



# Water Industry Operators Association of Australia

## 2015 ANNUAL REVIEW & Members Information



communicate ● encourage ● protect ● network ● engage

## Our Values

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

## Our Vision

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

## Our Mission

To develop and support people in water operations.

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## 2015 Highlights

**1.7%**   
Conference  
Delegates

**6**  
Life  
Members

**9.1%**   
In  
Membership

**46**  
Certified  
Operators

**29.3%**   
Website Hits

**2,430**  
Members

### Life Members of the AWWQA/WIOA

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

\*deceased

# Chairman's Message

On behalf of the Board of WIOA Limited, I am pleased to report on our achievements in 2015. 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 Incorporated Committee, developing and then delivering our strategic plan.

Another 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. In 2015, in light of dwindling interest returns from Term Deposits, we reviewed our investment strategy and portfolio. After agreeing that investing in property should be an integral part of our strategy, in October the Board approved the purchase of our own office building in Shepparton. This is an important strategic investment for the Association. Apart from immediate cash savings from not paying rent each month, the new building has ample office and storage space and will meet the needs of the organisation for the foreseeable future.

Good governance is vital for any organisation. The Board and staff have invested heavily over the last couple of years to establish and implement a proactive governance framework, including a suite of operational policies and procedures. In order to measure the effectiveness of our governance framework, the Board and WIOA Committee members recently completed an in-depth survey covering all aspects of the organisation. The survey results have allowed us to identify a number of areas for improvement in our governance, and we will work on these throughout 2016 and beyond.

Late in the year, in conjunction with the WIOA Committee, we held a workshop to review our performance for the year against the strategic plan and this was a very beneficial exercise. The sheer volume of outcomes delivered is amazing and is testament to the dedication of everyone involved with the organisation. We have identified and added a number of new strategic items to ensure that we will be well positioned to proactively meet the needs of members into the future.

As always, WIOA's approach to all our operations is to provide maximum value to members and the wider water industry at the most affordable price. The financial performance for 2015 has been exceptional, given the relatively constrained 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 large conferences. Being a national organisation our staff are required to travel extensively, often in their own time and they spend many nights away from home. It is appropriate to offer our sincere thanks to our dedicated staff as well as our WIOA Committee, the Directors, the members of the State based Advisory Committees and our army of volunteer members and helpers. Without them, we would not be able to run our events and provide members and the industry the wide range of quality and professionally organised services currently on offer.

Finally, the Board recently confirmed a change in title for our chief executive from Executive Officer to Managing Director to better reflect the responsibilities of the position.



...we will be well positioned to proactively meet the needs of members into the future.

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

**James Martin**  
Chairman

# Managing Directors' Review

Each year we use this introductory section of our annual review to summarise the accomplishments of the past 12 months. It is fair to say that the 2015 year was really exciting for the Water Industry Operators Association of Australia and contained a number of highlights and significant achievements.

Member numbers continued to grow in all categories and at year end, we reached a new record of 2430.

In perhaps one of WIOA's biggest and most important strategic decisions, as part of our asset and investment strategy, the Board approved the purchase of our own office building in Shepparton. Apart from the negotiations to buy the property, the task of physically moving all the furniture, equipment, stock and records was a big job. Dealing with the variety of service providers as part of the move has highlighted to our staff just how important it is to deal with member and customer enquiries promptly and efficiently.

Our organisational goals and how we intend to achieve them, fit quite nicely into 5 key categories – Communicate; Encourage; Protect; Network and Engage.

We have regularly **communicated** with our members informing them about industry news and developments using our website, social media, along with our suite of publications including Words, Operator and WaterWorks. Thank you to everyone who has contributed something for one of these publications.

Since 2001, WIOA has participated in a collaborative relationship with the Australian Water Association (AWA) to produce and distribute two editions annually of our Journal, WaterWorks. Unfortunately, AWA has changed their publications model and confirmed that they are no longer able to produce and distribute our Journal. WIOA will continue to produce WaterWorks in the future and we are currently investigating the options with publishers. We intend to advise Members of the new publication arrangements early in 2016.

**Encouraging** participation and recognising and rewarding the achievements of water industry operational staff is an extremely important function of the Association. WIOA offers opportunities for operators to share their work, ideas and experience with their peers at a range of conferences and seminars around the country as well as through our publications. In conjunction with a number of generous sponsors, we have again been able to present a range of Awards and incentives at a National and State level.

Details of all the conference and award sponsors, as well as the award winners appears later in this booklet. We congratulate all the winners and we know from past history that participation at our events is often the catalyst for operational staff to move on to achieving bigger and better things.

One of the primary ways we can help **protect** public safety and the environment is by ensuring that all operations staff are appropriately trained and skilled. The rollout of the WIOA Certification Scheme is progressing steadily in Victoria with 40 potable water treatment operators now certified and another 26 applications currently being processed. On the National certification scene, in conjunction with **qldwater** and the Queensland Department of Energy Water and Supply, we awarded the credentials to the first 6 operators to be certified under the National Certification Framework.

There are also a number of NSW based operators who have completed all the certification requirements and we will be holding a similar presentation ceremony at our conference in Newcastle in April 2016. Interest in certification is growing around the country and we look forward to more operators completing the all requirements to allow them to be certified.

In conjunction with **qldwater** and a number of Queensland employers, a wastewater certification scheme has been finalised. There is strong interest in this scheme not only from Queensland but also from other States. We look forward to offering the opportunity for wastewater operators to be certified in 2016 as well.

Providing appropriate and high quality services, events and development opportunities for all members remains the key focus of our Association and helps us deliver our **networking** and member **engagement** goals.

Our State based Advisory Committees are becoming more active and this in turn allows us to offer even more member engagement opportunities. The number of interest days and site tours is increasing annually and members are becoming more proactive in letting us know about issues to include, making the days even more relevant. It was also exciting to see the establishment of the South Australian Advisory Committee in 2015 and the level of enthusiasm and commitment displayed thus far makes us confident of its ongoing success.

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. Being able to work corroboratively with the Victorian Department of Health and Human Services and VicWater in staging a seminar in Melbourne delivered by renowned water quality researcher, Dr Steve Hrudehy was a real highlight.

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 exhibitions 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 2015 Prime Sponsors in Acromet Australia, Automation Group, Ixom, Krohne Australia, Odour Pro and Xylem.

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.

It was a pleasure to work with the teams from Orange City Council, Toowoomba Regional Council along with North East Water and Lower Murray Water as conference Hosts in 2015. The support and assistance of the NSW and Queensland Water Directorates and VicWater was also integral to the success of the events.



## President's Message

WIOA again worked with sponsor Ixom to stage water taste test competitions in Tasmania, New South Wales and Victoria, with the inaugural South Australian event also held in 2015. We also worked with **qldwater** to stage a third Water of Origin competition pitting the winners from NSW and 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 State against State competition was extended even further this year with the launch of the Best tasting tap water in Australia award. We are now looking to enter the winning sample into the International competition being held in USA in February 2016.

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 demise of the National Water Commission and soon, Government Skills Australia, it is even more important for WIOA to pursue our advocacy role to ensure the interests of operational practitioners are considered.

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 2015 and we look forward to making 2016 another outstanding year.



**George Wall**  
Managing Director

.....

WIOA continued to offer opportunities for our members to further develop their skills and knowledge...

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I have been honoured to serve as President of the Water Industry Operators Association of Australia for 2015. On behalf of the Committee I would like to present some of the achievements of the year.

The year kicked off with the weekend seminar and AGM at Mulwala, where amongst many informative sessions, we were also entertained by 'Eddie' and the North East Water crew. Well done to North East Water for running the weekend. If you have never attended a weekend seminar I would highly recommend it.

We held three well attended conferences in Orange, Toowoomba and Bendigo. I was fortunate to attend both the Queensland and Victorian conferences, and as usual I was impressed with both the exhibitions and paper presentations. The energy and effort put in by all involved is amazing.

We really appreciate our generous conference, event and award sponsors. The commitment of our supporting organisations helps ensure the success and affordability of our events.

Congratulations to everyone who has attended and participated in these events, this is a key part in ensuring our industry develops and stays connected. Additionally, well done to all the award winners, it is good to see hard work being recognised and rewarded.

We have maintained a strong working relationship with our colleagues from 'across the ditch' and a delegation of WIOA members attended the Water Industry Operations Group, New Zealand conference and tour in May. They had the opportunity to not only network amongst themselves, but also with New Zealand counterparts. In September we were also able to host their New Zealand contingent who attended the Victorian Conference in Bendigo and toured sites in western Victoria.

The WIOA Advisory Committees held a number of interest days and technical seminars in various states. It was great to see the formation of the South Australian Advisory Committee along with the success of the state based and national water taste tests.

We were also excited by the purchase of a permanent office located in Shepparton which is an important part of continuing the financial strength of the organisation.

The Committee and Board ended the year with a joint strategic planning session. It allowed us to not only reflect on where we have come from, but more importantly to determine the future direction to provide continuing value to our members.

In closing I would like to take this opportunity to thank the Committee, Board, Staff, State Advisory Committees, Members and Volunteers for their support throughout the year. Without their involvement we would not be able to provide the high level of professional events and services that significantly assist the water industry.

I am looking forward to a great 2016 and beyond, to see WIOA continue to support and meet the needs of our members and the water industry.



**Ryan McGowan**  
President

# Financial Information

## Consolidated Financial Information 2015

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. In 2015, a small operating trading surplus was recorded indicating the effectiveness of the budgeting process.

As part of the Association's investment strategy, and in light of falling term deposit interest rates, the Board agreed to diversify our asset portfolio by purchasing our own office building in Shepparton. Owning the office means cash normally allocated to rental payments annually will be available for use or investment.

The cash reserves held in term deposits were reduced in order to purchase the office and now amount to \$242,297. Our asset base in terms of property, plant and equipment has increased by just under \$370,000.00 for the year. A considerable amount of GST was paid to the ATO in the December quarter, mainly on the office purchase, that will not be refunded until the first quarter of 2016.

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.

Overall, income in 2015 was 1.6% lower than 2014. Income from conferences and events reduced by 4.3%, partly as a result of holding the Queensland conferences in a slightly smaller venue but as noted in 2014, there was higher than usual payments for 2015 NSW exhibition fees and sponsorships received before the end of the 2014 year. Receiving this income in advance reduced the amount of cash received in the 2015 year. There was also a significant increase in the 2016 membership payments received by the end of 2015. Interest income was also much lower due to reduced rates.

Expenditure increased by 6.1% overall in 2015. Employment expenses increased as a result of modest pay rises for staff and from additional superannuation and workcover costs. On the property side, around \$20,000 was spent on improvements to the new office to make it functional for our purposes. There was an 8.3% increase in events expenditure with some of this due to utilising more expensive facilities than the previous year, increased delegate satchel costs, along with increased catering and refreshment costs. This was partly due to price increases but also due to higher demand with more delegates and exhibitors purchasing meals. There have also been some deposits and pre-payments made for 2016 conferences.

It should be noted that there is a staff provisions liability (Annual Leave, RDO's and Long Service Leave) of approximately \$82,000 that is not reflected in the Consolidated Financial Information.

In summary, the Association has \$100,623 in operating accounts, \$242,297 held in term deposits, and fixed assets in the form of building, plant and equipment valued at \$401,514 after depreciation.

The Association is in a strong financial position and has adequate funds to continue to provide member services at appropriate levels. This sound financial position will enable WIOA to develop and deliver an expanded range of operator focussed events and services throughout 2016.

## Summary of WIOA Financial Position

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

INCOME (excluding GST)	2015	2014
Conference & Events income	\$ 1,267,159.18	\$ 1,323,399.51
Publications	\$ 26,980.88	\$ 29,138.67
Individual Membership	\$ 53,417.67	\$ 39,263.73
Corporate Membership	\$ 71,735.18	\$ 66,035.45
Services & Other Income	\$ 58,465.42	\$ 37,212.47
Petty Cash (opening balance)	\$ 1,205.05	\$ 1,944.10
Interest	\$ 17,802.16	\$ 23,760.59
<b>Total Income</b>	<b>\$ 1,496,765.54</b>	<b>\$ 1,520,754.52</b>

EXPENDITURE (excluding GST)	2015	2014
Office & Administration Expenses	\$ 305,140.11	\$ 308,466.93
Employment Expenses	\$ 461,051.52	\$ 436,036.55
Property Services	\$ 61,726.92	\$ 46,164.37
Vehicles Maintenance & Operations	\$ 14,555.86	\$ 14,617.64
Events Expenditure	\$ 626,542.67	\$ 574,974.21
Closing Petty Cash Balance	\$ 1,380.90	\$ 1,205.05
<b>Total Operating Expenditure</b>	<b>\$ 1,470,397.98</b>	<b>\$ 1,381,463.80</b>

<b>Operating Trading Surplus/(Deficit)</b>	<b>\$ 26,367.56</b>	<b>\$ 139,290.72</b>
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Asset Purchases	\$ 41,818.45	\$ 6,280.90
Office Building at cost	\$ 326,144.48	\$ 0
GST paid to ATO on purchases (owed)	\$ 42,680.37	\$ 0
<b>Total Expenditure</b>	<b>\$ 1,881,041.28</b>	<b>\$ 1,387,744.70</b>

Total Trading Surplus/(Deficit)	(\$ 384,275.74)	\$ 133,009.82
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FUNDS HELD	2015	2014
Balance beginning of Year	\$ 752,823.15	\$ 619,813.33
Net Surplus/(Deficit)	(\$ 384,275.74)	\$ 133,009.82
<b>Balance at end of Year</b>	<b>\$ 368,547.41</b>	<b>\$ 752,823.15</b>

# WIOA Membership

**2430**  
Members

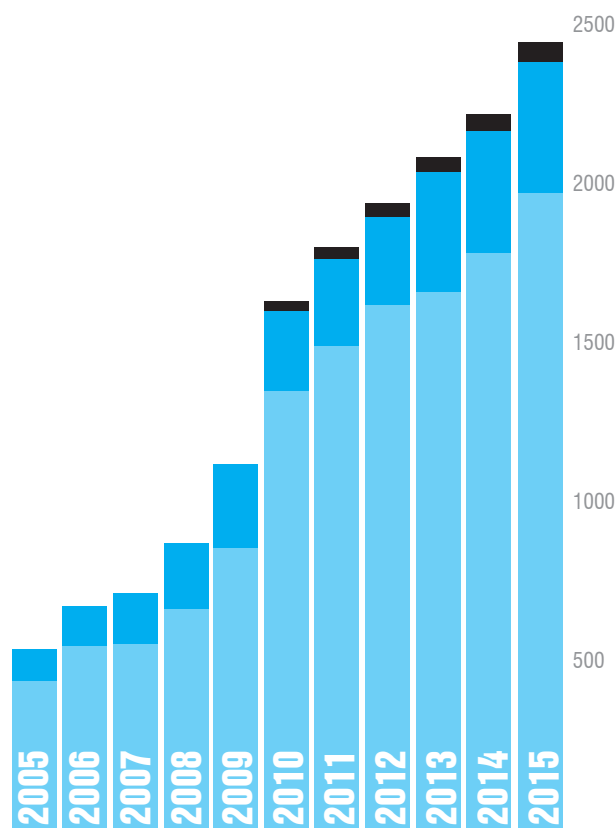
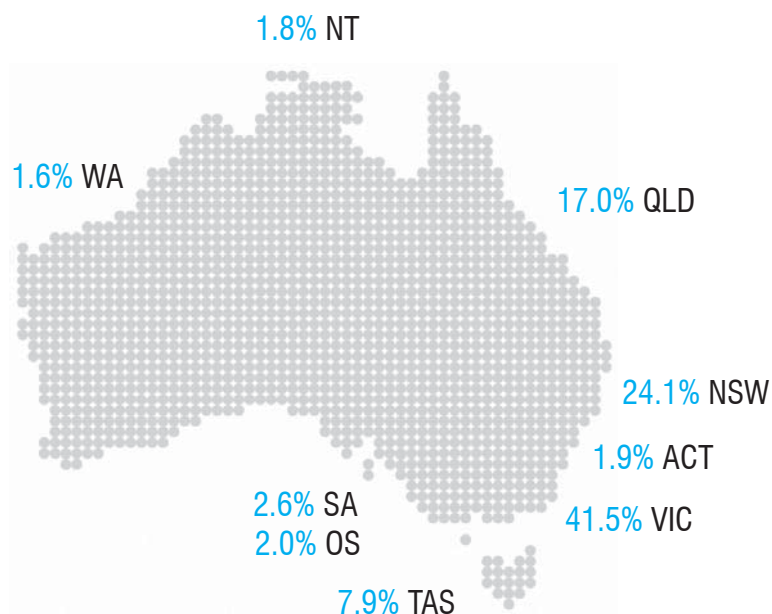
## Membership Statistics & Distribution

Through the course of the year 143 Individual and 25 Corporate members resigned as a result of retirements, changes in employment or for other reasons. Unfortunately, there were another 75 Individual Members and 13 Corporate Members who chose not to renew their membership by not paying their membership fee.

Individual membership numbers of the Association increased by 170 (8.5%) to a total of 2006 and there was also a significant increase in Utility Corporate Membership with operations staff from 10 new organisations enjoying the benefits of this category of membership. Corporate Membership has increased by 22 (6.1%) to now number 361. The ability to access membership benefits such as reduced conference exhibition fees and early notification of exhibition site sale dates have contributed to the increase. The overall result is that Association's total membership count at the end of 2015 is 2,430.

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, Victoria and South Australia has already assisted to increase the range of services, events and development opportunities for members.

### Individual Membership Distribution as at 31 December 2015.



**2006**

**Individual Members**  
Individuals working in the water or allied industries.

**361**

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

**63**

**Utility Corporate Members**  
Employers of operational staff who provide water and wastewater services to our communities. Includes local government and water utilities along with private enterprise contracting organisations.

# WIOA 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. Ryan McGowan from Goulburn Valley Water was elected as President of the Association at the Annual General Meeting (AGM) held in February 2015. The 2015 Committee comprises elected members from Victoria, NSW, Tasmania, Queensland and for the first time South Australia.



**Ryan McGowan**  
President  
Goulburn Valley Water, Vic



**Adrian Rijnbeek**  
Vice President  
Xylem



**George Wall**  
Secretary/Treasurer  
WIOA



**Marcus Boyd**  
Toowoomba Regional  
Council, Qld



**Neil Crossing**  
Allwater, SA



**Anthony Evans**  
Wannon Water, Vic



**Heidi Josipovic**  
North East Water, Vic



**Darren Lord**  
TasWater, Tas



**Russell Mack**  
Immediate Past President  
(ex Officio position)  
Gippsland Water, Vic



**Mark Samblebe**  
Aeramix



**Lindsay Walsh**  
MidCoast Water, NSW



**Stephen Wilson**  
Water Industry  
Training Centre



### 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 2015.



**Jim Martin**  
Chairman



**Peter Tolsher**  
Deputy Chairman



**George Wall**  
Managing Director



**Tony Hourigan**  
Director



**Russell Mack**  
Director



**Ryan McGowan**  
Director

### Staff

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



**George Wall**  
Managing Director



**Craig Mathisen**  
Chief Operations Officer



**Ann Austin**  
Administration



**Sherryn Wall**  
Administration



**Marilyn Wall**  
Administration

# Member Services

## 20 Year Members

Three Members qualified for the 20 year recognition pin in 2015 by maintaining their individual membership for 20 or more consecutive years. The recipients were:

- Ken Burton
- Andrew Edmiston
- John Galinovic



We congratulate them for maintaining their membership and hope they wear the pin with pride. The pin is just a small way in which WIOA recognises the long term commitment of individuals or companies to the Association.

## WIOA Websites



The 3 WIOA websites were maintained throughout the year to enable effective and targeted communications with members.

[www.wioa.org.au](http://www.wioa.org.au)

Corporate site for members.

[www.wioaconferences.org.au](http://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](http://www.watercertification.org.au)

Certification of water treatment operators.

During 2015, these sites received a total of 57,911 unique views, an increase in traffic 29.3%. Our presence in social media channels also increased during 2015 with WIOA communicating with members via Twitter, Facebook, Linked In and on the WIOA You Tube channel.

## 3 way tie in AFL Footy Tipping Competition

Members were invited to demonstrate their prowess over the AFL season by entering the inaugural WIOA footy tipping competition. Come the end of the season, it was a three way tie between Andrew Povey (Wannon Water), Manfred Glombowski (Thermo Fisher Scientific) and Shawn Charlton (Corowa Shire Council) who all selected 141 winners. Each received a WIOA prize pack and we look forward to even more members participating in 2016.

## 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.

Uptake of the Scheme in Victoria is increasing gradually and at the end of 2015, we have 40 potable water treatment operators certified and another 27 applications being processed. Many of the applications being processed are as a result of individuals needing to complete additional units of training to ensure they have statements of attainment for all processes operated.

The first group of operators certified in late 2012 have now been re-certified by tapping in to the variety of Continuing Professional Development (CPD) options WIOA has made available as part of the recertification process.

Communicating with water businesses and operators about certification has remained a high priority for WIOA. A meeting was held with operations and human resources staff from all organisations currently participating in the certification scheme. Two way communication has allowed WIOA to collaboratively develop an extremely flexible range of CPD options and has increased the level of understanding within the industry of the Scheme requirements. As a result of this meeting, the employing organisations are now able to plan out their CPD programs with greater certainty.

In 2015, the Victorian Department of Health again confirmed their ongoing support for the scheme and indicated that work to review the Best Practice Guidelines following the completion of its first three year period will be undertaken in 2016. As a result of this review, we anticipate much more interest in certification in the coming months.



## National Certification

At an award ceremony held as part of the WIOA Queensland Conference in Toowoomba in June, six operators from organisations participating in the Certification Pilot were presented with their credentials. The two operators from Wujal Wujal Aboriginal Shire Council and four operators from Toowoomba Regional Council became the first operators to be Certified under the “National Certification Framework for Operators within Drinking Water Treatment Systems”.

As part of the award Ceremony, presentations were made by the Queensland Department of Energy and Water Supply (DEWS), the Queensland Water Directorate and WIOA highlighting that Water Treatment Operators have one of the most important jobs of anyone in Australia, ensuring the supply of safe drinking water to our communities. In what we believe to be a fantastic milestone for the water industry nationally, by participating in the Certification Scheme, organisations are demonstrating their commitment to the adoption of best practice.

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 a number of NSW operators will be certified against the National Framework at the WIOA NSW Conference in Newcastle in April 2016. 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

In conjunction with a committee comprising *qldwater*, a number of Queensland employers and WIOA, a Wastewater Operator Certification Framework has recently been finalised. The content of the Water Treatment Operator Framework has been used to inform discussions and development of the necessary competency and experience requirements for the wastewater side.

There are a number of organisations now using the training V's process matrix to determine the base requirements for their staff so they can commence filling any training gaps identified. It is anticipated that some operators may be certified against the Framework in 2016.

The Framework has been shared with interested water businesses and regulatory bodies in States other than Queensland for their consideration and potential implementation. It is hoped that this will be the catalyst for more universal acceptance and adoption of the Framework.





# Ixom Water Taste Tests

## New South Wales Water Taste Test

The Orange City Council was announced as the winner of the Ixom 2015 NSW Water Taste Test held at the WIOA NSW Conference for the sample from their Icely Road Water Treatment Plant.

Four finalists were chosen on Tuesday evening by delegates at the welcome reception. They were the Bega Valley Shire Council (defending their 2014 title but with a different sample), Orange City Council, Port Macquarie Hastings Council and the Tamworth Regional Council.

Orange City Council operations staff confirmed that the most satisfying part about their job was knowing that Orange residents had access to clean, safe water. Just seeing the quality of water from when it comes up from the Dam to when it gets pumped out the other end to the community of Orange, it's amazing the difference in quality.

The Orange City Council sample also represented NSW in the Ixom Water of Origin Taste Test against the Richmond Shire Council, winners of the *qldwater* Best of the Best Water Taste Test and in the Ixom Australia's Best Tasting Tap Water competition.



### NSW Water Taste Test Winners

2015 Orange City Council

2014 Bega Valley Shire Council, Kalaru

2013 MidCoast Water, Bootawa

## South Australian Water Taste Test

The inaugural South Australian Water Taste Test was conducted in July, where 13 samples from different plants across the state were scrutinised for odour, clarity and taste. Heats were conducted where the samples were randomly divided into groups for the assembled delegates to taste. The four best tasting samples which went on to the Grand Final, as selected by the participants were; Mount Pleasant WTP, Mannum WTP, Loxton WTP and Happy Valley WTP.

An independent panel then tasted the sample from the four Grand finalists and the winner of the Best Tasting Tap Water in South Australia was awarded to the team from Allwater for the sample from the Happy Valley Water Treatment Plant. The Happy Valley facility services metropolitan Adelaide with a capacity to produce up to 850 ML/d.



### South Australian Water Taste Test Winner

2015 Allwater, Happy Valley WTP

## Tasmanian Water Taste Test

The third staging of the Ixom Tasmanian Water Taste Test was held in Launceston 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 number of technical presentations and an informative session by Olympic Gold medallist and former Australian of the Year, Shane Gould.

From the heats, the four grand finalists were chosen. Responsibility for judging the grand final samples was placed onto the guest speakers. This panel of dignitaries tasted each of the four samples and then cast their votes with the Waratah water supply coming out as the winner of the best tasting water in Tasmania, much to the delight of their operators.



### Tasmanian Water Taste Test Winners

2015 Waratah

2014 Bicheno

2013 Launceston, Chimney Saddle



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.

## Victorian Water Taste Test

Each year at the Victorian Conference, water corporations from across the state battle it out to see who produces Victoria's best tasting tap water. The Ixom Victorian Water Taste Test was again well supported in 2015 with 9 of Victoria's water businesses submitting samples for judging. The 3 grand finalists were Barwon Water, Gippsland Water and Goulburn 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 and industry connoisseurs.

Goulburn Valley Water was announced as the winner at the Thursday evening Awards dinner. Goulburn Valley Water arranged for a water sample to be taken from one of their southern catchment areas as they thought it would be a good chance in this years' taste test competition. The winning sample was taken from the new \$5 million microfiltration Marysville Water Treatment Plant that services the towns of Marysville and Buxton with the capacity to produce up to 2 ML of drinking water per day.



### Victorian Water Taste Test Winners

2015 Goulburn Valley Water, Marysville  
2014 South Gippsland Water, Leongatha  
2013 East Gippsland Water, Bairnsdale  
2012 Coliban Water, Bendigo

## Queensland v NSW Water of Origin Taste Test

For the third consecutive year, the Ixom Water of Origin Taste Test was conducted at the WIOA Queensland Water Operations Conference. The best tasting water from Queensland was pitted against the best tasting water from NSW with conference attendees doing a blind tasting of both samples and voting for their preferred sample. The winner this year was the Queensland sample, supplied from Richmond Shire Council which came up trumps over NSW represented by the Orange City Council. The win put the Queenslanders in the lead 2 to 1 over NSW.

The Queensland sample from Richmond Shire Council came from their brand new water treatment plant that was commissioned in December 2014. Council secured funding of \$3.6 million from the State Government to assist in development and installation of a first class water treatment plant and engaged Aeramix to design and upgrade the plant.



### Water of Origin Taste Test Winners

2015 Queensland - Richmond  
2014 Queensland - Bundaberg, Lovers Walk  
2013 NSW - MidCoast Water, Bootawa

## Australia's Best Tasting Tap Water

In a new competition instigated in 2015, the winners from each of the State based Taste Test competitions were pitted against one another to determine which plant produced the Best Tasting Water In Australia. Each of the entries represented not only their water business but their respective States in the battle for bragging rights and national honours.

As part of a WIOA water interest day in Gunnedah NSW, both the interest day attendees as well as Gunnedah residents were given the opportunity to taste and judge the samples from Orange in NSW, Richmond in Queensland, Adelaide in South Australia and Marysville in Victoria.

Goulburn Valley Water's Marysville Water Treatment Plant in Victoria came out on top and was announced as the winner of the Ixom 2015 Australian Water Taste Test and can lay claim to producing the best tap water in Australia for 2015!

The Marysville Water Treatment Plant went through the Black Saturday bushfires and GVW has since rebuilt the facility. Raw water for the Marysville Water Treatment Plant is drawn from the Steavenson River into the off-stream Aub Cuzens Reservoir before being treated using a microfiltration process.



### Australia's Best Tasting Tap Water Winner

2015 Goulburn Valley Water, Marysville

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 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 2015, WIOA staff or representatives participated in the following committees and working groups or provided submissions or information to a range of industry stakeholders.

## Representation

- Government Skills Australia (GSA), Water Industry Advisory Committee
- Government Skills Australia, Technical Reference Groups assisting with the update of the National Water training Package
- Water Industry Skills Taskforce (WIST)
- Australian Standards Committee for Sludge recovery, recycling, treatment and disposal
- Certifying Body for Water Treatment Operators in Victoria and Nationally
- Wastewater Operator Certification development project, Queensland

## Submissions and Presentations

- Qualified endorsement to GSA of the updated National Water Package
- Water Research Australia, Research Symposium, Distribution System management issues section
- Submission to NHMRC on their future research priorities
- Centroc (NSW) operators forum
- Northern Inland Water Group (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.

Australia hosted the International meeting at the Australian Standards office in Sydney in November 2015. 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.

## Submission to NHMRC on their future research priorities

In November, the National Health and Research Council released a discussion paper seeking industry feedback on the Draft Water Quality Advisory Committee (WQAC) Work Plan and Proposed Priorities for 2015-2018.

The WQAC draft Work Plan had already identified and suggested a priority level for a number of potential topics or issues. In the WIOA submission, we noted that although WIOA does have an interest in many of the topics already noted in the WQAC Work Plan, we believed that there were two extremely important themes from the operational side of the industry that did not appear to be specifically noted in the Plan.

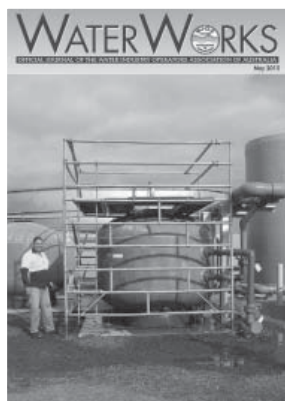
These themes were:

- Encouraging Operator training, and ultimately the endorsement of operator certification
- Guidance on the management of the Distribution system and in particular, in relation to repairs of main breaks and protection of public health during and after that process.

WIOA contributed an extensive submission to the NHMRC and in it we highlighted that the drivers for training in the water industry Australia wide are not consistent and are in urgent need of some attention and direction by the WQAC. Given that the water industry is regulated on a State by State basis, there is a need for some consistency in the approach taken by the jurisdictional regulators to ensure that uniform operator training standards and competency requirements are in place. The introduction and successful implementation of a National Operator Certification Scheme for example, which specifies agreed competency levels, linked to fit for purpose training is long overdue.

WIOA also noted our concerns about the lack of a standardised and logical approach to managing mains breaks, particularly those that require dewatering of a pipe for its repair. There is now a great deal of evidence in international literature of increased microbial risk associated with mains breaks and repairs, and that contamination from undertaking pipe repair activities can, and is, causing illness.

We hope that our submission will trigger some recognition and action to address these issues, along with the others already identified by the WQAC.



## Works Technical Journal

WaterWorks is a biannual journal published in May and November in 2015. 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. WaterWorks will be produced under a different arrangement in 2016 following the withdrawal of AWA as publisher.



## 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.

### Practical Guides to Water Treatment

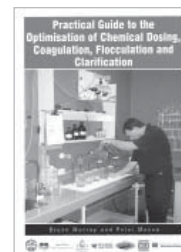
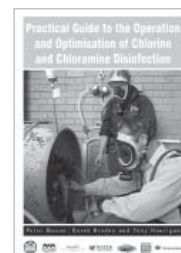
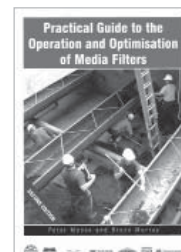
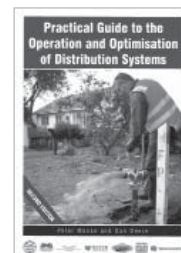
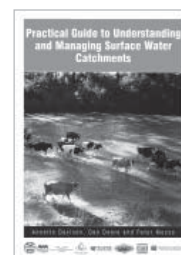
- Practical Guide to Understanding and Managing Surface Water Catchments
- Practical Guide to the Optimisation of Chemical Dosing, Coagulation, Flocculation and Clarification
- Practical Guide to Operation & Optimisation of Media Filters
- Practical Guide to the Operation and Optimisation of Chlorine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

As the WIOA member base continues to grow in each State, it is vitally important that the Association provides the opportunity for all members to have their say in the ongoing development and delivery of member services. With only limited spots available on the Nationally elected Committee, the establishment of the State based WIOA Advisory Committees is seen as a vital cog to give all members the opportunity to actively participate.

The Advisory Committees operate under a Terms of Reference with an elected Chairperson and 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.

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
- Informing WIOA of training issues or needs specific to operational staff.

WIOA Advisory Committees currently operate in Tasmania, Victoria, New South Wales, Queensland and most recently, South Australia. WIOA is keen to establish similar Committees in the Northern Territory and Western Australia in the near future.



**NSW**

**Lindsay Walsh**  
MidCoast Water

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

In March 2015, Advisory committee members assisted with a range of activities to make the 9th WIOA NSW Water Industry Operations Conference and Exhibition held in Orange a success.

Water interest days were well attended in Gunnedah and Bathurst as the NSW group continues to work to establish a high performing network across the state. These days were conducted in conjunction with other existing networks including the Centroc group of NSW Councils and the Northern Inland Water Group.





## Advisory Committee Chairpersons



### Queensland

**Colin Haynes**  
UnityWater

Colin Haynes from Unity Water took over the role of Chairperson of the WIOA Queensland Advisory Committee in June 2015. Previous Chairperson Marcus Boyd from the Toowoomba Regional Council maintains his role as a member of the WIOA general committee and we thank Marcus for the outstanding job he has done with the Queensland group.

Our Queensland members supported WIOA's Annual Conference held in Toowoomba in June and undertook a variety of event tasks which assisted with the smooth running of this important event.

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



### South Australia

**Neil Crossing**  
Allwater

Neil Crossing was elected as the chairperson of the South Australian WIOA Advisory Committee at a planning day that was held in Adelaide in October.

The first ever event under the WIOA banner in South Australia was held on Tuesday 21 July 2015 at the TAFE SA, Tonsley Campus. Around 30 individuals attended the Water Interest Day which included a number of technical presentations as well as the inaugural South Australian Water Taste Test. The award for the Best Tasting South Australian Tap Water was presented to the team from Allwater for the sample from the Happy Valley Water Treatment Plant in Adelaide.



### Tasmania

**Darren Lord**  
TasWater

The Tasmanian Advisory Committee includes operational employees from TasWater 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 a water interest day in Cambell Town in May and a wastewater interest day in Spreyton in October in conjunction with Fonterra. Both events included a range of informative presentations and tours of the facilities.

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.

The third Ixom Tasmanian Water Taste Test was conducted in Launceston in August and was won by the team from the Waratah Water Treatment Plant. The day included a number of technical presentations and a keynote presentation on keeping fit for work by Olympic champion Shane Gould.



### Victoria

**Anthony Evans**  
Wannon Water

Anthony Evans from Wannon Water continued as Chairman of the WIOA Victorian Advisory Committee in 2015. As well as assisting at the Victorian Conference and Exhibition in Bendigo in September, the Victorian Advisory Committee conducted a number of activities in 2015.

A water interest day focussing on maintaining residual in the distribution network was held in May in Ballarat, and a wastewater day was held in October in Wodonga.

A number of Victorian members also assisted in hosting a tour of their facilities for the visiting New Zealand contingent in September.

Another successful Charity Golf Day was held at the Camperdown Golf Club in October and raised over \$3,000 that will be distributed to worthy causes in 2016.



# 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 prize was awarded to Frank Rinaldo from North East Water at the 78th Victorian Water Industry Operations conference in Bendigo.

In a first for WIOA and the award, Frank's sluice valve top remover also won the Problem Accepted Solution Supplied) (PASS) award.

## PASS Award

Frank Rinaldo from North East Water was announced as the winner of the 2015 PASS Award sponsored by Aqualift Project Delivery, at the NSW Conference in Orange.

This is the 5th 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.

Frank came up with an innovative sluice valve top remover tool - a two pronged slide hammer tool that slips under the base of the sluice valve top and allows it to jackhammer the top up to remove it.

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 celebrates the ingenuity of our members by publishing and distributing a booklet containing all of the PASS entries each year.

## Members Draw

For the last 6 years Royce Water Technologies has generously supported WIOA in attracting new members by providing fantastic prizes for one lucky WIOA member annually. The 2015 winner of the Lucky Members Draw was Gavin Green from the Wyong Shire Council.

The Wyong Shire Council has a strict Gifts and Benefits Policy to ensure that all of its business dealings are transparent and open to public scrutiny, which unfortunately for Gavin, meant that he was unable to benefit from the prize individually.

As a valued Utility Corporate Member of WIOA, we worked with Wyong Shire Council and Gavin to ensure the money went to a good cause. Gavin chose to donate the money to House with no steps, one of Australia's leading disability service providers that is working in his local community.

In the end one person's loss was a collective gain for the community and with the support of Royce Water Technologies, we were able to provide a benefit for the community of Wyong.



**ThermoFisher**  
SCIENTIFIC

**Kwatye Prize**  
**Frank Rinaldo**  
North East Water

with Chris Haritou (R) from Thermo Fisher Scientific



**AQUALIFT**  
PROJECT DELIVERY

**PASS Award**  
**Frank Rinaldo**  
North East Water

with Jillian Busch (L) and Dave Barry (R)  
from Aqualift Project Delivery



**Members Draw**  
**Gavin Green**  
Wyong Shire Council

# 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 2015 winners.

## New South Wales Awards



Sponsored by



**Operator  
of the Year**

**Glenn Clifford**  
Dubbo City Council



**Best Paper  
Overall**

**Kate Smith**  
ACTEW Water



**Best Paper  
by an Operator**

**Kim Sheree**  
Veolia Water



## Queensland Awards



Sponsored by



**Operator  
of the Year**

**Grahame Dunstan**  
Cairns Regional Council



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

**Grahame Dunstan**  
Cairns Regional Council



**Young Operator  
of the Year**

**Geoffrey Johnson**  
Richmond Shire Council



**Best Paper  
Overall**

**Sally-Ann Storey**  
Toowoomba Regional Council



**Best Paper  
by an Operator**

**Sally-Ann Storey**  
Toowoomba Regional Council

## Victorian Awards



Sponsored by



**Operator  
of the Year**

**Steve Letcher**  
Central Highlands Water



**Young Operator  
of the Year**

**Ben Marsden**  
Wannon Water



**Best Paper  
Overall**

**David Greaves**  
Barwon Water



**Best Paper  
by an Operator**

**Peter Tolsher**  
North East Water



**Best Poster  
Presentation**

**Noel Roulston**  
Westernport Water



# Conferences

## Water Industry Operations Conferences & Exhibitions

In 2015 WIOA conducted operationally 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 product and technology developments and network with their peers.

WIOA conferences aim to:

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

WIOA endeavours to develop our members and the wider water industry by providing a relaxed forum for 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 along with 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.

## 2015 Conference Attendances

	NSW Orange	Queensland Toowoomba	Victoria Bendigo
Month	March	June	September
Exhibition Sites	120	104	184
Attendees	620	768	1375

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

### 2015 Best Exhibition Site Winners



## 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 2015.

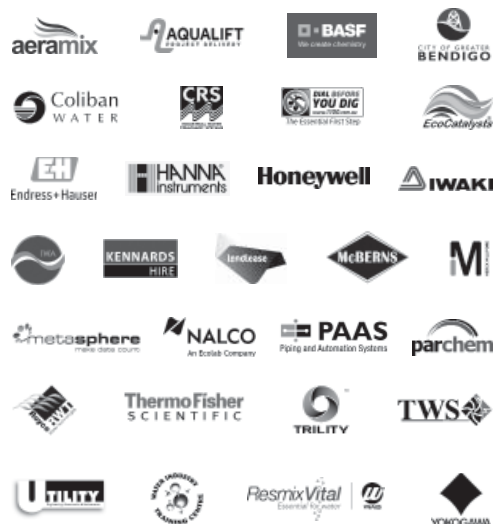
### Prime Sponsors



### Host & Supporters



### Sponsors





# WIOA Charity Events

Since making our first ever donation in 1999, WIOA has contributed over \$80,000 to worthwhile charities across Australia. Money is raised through the conduct of charity events and fundraising at conferences.

In 2015 WIOA was pleased to have donated \$11,600 the following charities.

\$ 3,000	WaterAid
\$ 400	Community Support Centre Innisfail
\$ 400	Tully Support Centre
\$ 1,500	Headspace
\$ 1,500	Beyond Blue
\$ 1,500	Give Me Five for Kids - Toowoomba Hospital
\$ 1,000	World Challenge
\$ 1,000	House with No Steps
\$ 1,500	Foodcare Orange
\$ 3,800	Prostate Cancer Foundation

## Victorian Charity Golf Day

39 players made their way to the Camperdown Golf Club to take on "the course in the crater" for the 17th Annual WIOA, Dial Before You Dig Charity Golf Day in October.

The day started with an entertaining marshmallow longest drive competition that was won by Luke Dunlop from Wannon Water winning him the privilege of wearing the yellow vest for the day. The Tradies Cup was also won by representatives from Wannon Water - Simon Hermans, Darren Lynch and John Harris. Overall they finished in third position behind the best score of the day that was recorded by Adam Sobinski (Barwon Water), Phil McLean (Wannon Water) and Robert Woodhouse (Telstra).

Our thanks are extended to Dial Before You Dig took on the role of naming rights sponsor of the event. Gold sponsors included the Camperdown Golf Club, PAAS and Wannon Water. Other corporate support was provided on the day by ADC Plastics, Automation Group, Coffee Storm, Evoqua Water Technologies, MJK Automation, Nordical Diving, ProMinent, Thermo Fisher Scientific, Trility, Veolia, and Xylem. Charity events like this do not occur without the generous support of sponsors. 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 2015 WIOA Queensland Charity Bowls Day at Yandina has been run and won for another year and as always, it did not disappoint. The day was a great networking opportunity for meeting new people and catching up with mates from within the industry. Once the bowling started, there was the usual mix of skill, luck, creative captaincy and good natured sledging, which brought out the best in some and sent some others back to the drawing board.

Unfortunately, there could only be one winner and the 2015 title went to Team McBerns comprising of Noel Southern, Lloyd King and John Haviand. They fought off a rampaging effort from Team KSB who were consistent throughout the day, but could not match the poise and experience of Team McBerns in the Grand Final. Congratulations to everyone who took part in this day whether you came first or last and picked up the now infamous bunny ears.

The event was generously supported by a number of companies, including: Automation Group, Grundfos Pumps, Hydramet, KSB, McBerns, Royce Water Technologies and Xylem. Over \$1,000 was raised on the day, and this money was donated to charity at the 2015 Queensland conference.

## Laurie Gleeson Biggest Ever Dinner

WIOA was represented by George Wall on the organising committee for the inaugural Biggest Ever (Laurie Gleeson) Dinner which was conducted in conjunction with the Institute of Water Administration conference. Held at Etihad Stadium on 25 June, WIOA hosted two tables where staff, WIOA Board and Committee members, and invited sponsors were joined by around 500 other water industry colleagues, suppliers, contractors and consultants to raise funds for the Australian Prostate Cancer Foundation.

The event was organised in honour of water industry stalwart Laurie Gleeson OAM, who passed away from prostate cancer in January 2015. The dinner included guest speakers Sam Kekovich, Terry Daniher, Eloise Southby, Dr Bernie Crimmins and David Parkin.

Laurie was Managing Director of Goulburn Valley Water for 28 years and was highly regarded as an innovative industry leader. He championed the annual Biggest Ever Blokes lunch in Shepparton to raise funds for prostate cancer, so it is a fitting tribute to him to hold this event.

## Far North Queensland Charity Bowls Day

In conjunction with a water interest day held in Cairns in October sponsored by Aeramix and Cairns Water, 30 water industry professionals battled the warm weather and enjoyed a pleasant afternoon of lawn bowls and networking in a relaxed, friendly environment.

The Thermo Fisher Scientific team captained by Peter Venville, Loui Macri and Tony Bowater was awarded the "FNQ Tradies Cup".

The event was supported by a number of companies, including: Aeramix, Cairns Regional Council, Grundfos Pumps, Water Treatment Services (Townsville), Xylem, Thermo Fischer Scientific, Royce Water Technologies, Bilfinger Water Technologies, Pensar, Automation Group and Reece Civil. Some \$800 was raised on the day, and this money was donated half each to the Community Support Centre Innisfail and the Tully Support Centre.



# Water Interest Days

## NSW

### Gunnedah 29th October

The Northern Inland Water Managers Group were joined by members of WIOA at a water interest day held in Gunnedah in North West NSW. The day also included judging of the 2015 Ixom Australia's Best Tap Water competition with residents of Gunnedah invited to taste test the five finalists to determine who would become Australia's national champion.

The day was a great opportunity for operators from throughout the North West and other areas to catch up and discuss issues which are common to most water utilities. The event was sponsored by ProMinent, Suez and Aqualift Project Delivery who also provided very interesting presentations. Josh Tickell from NSW Health provided an update on drinking water management system improvements and a site visit to the new Gunnedah bore construction and reservoir inspection demonstration by David Barry was also well received by operators.

### Bathurst 10th November

In conjunction with the CENTROC operators group, an interest day was held in Bathurst which was well attended by WIOA members. After holding the CENTROC operators meeting, delegates heard a presentation on manganese removal at Bathurst WTP by Dave Cashen, Adrian Nisbet from Automation Group delivered a session covering SCADA and telemetry integration and understanding radio networks and George Wall provided a WIOA update including describing in some detail the National Certification system.

After a networking lunch, the delegates attended a tour of either the Water or Wastewater Treatment Plants in Bathurst.

## Queensland

### Cairns 28th October

A water interest day sponsored by Cairns Water and Aeramix was held in Cairns with 40 participants in attendance. The day included technical presentations from Aeramix on some of the water upgrade projects they have been working on in Queensland, *qldwater* on skills development and training opportunities. Ian Johnson described his workplace accident and hammered home the safety message, the Cairns Water staff outlined some improvements made at the Edmonton WWTP and Mareeba Council described their sludge management project in Kuranda.

After discussing the potential needs and possible content for future Interest days, lunch was followed by a relaxing hour or two of lawn bowls with all proceeds donated to charity.

### Maleny 26th November

A successful water interest day was conducted at the Maleny Sewage Treatment Plant. The day included a look at some of the Innovations being implemented by Unitywater and technical presentations from GE on their Membrane Technology.

The UnityWater team of Glenn Carroll and Matt Ball redid their paper on the Maleny upgrade and George Wall provided a WIOA update. A highlight of the day was a tour of the Sewage Treatment Plant and adjoining wetlands that delivers a range of benefits to the community and the environment.

## South Australia

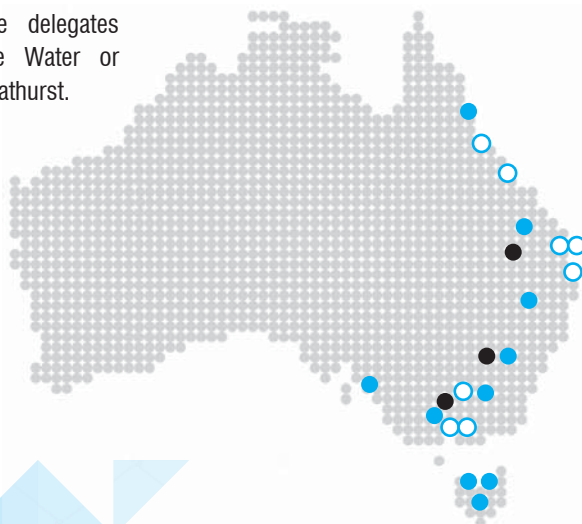
### Tonsley 21st July

The first ever event under the WIOA banner in South Australia was held on at the TAFE SA, Tonsley Campus. The Water Interest Day provided operators with refresher training on Chlorine and Dangerous Goods Awareness by Ixom, a session on sampling from the Australian Water Quality Centre and WIOA Managing Director George Wall introduced the structure and framework of WIOA and described how WIOA is assisting members and the industry around the country.

The day included the inaugural South Australian Water Taste Test where the Best Tasting South Australian Tap Water was won by the team from Allwater for the sample from the Happy Valley Water Treatment Plant that services metropolitan Adelaide.



Water Interest Days ●  
1 Day Seminars ○  
Conferences ●



## Tasmania

### Campbell Town 28th May

TasWater employees from all over the state converged on the Campbell Town water treatment plant for a Water Interest Day focussing primarily on activated carbon. Presentations were delivered by Steven Westgate from TasWater, Peta Thiel from Activated Carbon Technologies and Tim Keegal from Prominent. On completion of the presentations, attendees were treated to a BBQ lunch and a tour of the recently completed Campbell Town Water treatment plant.

### Launceston 5th August

A successful water interest day in Launceston incorporated the Ixom 2015 Tasmanian Water Taste Test and a number of very interesting guest speakers including: Olympic Gold medallist Shane Gould, Alister Laidlaw from North East Water, Mark McConnon from TasWater and technical presentations from Ixom and SFI.

The most interesting part of the day was the Taste Test itself where all members and guests were involved in the heats and tasted and voted for the best water from their table. It was interesting to note how much variability in Taste there was at each table.

### Spreyton 11th November

A wastewater interest day was held at the Fonterra milk processing facility in Spreyton. This was the first event run by the Tasmanian Advisory Committee at a facility external to TasWater. The main topic was trade waste and Greg O'Rourke from Fonterra described the plant processes and all in attendance learnt more about the wide range of products made from milk. The day included an interesting factory tour which included a DAFF plant that is part of the site.

Greg Rook from the trade waste section of TasWater discussed the relationship between TasWater and Fonterra and described how they are working collaboratively to effectively manage the trade waste. This was followed by Bill Woods from TasWater who provided a presentation on biosolids and how they are managed across TasWater sites. Bill's presentation included some of the ideas and opportunities that may be implemented at other sites in the future.

## Victoria

### Ballarat 27th May

Over 20 members attended a Water Interest Day aimed at maintaining residual in the distribution network in Ballarat. Hosted by Central Highlands Water, the day included insights into their experiences, as well as those from Wannon Water. The team from Metaval supported the day and provided a presentation on the installation of a reservoir mixer.

### Wodonga 15th October

Members and guests who attended a Wastewater Interest Day in Wodonga listened to technical presentations by staff from North East Water on environmental risk assessments and earned autonomy, newsoil, and the aeration upgrade at West Wodonga.

The Xylem team supported the day and provided a very informative session on fault finding and pump repairs. The day concluded with a tour of the Wodonga Wastewater Treatment Facility.

## February

- Ensuring Safe Drinking Water by Dr Steve Hrudey - Melbourne, Victoria

## April

- Water Quality and Distribution Systems Management – Melbourne, Victoria

## June

- Water Quality and Distribution Systems Management - Ingham, Queensland

## July

- Water Quality and Distribution Systems Management - Yepoon, Queensland
- Water Quality and Distribution Systems Management - Brisbane, Queensland
- Water Quality and Distribution Systems Management - Gold Coast, Queensland
- Water Quality and Distribution Systems Management - Logan, Queensland





# Seminars & Events

## Weekend Seminar

WIOA conducted our Annual General Meeting and Weekend Seminar at Club Mulwala on the 28th February and 1st March 2015. The team from North East Water hosted the weekend and in traditional WIOA style, they organised a suite of informative, fun, interactive and interesting activities and presentations.

At the WIOA Annual General Meeting, Ryan McGowan was elected President, Adrian Rijnbeek as Vice President and George Wall as Secretary/Treasurer. The General Committee was elected and included first time representatives in Neil Crossing and Heidi Josipovic. The outstanding contribution of past presidents Russell Mack and John Day who did not seek re-election to the committee was recognised. Both have served terms as President, in fact Russell has had two terms, overseen various subcommittees and represented WIOA on industry focus groups in Australia and New Zealand. We are sure they will remain active members in the future.

The AGM was followed by corporate presentations from SFI Australia Valvemax, Hannah Instruments, and Pelican Products. The day concluded with Jason Mullins providing a presentation of the relationship between North East Water and WIOA. It was clear to everyone that their level of involvement through committee representation, support of events with paper and poster presentations, helping out or just turning up as delegates is second to none.

A fantastic dinner was punctuated with our very own version of "Who wants to be a Millionaire". In a bizarre twist of fate, MC "Eddie Mullins" ran away with the huge cheque, as no one knew the correct answer to the final question.

The traditional Sunday morning quiz was followed by a drone demonstration by Alistair Laidlaw. Alistair ran through the operation of the drone, its capabilities and how it is being used by North East Water for inspections. A tour of the Lake Mulwala weir, hosted by Goulburn Murray Water staff finished off the weekend. It included a demonstration of the fish ladder that allows the fish to move along the mighty Murray.

## New Zealand Tour

In May 12 people participated in the WIOA tour of the South Island and then attended the Water Industry Operations Group of New Zealand (WIOG) Embracing Change operations conference in Blenheim.

The tourists were treated to some excellent hospitality during their travels and were greeted by enthusiastic operators only too keen to describe the intricacies of their systems in great detail, no matter how big or small. All up, the team visited four Water Plants, three Wastewater Plants, two water supply off takes and an industrial site. With a variety of treatment processes used, the trip provided a great opportunity for operators to be exposed to technology they may not have been familiar with. There was even a bit of time set aside for social activities including a morning fishing in the Marlborough Sounds where the girls caught the two biggest fish. Back on dry land, the boys quickly changed the subject and the group moved on after lunch to Blenheim.

In September, seven New Zealand WIOG members including Chairman Mike Monaghan and Executive Officer John Clemens, 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 for the first time headed to the west of Victoria.

Sites visited included the MCG WRP, Black Rock WTP and the Black Rock Biosolids Project, the 12 Apostles WRP, Port Fairy WRP, Halls Gap WTP, Ararat WTP, Castlemaine WTP, Bendigo retic (Specimen Hill) and the word from the Kiwis, the highlight of the trip at the Hoppers Crossing SPS. 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 a very wet Saturday night between Essendon and Richmond at the MCG. Following the tour, the winner of the NZ Young Operator of the Year Award, Blake Aicken stayed on for an extra week of work experience with the Veolia operations team based out of Bendigo. A big thank you is extended to all the participating organisations for making the tour the success it was.

## Ensuring Safe Drinking Water Seminar

Over 100 attendees from a number of Victorian and Southern NSW water providers joined Victorian Health Department representatives, to listen to case studies presented by Dr Steve Hrudehy from his book "Ensuring Safe Drinking Water – Learning from Frontline Experience with Contamination".

WIOA was pleased be able to jointly facilitate this high quality, interesting and engaging session with the support of the Victorian Department of Health and the Victorian Water Industry Association.

Attendees were able to learn from the misfortune / mistakes of others and compare the scenarios presented to situations / sites that they are familiar with. The take home messages were presented as a form of 10 Commandments for Safe Drinking Water. All case studies challenged attendees to see how quickly problems could be detected from all parts of their own systems, and how quickly organisations could respond and deal with problems effectively.

WIOA was proud to host such an event and be able to secure the services of such a high profile international speaker. The value of the knowledge imparted by attending these programs cannot be properly quantified, but if sharing this knowledge prevents a water quality disaster of any magnitude, then it is priceless.





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

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

WIOA has three membership categories, Individual, Corporate and Utility Corporate. The fees are \$30 (individual), \$242 (Corporate) and \$30 per member (Utility Corporate - must have 8 members or pay a minimum of \$242 to be eligible for this category). Payment can be made by cash, cheque, money order, credit card (Visa & Mastercard only) or by EFT. Payment can also be made in person at any Westpac branch using the BSB/account details from your invoice.

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

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

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

- New member pack on sign up
- WaterWorks Technical Journal twice per 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 technical resources specifically 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 possibly "WaterWorks"
- Recognition at the Annual Conferences
- Preference given to Corporate members for mini trade shows at specific issues seminars
- Copies of the WIOA handbook to distribute

### What benefits do I receive as a Utility Corporate Member?

Utility Corporate Membership is open to all employers of water industry Operators. This category allows employers of operators to join up and pay for their operational staff to be individual members and they will receive all the benefits of an individual member. The employer will receive a free corporate membership, 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 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 and Golf Days across Australia with proceeds donated to charity. In recent years we have also sold hats and collected money for charity via raffles at our events. To date we have distributed more than \$80,000 to worthy charities.

### I have an operational problem, can WIOA help?

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

### How do I update my Member details or website listing?

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

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

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

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

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

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

### I have a position vacant, can WIOA advertise it?

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

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

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

### How do I obtain a copy of the WIOA Constitution?

The Constitution is included on our website and can be accessed at: [www.wioa.org.au/wioa/constitution.htm](http://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 Advisory Committees in Tasmania, Queensland, NSW, Victoria and South Australia to assist us to run our various events. If you don't want to be on the 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** \$30 (inc. GST) 2016 only
- ☐ **3 Year Individual Membership** \$90 (inc. GST) 2016, 2017 & 2018 membership
- ☐ **Corporate Membership** \$242 (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 ☐ 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):

**\$30 / \$90 / \$242**

Signature:

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

#### Office Use Only

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

# 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**  
John Granzien



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

**2015**  
John Granzien

**2014**  
Peter Mosse

**2013**  
Jill Busch  
John Day

**2012**  
Anthony Evans  
Tim Sells

**2011**  
John Paulger  
Graham Thomson

**2010**  
David Barry  
Peter Tolsher

**2009**  
Leigh Strange  
John Park  
Brian Davis

**2008**  
Owen Braybrook  
Ian Bicknell

**2007**  
Peter Jackson  
Cynthia Lim  
Stephen Wilson

**2006**  
Ken Herbert  
Pat Davis  
John Harris

**2005**  
Mal Farnham  
Neil Healey  
Russell Mack

**2004**  
Barry Waddell  
Ron Bergmeier  
George Wall  
Richard Greenhough  
Tony Hourigan

# 2015 Pictorial







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