bowls Day

In conjunction with a water interest day held in Cairns in June sponsored by Cairns Water and Water Treatment Services, Townsville, 32 water industry professionals battled the warm weather and enjoyed a pleasant afternoon of lawn bowls and networking in a relaxed, friendly environment.

The Trility team captained by Robert Davies, with Paul Watson, Aron Smith and Paul Harrison was awarded the "FNQ Tradies Cup".

The event was supported by a number of companies, including: Cairns Water, Water Treatment Services, Townsville, Xylem, McBarns, Thermo Fischer Scientific, Hydramet, Parasyn, Royce Water Technologies, Bilfinger Water Technologies, Trility and Automation Group. Some \$800 was raised on the day, and this money was donated to the Prostate Cancer Foundation of Australia.

Seminars & Events

Weekend Seminar

WIOA conducted our Annual General Meeting and Weekend Seminar at the Airport Hotel and Convention Centre in Attwood, Melbourne on the 1st and 2nd March 2014. The weekend went without a hitch and used a "Top Gun" theme due to the proximity to the Melbourne airport. In traditional WIOA style it was both informative and fun, with attendees organised into teams that enjoyed interactive activities developed to break the day up between presentations and other activities.

At the WIOA Annual General Meeting, Russell Mack was elected President, Ryan McGowan as Vice President and George Wall as Secretary/Treasurer. An election was required for positions on the General Committee as the number of nominees exceeded the number of positions available. Mark Samblebe from Aeramix joined the Committee for the first time and John Allen was thanked for his service to the Committee as the one that missed out.

The AGM was followed by corporate presentations by Krohne Australia and Cyndan Chemicals informing participants of products and services they have brought to market. A report on the progress of state and national operator competency and assessment standards was provided that created a great deal of robust discussion. This included a presentation of how Veolia Water have approached the certification scheme, and the challenges of having Victorian and Federal competency requirements presents for a company with a national workforce. This discussion was continued in the operator forum, which spent much of its time in healthy discussion on the certification and operator competency requirements.

Saturday evening included WIOA's own version of "Red Faces" that saw team members showing a variety of talent during breaks in the meal service much to the delight of fellow attendees. The weekend concluded with a presentation and a site visit to the Kalkallo Stormwater Treatment Plant



New Zealand Tour

Our Kiwi operations cousins, the Water Industry Operations Group of New Zealand (WIOG) did an excellent job in May hosting our contingent of 10 operators from Victoria, New South Wales and Queensland who participated in the tour of the North Island. The tour included inspections of a number of very interesting water and wastewater facilities.

A highlight of the tour was attending the WIOG, "Productivity from Innovation" conference in Wairakei, Taupo. The conference was very well organised with a lot of excellent, informative papers presented. Planning for the 2015 tour of New Zealand that includes the WIOG conference to be held at on 6 - 8th May in Blenheim is now under way.

In September, seven New Zealand WIOG members including Chairman Mike Monaghan, travelled through Victoria visiting a number of treatment plants before attending the Victorian conference in Bendigo. The tour was chaperoned by Victorian Advisory Committee Chairman, Anthony Evans and visited the Wurdee Boluc WTP, Eastern Treatment Plant, Gippsland Water Factory, Morwell WTP, Winneke WTP, Bendigo WTP, Kilmore WTP and the Kalkallo Stormwater Plant. Most of these facilities are operated by WIOA members and they proudly showcased their plants to the visiting group. The tourists also indulged in an AFL match on the Saturday night between Geelong and Brisbane.

New Zealand Best Operator paper presented in Bendigo

John Beale from the South Waikato District Council in New Zealand presented his paper at the Bendigo conference titled: NZ - Centrifuge, 30 years of waiting was it worth it? The paper had previously been awarded the Best Operator paper from the WIOG New Zealand conference in 2014.



Work Experience in Oz

In 2014, WIOA assisted with arrangements to allow the Young Operator of the Year from New Zealand to undertake a week of work experience in Australia to broaden his experience in the water industry. WIOA worked with the Water Industry Operations Group of New Zealand (WIOG) and Goulburn Valley Water to provide the winner, Ryan Laurenson a unique experience.

The award incorporated an all-expenses paid trip to Australia to join the rest of the New Zealand contingent on the Australian plant tour including attending the WIOA Victorian conference in Bendigo. In addition, WIOG secured a sponsor prepared to fund the person to work with an Australian water corporation for a week.

As Ryan is employed predominantly in the operation and management of the reticulation network in NZ, it was felt that the Central Operations & Maintenance team at Goulburn Valley Water would be an ideal host.

Ryan observed and discussed many of the tasks the Goulburn Valley Water team carries out within a normal working week. This included a discussion on the method of repairing burst AC water mains and cracked AC water mains, the method of tapping water mains, repairs of water service pipes, discussions on our water main replacement programs, discussions on our KPI's and an inspection of our safety systems including the safe working instructions and high risk work forms. Inspections were also carried out on sewer pump stations, clearing of blocked sewer mains and jump up connections and discussions on our sewer rehabilitation program.

The exchange of ideas and methods was extremely valuable for both parties and there is no doubt that such a system of hosting operators is valuable and informative for both organisations. The Goulburn Valley Water team benefited from hosting Ryan and after spending time with him it was very evident why he was awarded the New Zealand Young Operator of the Year.

Thanks to Goulburn Valley Water management and their operators for making this a successful week for all those involved.

One Day Seminars

March

- Weekend Seminar and AGM, Attwood, Victoria
- Microfiltration Management & Maintenance Seminar, Castlemaine, Victoria

May

- Principles of Operating Wastewater Lagoons Seminar, Woorabinda, Queensland

June

- Water Quality and Distribution Systems Seminar, Wodonga, Victoria
- Principles of Operating Wastewater Lagoons Seminar, Napranum, Queensland
- Principles of Operating Wastewater Lagoons Seminar, Yarrabah, Queensland

Water Interest Days

Tasmania

Waratah - March 19

A water interest day was held at the recently upgraded Waratah Water Treatment Plant in March. The day was attended by around 20 TasWater operators. Guest for the day was Rick Maffescioni from Aqua Manage who described the investigations undertaken and then works completed to bring the new plant on line. A tour of the facilities followed.

Launceston - August 6

A water interest day was held in Launceston in conjunction with the 2014 Orica Tasmanian Water Taste Test. The day was attended by almost 50 TasWater operations staff and included an extensive refresher training session on chemicals presented by George Lech from Orica. The session covered a range of chemicals including: acids, alkalis and Chlorine gas characteristics, properties, safe storage and handling, emergency response and PPE required.

Oatlands - October 22

The operation of wastewater treatment lagoons was the main topic of discussion at the wastewater interest day at the Oatlands Town Hall. The day was attended by 45 TasWater operators from all round the State. Presentations by George Wall from WIOA and Judi Marshall, TasWater's Environmental Scientist, covered a range of topics including: why we treat wastewater; why use lagoons and how do they work; monitoring lagoon performance; lagoon operational issues and some spreadsheets and models for recording data. Material presented on the day made a lot more sense when looking at the actual lagoons during a site inspection at the Oatlands lagoon plant.

Lagoon Seminars delivered in remote Queensland

WIOA was contracted by the Queensland Department of Local Government, Community Recovery and Resilience (DLGCRR) to develop and deliver a number of Principles of Operating Wastewater Lagoons Seminar for operators in remote and aboriginal communities in Far North Queensland.

The project was funded under the Water for the Future initiative for the implementation of the COAG Strategy on Water and Wastewater Services in Remote (including Indigenous) Communities - Queensland Capacity Building Program.

The intent of the program was to ensure that wastewater operators are given the opportunity to gain new skills and refresh existing knowledge. The Department's aim in capacity building is to strengthen the ability of communities to deliver sustainable wastewater services.

The seminars conducted in Woorabinda in May, Napranum (Weipa) and Yarrabah (Cairns) in June were all very well attended and we received positive feedback on the technical content and the value of attending. WIOA will look at extending the delivery of this training into other areas as part of our One Day Technical seminar program.

NSW

Wauchope - September 23

A great turnout of more than 60 people came together at the Wauchope Water Treatment Plant for the NSW Advisory Committee's water interest day. Danny Roberts from Port Macquarie-Hastings Council (PMHC) provided attendees with an insightful look at the Hastings Water Supply scheme. Terry Randall also from PMHC gave an encore performance of the paper that was awarded the Best Operator and Best Overall Paper at the 2014 NSW Conference titled: 120ML/day fluoridation dosing plant. How to build your own hydrofluorosilic acid dosing system. An update on WIOA was followed by a presentation by Evoqua Water Technologies on Chlorine and its use. After lunch, delegates had the choice of attending a tour of either the Fluoride Dosing Facility, or the Port Macquarie Wastewater Treatment Plant.

Young - November 13

A wastewater interest day held in Young in November was well attended by 33 operators. Meredith Macpherson from Centroc talked about their project "The nexus between water and energy". Noel Southern representing McBarns as sponsor of the day talked about their range of products after which Ian Johnson described his workplace accident and hammered home the safety message. An update on WIOA activities was followed by a tour of the refurbished Young Wastewater Treatment Plant.

Queensland

Cairns - June 24

A water interest day sponsored by Cairns Water and Water Treatment Services (Townsville), was held in Cairns with 40 participants in attendance. The day included technical presentations from Water Treatment services covering jar testing for coag/flocc and Cairns Water staff outlining their remote reservoir monitoring equipment and the calibration of flowmeters. The day was followed by a relaxing afternoon of lawn bowls with all proceeds to charity.

Tugun - November 19

A successful water interest day was conducted at the Tugun Desalination Plant with over 30 participants in attendance. The day included technical presentations from Grundfos Pumps and the team from Georg Fisher who jointly sponsored the day. A highlight of the day was a tour of the desalination plant conducted by George Bellizia from Veolia Water.

Victoria

Wurdee Boluc - October 29

Over 40 members attended the Wurdee Boluc Water Treatment Plant near Geelong. The Barwon Water Operators discussed the filter refurbishment program that is being managed in-house which has shown significant savings and other benefits to the business. Peter Hillis from AECOM discussed risk assessments and efficiency improvements at Barwon Water's Water Treatment Plants. The benefits of innovative technologies such as low head-loss static mixers and other interesting ideas sparked some discussion. A tour of the Wurdee Boluc Water Treatment Plant followed.



Frequently Asked Questions

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

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

WIOA has three membership categories, Individual, Corporate and Utility Corporate. The fees are \$25 (individual), \$220 (Corporate) and \$25 per member (Utility Corporate - must have 8 members or pay \$220 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 New South Wales, Queensland and Victoria. These major events are designed to provide an opportunity for operations personnel and supplier companies to come together to discuss operational issues and see and hear about advances in technology and process methodologies.

Special Interest Seminars

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

Charity Events

WIOA holds a number of charity events such as Bowls Days and Golf Days across Australia with proceeds 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 \$69,000 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.

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.



ABN 27 302 677 808

Water Industry Operators Association of Australia

MEMBERSHIP APPLICATION / RENEWAL

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) 2015 only
- ☐ **3 Year Individual Membership** \$75 (inc. GST) 2015, 2016 & 2017 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 Date of Birth DD MM YEAREmployer 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 ☐ NoI 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 ☐ MastercardCardholders 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:



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 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 all 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.



**IDIOTS
INDUCTEE**
Peter Mosse



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

2014
Peter Mosse

2013
Jill Busch
John Day

2012
Anthony Evans
Tim Sells

2011
John Paulger
Graham Thomson

2010
David Barry
Peter Tolsher

2009
Leigh Strange
John Park
Brian Davis

2008
Owen Braybrook
Ian Bicknell

2007
Peter Jackson
Cynthia Lim
Stephen Wilson

2006
Ken Herbert
Pat Davis
John Harris

2005
Mal Farnham
Neil Healey
Russell Mack

2004
Barry Waddell
Ron Bergmeier
George Wall
Richard Greenhough
Tony Hourigan

2014 Pictorial





Water Industry Operators Association of Australia (WIOA)

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22 Wyndham Street, Shepparton 3630

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