



Water Industry Operators Association of Australia

2016 ANNUAL REVIEW & Members Information



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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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

2016 Snapshot

0.3% 
Conference
Delegates

8.8% 
In
Membership

6
Life
Members

4,002
WIOA
Members

82
Certified
Operators

59,756
Website
Hits

27
Events
for Members

Chairman's Message



2016 will most likely be remembered as the year known for unexpected weather, political and sporting outcomes. However, not so at WIOA. It has been another year of continued strong growth and recognition of the important role that WIOA plays in the water industry nationally.

With the continued growth in member numbers, scope of services offered and financial turnover of the organisation, the role of the WIOA Board in providing good governance and realising our responsibilities is becoming even more important.

Individual Directors have continued to undertake their personal development programs, which enables us to keep abreast of business best practice in the governance, risk and financial management areas. In conjunction with the staff and WIOA Committee, we have undertaken a review and update of our governance framework, including all our operational policies and procedures.

Our performance against the strategic plan and our risk management strategy has been reviewed at a joint meeting of Directors, the Committee and Advisory Committee Chairs. Once again, there has been an amazing amount of services and events delivered around the country throughout the year. I appreciate everyone's input in achieving this result.

Financial sustainability is an important factor for the organisation and it is pleasing that we have been able to meet our budget forecasts for the year. Importantly, through some strategic asset purchases and through reorganisation of some of our activities, we have been able to generate cost savings in the administration and property areas of the business.

WIOA has demonstrated a long term commitment to supporting improvement and reducing risk in operational areas of the water industry. In April 2016, the work already undertaken to develop and implement a Certification scheme for operators in Victoria was further recognised when the Water Industry Skills Taskforce (WIST) as owner of the national Certification Framework, appointed WIOA as the national Certifying Body for operators for the next five years. This important appointment justifies all the hard work and commitment undertaken by WIOA to support operators and provides a great deal of certainty to the industry looking to engage with the certification process as we move forward.

The input of the Advisory Committees including their Chairs, Committee members and volunteers deserve recognition. They are becoming more important to the ongoing growth and development of the Association as we strive to provide services to WIOA members and stakeholders nationally.

This year, the State based and National Water Taste Test competitions have created a massive amount of interest throughout Australia. In particular, the Best Tasting Water in Australia competition attracted an enormous amount of media coverage at all levels. They noted the fun side of the competition, as well as recognising the importance of the hard work of the operators involved in providing high quality and safe drinking water to our communities every day.

I would like to personally thank everyone involved at WIOA, especially our dedicated and hard-working staff in George, Craig, Sherryn, Ann and Marilyn along with the Directors, Committees and the ever increasing number of volunteers that have enabled us to provide our members and industry stakeholders with a truly high quality service.

...recognition of the important role that WIOA plays in the water industry nationally.

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

James Martin
Chairman



Managing Directors' Review

The 2016 year contained a number of highlights and significant achievements for the Water Industry Operators Association of Australia.

For the first time in our history, member numbers have surpassed 4000 and we look forward to continued growth as more individuals and organisations are exposed to what WIOA does and what we have to offer.

WIOA again worked with sponsor Ixom to stage water taste test competitions in Tasmania, New South Wales, Victoria and South Australia in 2016. We also worked with **qldwater** to stage a fourth Water of Origin competition allowing the winners from NSW and Queensland taste tests to go head to head at the WIOA Queensland conference. During Water Week in October, we held the second staging of the Best Tasting Tap Water in Australia competition, where the winners from each State were pitted against one another. As a result of strong collaboration between Ixom and WIOA, this event attracted unprecedented local and national media coverage reaching an audience of in excess of 3 million people. The taste tests allow the wider community to recognise the outstanding contribution that operators make in servicing their communities on a day to day basis.

In another first, last year's winning sample from Goulburn Valley Water's Marysville Water Treatment Plant was entered into the International taste test competition held in Berkeley Springs, USA in February 2016. It was awarded a silver medal in the Municipal Water Supply category, an outstanding outcome. The sample from Barrington in Tasmania is being entered into the International competition in February 2017 and we hope they can go one better.

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

Being a member service organisation, effective communication is vital. We have regularly communicated with members informing them about industry news and developments using our website, social media, and our suite of publications including Words, Operator and WaterWorks. Thank you to everyone who has contributed something for one of these publications.

After seeking expressions of interest in late 2015, WIOA signed on with a new publisher in Executive Media to produce our WaterWorks Journal. Some subtle changes were necessary to make the Journal commercially viable and overall we are pleased with the May and November editions produced.

Importantly, our communication strategy is not only about sharing information on association activities, we need to hear about member views and needs as well. In late 2016, we undertook a member survey and received an excellent response with 395 members replying. Although we are still working thorough the substantial amount of information and comments collected, there appears to be a very high level of satisfaction with our communications, publications and services offered.

Encouraging participation and recognising and rewarding the achievements of members and water industry operational staff is an extremely important function of the Association.

In conjunction with a number of generous sponsors, we have again been able to present a range of Awards and incentives at both a National and State level. It was pleasing that final arrangements have been made in both Tasmania and South Australia to allow new Operator of the Year awards to be presented in these States for the first time in 2017.

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 with WIOA 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. WIOA was very excited to be appointed as the national Certifying Body for operators for the next 5 years. We have continued to work with regulators, employers and operators in many States and now have almost 100 operators from Victoria, Queensland, New South Wales and South Australia certified under either the Victorian or national Frameworks.

In conjunction with **qldwater** and a number of South East Queensland employers, an implementation trial of the wastewater operator certification framework has begun. WIOA has also been contracted to assist with the development of a Recycled Water Operator Certification Framework with work starting in late 2016 and due for completion in 2017. 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 and recycled water operators to be certified in 2017 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 increasingly 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 topics or issues to include, making the days even more relevant. It was also exciting to see the consolidation of the South Australian Advisory Committee in 2016 and the level of enthusiasm and commitment displayed thus far makes us confident of its ongoing success.

Our three main events, the Operations conferences in New South Wales, Queensland and Victoria respectively, were all extremely well supported. It was a pleasure to work with the teams from Veolia and Hunter Water, Fitzroy River Water along with South Gippsland Water and Westernport Water as conference Hosts in 2016. The support and assistance of the NSW and Queensland Water Directorates and VicWater was also integral to the success of each of the events.

A total of just over 2,700 people attended the three events with record attendance in Victoria. 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.

President's Message



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 our 2016 Prime Sponsors in Automation Group, Calix, EcoCatalysts, Ixom, Xylem, Abberfield Industries and Hayward.

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.

Our relationship and collaboration with a range of other water industry organisations has remained strong and WIOA continues to actively represent our members on an increasing number of industry working groups, committees and projects. This advocacy role is not only being undertaken by staff. There are a number of individual members with expertise who are also representing the association and industry on committees. Pursuing this advocacy role is vitally important to ensure the interests of operational practitioners are considered as widely as possible.

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 an enormous amount for our members and the industry.

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 or contributed to WIOA in 2016 and we look forward to making 2017 another outstanding year.

George Wall
Managing Director

What a big year it has been for WIOA! On behalf of the committee, I would like to let you know some of the key highlights of the past year.

Our first event for 2016 was the weekend seminar and Annual General Meeting (AGM) in Geelong. The weekend seminar is a great chance to mix work with fun, and is an excellent networking opportunity. If you have never attended a weekend seminar, I would highly recommend it. At the AGM, members approved a number of motions to amend the Constitution. The first was changes to the committee structure to provide the chairpersons of each of the state advisory committees an automatic place on the national committee. This is important to ensure all our state-based committees have appropriate representation.

Another change at the AGM included the creation of two new membership categories; Associate Retired and Associate Corporate. This allows us to stay engaged with our retiring members and lets us recognise individual company representatives already receiving information from the Association. Member numbers continued to grow in all categories and at year's end we reached a new record of 4002, an exciting achievement.

There were three well attended conferences in Newcastle, Rockhampton and Bendigo. I was glad to have the opportunity to attend the NSW and Victorian conferences. I am continually impressed by the energy and effort put in by all involved ensuring these events are successful. A number of members help out at conferences and events and without this volunteer army these events simply would not run. Thanks go to our generous conference, event and award sponsors – you really help us make our events possible. For those presenting papers or posters - if you managed to pick up an award this year, well done! If not, I hope the experience was rewarding just by participating and contributing to the betterment of the industry.

WIOA continued to grow and develop our strong relationship with our New Zealand counterparts. A delegation travelled to New Zealand in May, touring a number of water and waste water sites and attending the WIOG conference in Auckland. We were then privileged to host a New Zealand delegation who toured various water and waste water sites in Northern Victoria, before attending our Bendigo conference. An updated memorandum of understanding with WIOG was signed at the conference, formalising our working relationship.

The WIOA Advisory Committees held a number of interest days and technical seminars across the country. A large number of members helped out in the running of these days, and by sharing their stories. I encourage members to get more involved in the Association activities. I have found the camaraderie that the WIOA family brings to be a very rewarding experience – I am sure you will too.

The Committee, Board, staff, State Advisory Committees and volunteers have again been amazing. Thank you for your participation and support throughout the year. We ended the year with a strategic planning session. WIOA has had an excellent and productive year kicking goals with initiatives like the water taste tests, certification and our events to name a few. These strategic sessions play an important role in ensuring continued success and relevance of our association into the future.

I have been honoured to serve as President of the Water Industry Operators Association of Australia for 2016. This was my last year as President and I am thankful to be a part of this great organisation. Additionally, I am grateful for the opportunity it has provided me to grow professionally as an individual. I look forward to seeing the Association continue to grow and provide value to our members and the wider water industry.

Ryan McGowan
President

Financial Information

Summary of WIOA Financial Position

INCOME and EXPENDITURE for period 1 January to 31 December

INCOME (excluding GST)	2016	2015
Conference & Events income	\$ 1,288,834.49	\$ 1,267,159.18
Publications	\$ 29,315.09	\$ 26,980.88
Individual Membership	\$ 48,923.41	\$ 53,417.67
Corporate Membership	\$ 95,710.80	\$ 71,735.18
Services & Other Income	\$ 79,716.67	\$ 58,465.42
Petty Cash (opening balance)	\$ 1,380.90	\$ 1,205.05
Interest	\$ 8,875.44	\$ 17,802.16
GST refund on office purchase	\$ 34,742.41	\$ -
Total Income	\$ 1,587,499.21	\$ 1,496,765.54

EXPENDITURE (excluding GST)	2016	2015
Office & Administration Expenses	\$ 293,669.56	\$ 305,140.11
Employment Expenses	\$ 483,707.48	\$ 461,051.52
Property Services	\$ 11,907.40	\$ 61,726.92
Vehicles Maintenance & Operations	\$ 15,943.61	\$ 14,555.86
Events Expenditure	\$ 629,871.74	\$ 626,542.67
Closing Petty Cash Balance	\$ 385.65	\$ 1,380.90
Total Operating Expenditure	\$ 1,449,467.59	\$ 1,470,397.98

Operating Surplus/(Deficit)	\$ 138,031.62	\$ 26,367.56
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Asset Purchases	\$ 45,383.64	\$ 41,818.45
Office Building at cost	\$ -	\$ 326,144.48
GST to ATO office/purchases	\$ -	\$ 42,680.37
Total Expenditure	\$ 1,480,869.08	\$ 1,881,041.28

Net Trading Surplus/(Deficit)	\$ 106,630.13	(\$ 384,275.74)
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FUNDS HELD	2016	2015
Balance beginning of Year	\$ 368,547.41	\$ 752,823.15
Net Trading Surplus/(Deficit)	\$ 106,630.13	(\$ 384,275.74)
Balance at end of Year	\$ 475,177.54	\$ 368,547.41

Consolidated Financial Information 2016

The consolidated financial position presented 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 consolidated annual turnover and cash reserves. The audited financial reports will be presented to Members at the AGM.

The WIOA approach to all our operations is to provide maximum value to our members and water industry stakeholders 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 by the end of the year.

Although a moderate trading profit of in excess of \$100,000 has been generated in 2016, there are a few one-off items which have contributed to this outcome. In late 2015 our office building in Shepparton was purchased. Due to the timing of the purchase, a considerable sum of GST was paid to the ATO in the December 2015 quarter. The GST of almost \$35,000 was not refunded (claimed) until the first quarter of 2016. There have also been higher than anticipated prepayments in late 2016 for both sponsorship and exhibition sites at our 2017 NSW Conference. Once these items are considered, our overall trading profit is closer to \$35,000, indicating the effectiveness of the budgeting process.

Overall, total revenue in 2016 was 6.1% higher than 2015. Income from events, publications and services were similar to 2015 levels. There was a significant increase in the 2017 Corporate membership payments received by the end of 2016. Following the reduction in term deposits to allow the office purchase in 2015, interest income was much lower due to both the lesser cash reserves and from low interest rates received.

Operating Expenditure was reduced by 1.5% overall in 2016. Savings were made in the Office and Administration area mainly through the purchase of more efficient photocopiers and as a result of utilising email in preference to hard mail postage. Employment expenses increased due to modest wage rises and additional workcover, superannuation and training expenditure. On the property side, there was a significant reduction in expenditure given that we no longer pay rent. Around \$15,000 was spent on improvements to the new office including installation of a new air conditioner and kitchen fit out which have been included in our asset base.

Overall expenditure on events was maintained at similar levels to 2015, despite some increases in cost areas such as catering and refreshments. There have also been some deposits and pre-payments made in advance for 2017 conferences.

Our asset base in terms of property, plant and equipment has increased by just over \$45,000.00 for the year. With the interest raised on term deposits added to the deposit on maturity, our cash reserves as term deposits amounts to \$248,902.

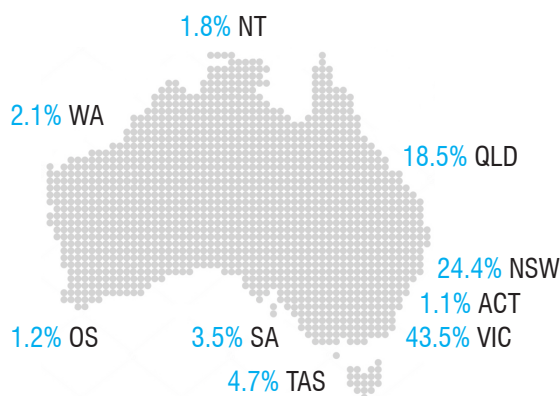
It should be noted that there is a staff provisions liability (Annual Leave, RDO's and Long Service Leave) of approximately \$95,500 that is not reflected in the Consolidated Financial Information presented here. The need for adequate cash reserves is particularly important when considering how reliant 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.

Due to increasing membership numbers and engagement nationally, the Board has approved some modest increases in conference registration fees for 2017 in order to offset the cost of an additional employee. It is anticipated that having the additional employee will also allow a reduction in leave accruals in the coming years.

In summary, the Association has \$226,275 in operating cash accounts, \$248,902 held in term deposits, and fixed assets in the form of building, plant and equipment valued at around \$400,000 after depreciation.

The Association is in a healthy 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 2017.

WIOA Membership



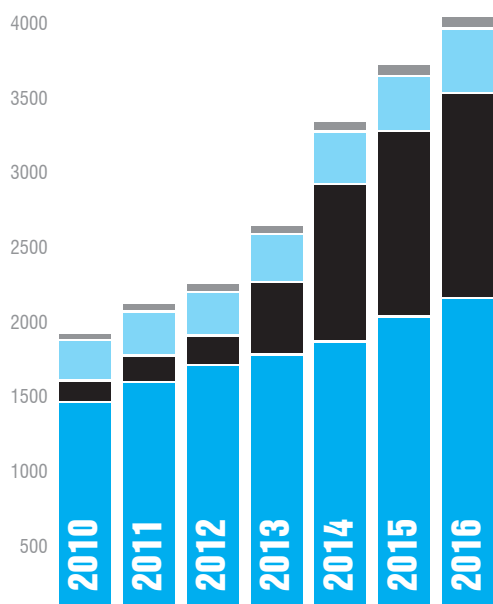
Membership Distribution as at 31 December 2016.

Membership Statistics & Distribution

In 2016, Individual membership of the association increased by 126 (5.9%) to a total of 2132 members, while 3 new organisations took out Utility Corporate Membership allowing their operators to engage with WIOA.

As the exhibition sites at recent conferences have been selling out very quickly, the WIOA Committee and Board agreed that preferential notification of site sale dates should be provided to our Corporate members. To be fair, all companies that had exhibited at recent conferences were advised that only Corporate members would receive the initial notifications of sites being on sale for our conference and exhibitions. This policy change, along with some natural membership growth led to an increase of 58 (13.8%) Corporate members. The Associate Corporate membership category continued to grow and saw an increase of 137 (9.9%) more members. As Associate Corporate members receive limited benefits, there is an opportunity for them to become Individual members in the future, allowing them to access the full benefits of membership.

The overall result is that the Association's total membership at the end of 2016 is 4,002, an 8.8% increase across all categories. Reaching the 4,000 member mark is a satisfying achievement and indicates that there is a growing exposure and acceptance of why the association exists and what it does. We trust that all existing members will continue to spread the word about the benefits of membership to others in the operational side of the water industry and assist us to promote the leading association working for operational employees.



66
419
1385
2132

Utility Corporate Members

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

Corporate Members

Suppliers of goods and services to the water industry.

Associate Members

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

Individual Members

Individuals working in the water or allied industries.

4002 Members

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 re-elected as President of the Association at the Annual General Meeting (AGM) held in February 2016. Adrian Rijnbeek from Xylem was elected Vice President and we welcomed Colin Haynes from Unity Water and Jill Busch from Aqualift Project Delivery onto the Committee for the first time.

A special resolution to change the constitution was adopted ensuring that state advisory committee chairpersons will automatically be a part of the General Committee from 2017. We appreciate the efforts of outgoing committee members Marcus Boyd and Darren Lord.



Ryan McGowan
President
Goulburn Valley Water, Victoria



Adrian Rijnbeek
Vice President
Xylem



George Wall
Secretary/Treasurer
WIOA



Jillian Busch
Aqualift Project Delivery



Neil Crossing
Allwater, South Australia



Anthony Evans
Wannon Water, Victoria



Colin Haynes
Unity Water, Queensland



Heidi Josipovic
North East Water, Victoria



Mark Samblebe
Aeramix



Lindsay Walsh
MidCoast Water, NSW



Stephen Wilson
Water Industry Training Consultants

WIOA Limited

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 direction for the association. Jim Martin was re-elected as Chairman of the Board in February 2016.



Jim Martin
Chairman



Peter Tolsher
Deputy Chairman



George Wall
Managing Director



Craig Mathisen
Chief Operations Officer



George Wall
Managing Director



Tony Hourigan
Director



Ann Austin
Administration



Sherryn Wall
Administration



Russell Mack
Director



Ryan McGowan
Director



Marilyn Wall
Administration

Staff

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

Member Services

20 Year Members

WIOA recognises any individual or corporate members who have maintained their membership for 20 or more consecutive years, presenting them with a special Membership lapel pin.



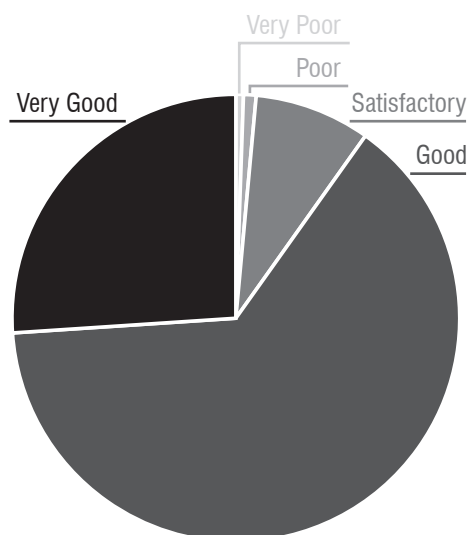
This year there are another eight Individual Members qualified for the 20 year recognition pin. The recipients of the pin in 2016 are: Tony Ferres, David Hamman, Neil Healey, Wayne Murdoch, Garry Needham, David Tickner, Bruce Williamson and Mark Younger.

We congratulate them for maintaining their membership and hope they wear the pin with pride.

Members Satisfaction Survey

During December WIOA surveyed our members to ascertain their thoughts on the services provided by the association, including conferences and events, communications, publications, online services and overall level of satisfaction. The survey was completed by almost 400 members which is well up on the previous survey conducted in 2013.

Overall the results demonstrated a high level of satisfaction with the services, communications and publications our members are provided. Over 95% of respondents indicated they regularly read WIOA publications, and over 98% indicated they are satisfied that the association communicates effectively with them. The survey also gleaned some useful feedback that will be used in a revitalisation of the association's online environment.



Members overall satisfaction with how WIOA communicates with them.

WIOA Websites

The WIOA website was maintained throughout the year to enable effective and targeted communications with members. The member's survey conducted at the end of 2016 provided an opportunity for input into the revitalisation of the WIOA website. This will include enabling it to be more accessible across mobile and tablet devices as well as a range of other improvements. The survey results will be used to help make WIOA's online presence more effective for members.

During 2016, the site received a total of 59,756 unique views, an increase in traffic of 3.0%. Our presence in social media channels also increased during 2016 with WIOA communicating with members via Twitter, Facebook, Linked In and on the WIOA You Tube channel.

AFL & NRL Tipping Competitions

Members were invited to demonstrate their prowess over the AFL and NRL seasons by entering the WIOA footy tipping competitions. At the end of the year our footy tipping winners were AFL: Andrew Wundke from GWM Water and NRL: Bret Mendham from SEQ Water. Both our winners received a WIOA prize pack and we look forward to even more members participating next year.

AFL Footy Tipping

1st	146	Andrew Wundke - GWM Water
2nd	143	Matthew Leach - North East Water
	143	Jason Mullins - North East Water

NRL Footy Tipping

1st	138	Bret Mendham - SEQ Water
2nd	137	Col Haynes - Unity Water
3rd	131	Sherryn Wall - WIOA

Show Us Ya Bag Competition

The Automation Group generously put up an iPad for the winner of a photo competition that was conducted in the second half of 2016. Members were asked to have a photo taken with the bag used at the 2016 conferences, with the most original photo to be judged the winner.

After receiving over 30 novel entries with the bag appearing in all parts of the world, Paul Gregg from Cowra in NSW was selected as the winner for his shot with himself and the bag at the bottom of Bridal Vale Falls in the Blue Mountains.





WIOA Water Industry Operator Certification Scheme

The water and wastewater treatment operator is the final and most important cog in the supply of safe drinking water and protection of the environment for our communities. WIOA has continued to promote certification as one of the ways to reduce risk and help ensure the continual protection of public health for our communities. There continues to be two water treatment operator certification Frameworks administered by WIOA as the Certifying Body, the Victorian and national Certification schemes.

Victorian Certification

The Victorian Department of Health and Human Services (DHHS) and VicWater reconvened their certification implementation committee with two meetings held during 2016. The main purpose of the meetings was to discuss, review and update the content of the Victorian Certification Best Practice Guidelines. One of the suggestions raised by the Committee is alignment of the Victorian Guidelines with the national Certification Framework.

A survey to obtain feedback from Victorian Water Corporations about issues associated with the uptake of Certification has also been distributed by DHHS. Input received directly from Committee members, and also from the Corporations through the survey is currently being considered by DHHS. It is anticipated that the Guideline review process will be completed in 2017.

There are now 68 operators certified under the Victorian Framework. In April, Goulburn Valley Water held a special morning tea where certified operator status was awarded to 17 of their staff. These operators demonstrated that they have met the training requirements, and have also been endorsed by their employer as being competent and experienced. Importantly, there is still a large number of water supply systems state wide that are not controlled by a certified operator.

WIOA staged a meeting with operations and human resources staff from all organisations currently participating in the certification scheme to discuss and outline the variety of Continuing Professional Development (CPD) options available as part of the recertification process. A number of interstate representatives also participated by teleconference. This two way communication has allowed WIOA to develop an extremely flexible range of CPD options and has increased the level of understanding within the industry of Certification requirements. As a result of this meeting, the employing organisations are now able to plan out their CPD programs with greater certainty.

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.

National Certification

Following an Expression of Interest process, the Water Industry Skills Taskforce as owner of the operator Certification Framework, appointed WIOA as the National Certifying Body in April 2016 for the next five years. This appointment provides some certainty to WIOA and the industry allowing us to proactively promote the benefits of participating in Certification to regulators, employers and operators.

At an award ceremony held as part of the WIOA NSW Conference in Newcastle in April, seven NSW based operators were presented with their certification credentials - 2 operators from Riverina Water County Council and 5 from Veolia. At the award Ceremony, presentations were made by representatives of New South Wales Health 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.

Robert Romeo from Trility became the first operator in South Australia to be certified under the national Certification Framework and was presented his credentials at a WIOA Interest Day in Adelaide in August.

In late 2016, WIOA worked cooperatively with AWA in developing an arrangement allowing the operators from the Certification Pilot undertaken in NSW to be transferred to WIOA. From our preliminary data review, there are 22 operators who appear to have met the requirements of the national Framework allowing them to be certified, and a number of others who are still working towards completion. We look forward to completing this process in early 2017.

Wastewater & Recycled Water Operator Certification Framework

In an exciting development for the industry, the Australian Water Recycling Centre for Excellence provided funding for the development of a certification Framework for recycled water operators. **qldwater** is the project manager and has contracted WIOA to assist develop the Framework and help undertake validation with industry. The initial concept was presented to the Recycled Water Regulators forum in Melbourne in late 2016 and they provided support in principle. The regulators also noted that the recycled water competencies could be integrated into a Framework for wastewater treatment operators. Work on the Framework will proceed in 2017 and the plan is to make the Framework robust enough to allow it to be used by all states and territories in the future.

In conjunction with **qldwater**, Queensland Urban Utilities, City of Gold Coast, Logan City Council, Redland City Council, Unity Water and WIOA, an implementation trial of the Wastewater Operator Certification Framework commenced in Queensland in late 2016. A gap analysis of plant processes and training completed has been undertaken for the 16 individuals participating in the trial. With funding for the required NWP units of competence obtained by **qldwater**, the training will commence in early 2017. It is anticipated that some of the operators will complete their training in time to be certified against the Framework and presented their credentials at the 2017 WIOA Queensland conference in Logan.

Ixom 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.

Water Taste Test Honour Roll

NSW

2016 Nambucca Shire Council, Bowraville
2015 Orange City Council, Orange
2014 Bega Valley Shire Council, Kalaru
2013 MidCoast Water, Bootawa

South Australia

2016 SA Water, Morgan
2015 Allwater, Happy Valley

Tasmania

2016 Barrington
2015 Waratah
2014 Bicheno
2013 Launceston, Chimney Saddle

Victoria

2016 North East Water, Myrtleford
2015 Goulburn Valley Water, Marysville
2014 South Gippsland Water, Leongatha
2013 East Gippsland Water, Bairnsdale
2012 Coliban Water, Bendigo

Water of Origin (QLD v NSW)

2016 Queensland - Barcaldine
2015 Queensland - Richmond
2014 Queensland - Bundaberg, Lovers Walk
2013 NSW - MidCoast Water, Bootawa

Australian Champion

2016 TasWater, Barrington
2015 Goulburn Valley Water, Marysville



New South Wales Water Taste Test

The Nambucca Shire Council was announced as the winner of the Ixom 2016 NSW Water Taste Test at the Awards Dinner held on the Thursday night of the WIOA NSW Operations Conference in April. The sample was collected from Council's kitchen tap in Macksville, having been supplied from the Bowraville Water Treatment Plant.

The four NSW finalists were: Orange City Council, Hunter Water, Nambucca Shire Council and Walcha Shire Council.

The Nambucca Shire Council sample represented NSW in the Ixom Water of Origin Taste Test held at the WIOA Queensland conference in Rockhampton. It went up against the Barcaldine Shire Council, winners of the *qldwater* Best of the Best Water Taste Test.

The Bowraville plant sources Bore Water that is drawn from an aquifer through bores located beside the Nambucca River. The water is naturally filtered as it flows through the gravel deposits in the aquifer. Raw water is treated with the addition of lime, Chlorine, Fluoride and carbon dioxide before it is distributed to around 14,300 consumers from over 6,000 connections



South Australian Water Taste Test

Some 16 samples were submitted from different water treatment plants across the state in the second Ixom South Australian Water Taste Test. The heats were not taken lightly, and looking around the room you could have easily mistaken that participants were judging Barossa Valley, McLaren Vale, or Coonawarra wines, instead of water from around South Australia. The four Grand Finalists were: Penneshaw, Morgan, Mount Pleasant and Summit Storage.

The winner of the Ixom South Australian Water Taste Test was Morgan for the sample taken from a tap in Peterborough, 250km north of Adelaide. Water is supplied from the Morgan water treatment plant, which treats Murray River water and is owned and operated by SA Water.

With a capacity of 200 ML/day the plant employs conventional treatment, biological filtration and chloramination. It supplies more than 130,000 people in regional South Australia.



Tasmanian Water Taste Test

The fourth 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. Some 12 entries from across Tasmania were put under scrutiny by all those who attended the day. In the end it came down to the four Grand Finalists chosen including: Barrington, Burnie, Gawler and Yolla.

Barrington, situated in North West Tasmania approximately a 30 minute drive from Devonport, came out on top and was declared the winner for 2016.

The treatment plant was commissioned in March, 1986 with raw water drawn from Lake Barrington. It is a DAF plant capable of processing 5ML of water per day. The Plant operates for 3 days a week producing 4.5 to 5KL per week, with approximately one third going to the Railton reticulation system and the remainder going to the Sheffield reticulation system.

In February 2016, Goulburn Valley Water was awarded a silver medal in the Municipal Supply category at the Berkeley Springs International Water Tasting competition, for the sample from the Marysville Water Treatment Plant in Victoria. The sample was entered by WIOA after it was judged as the winner of the Ixom Best Tasting Tap Water in Australia. The Australian title now rests with the Barrington Water Treatment Plant in Tasmania and WIOA will work with the team from TasWater to hopefully bring home gold for Australia in 2017.



Victorian Water Taste Test

Myrtleford's water supply was acknowledged as the best tasting water in Victoria at the WIOA conference in Bendigo. The winning sample was taken from the Myrtleford Water Treatment Plant and was judged on aroma, clarity and taste before it was announced as Victoria's best for 2016.

Raw water from Buffalo Creek is pumped to the 6.4 ML/day capacity DAFF plant with dual treatment trains. Lime is dosed to achieve optimal pH for coagulation, prior to the addition of carbon dioxide to control the stability of the low alkalinity water. Treated water is chlorinated before entering a 4 ML clear water storage after which it is gravitated to Myrtleford township. The water stability control allows a low chlorine residual to be maintained throughout the reticulation network.



Queensland v NSW Water of Origin Taste Test

It was a great night for Queenslanders at the WIOA Conference in Rockhampton in June with a win over NSW in the first of the 2016 State of Origin games. The night was made even better for Queenslanders when the sample from Barcaldine Regional Council was announced as the winner of the Ixom Water of Origin Taste Test held at the Conference defeating the NSW sample supplied from Nambucca Shire Council. Queensland has now beaten NSW three years in a row and holds a 3-1 lead over its southern neighbour.

The Barcaldine Regional Council delivers its Great Artesian Basin water services to five small towns including Alpha, Aramac, Barcaldine, Jericho and Murrumbidgee.



Australia's Best Tasting Tap Water

The Ixom 2016 Best Tasting Tap Water in Australia competition was held in Marysville, Victoria during National Water Week in October with national television and radio news coverage reaching more than 3 million people.

Congratulations to the TasWater team at the Barrington Water Treatment Plant in the North West of Tasmania for being judged as having the best tasting tap water this year. They will go on to represent Australia at the Berkeley Springs International Water Tasting Competition to be held in the USA in early 2017. We hope they will do Australia proud and bring home the gold medal.

To celebrate the victory, WIOA presented the TasWater team with their trophy and National Champion jumper at a TasWater presentation day held in Launceston in November.



Australian Champion wins International Silver Medal

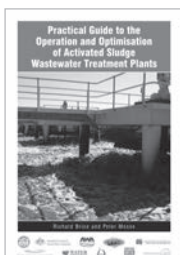
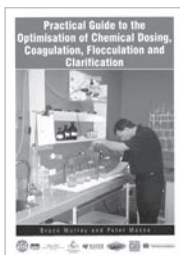
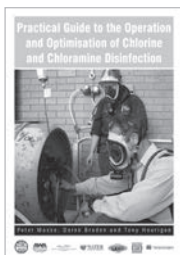
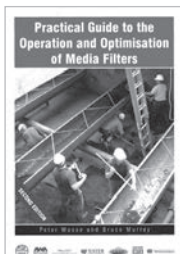
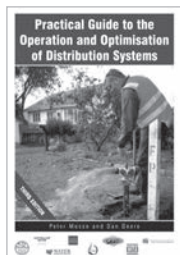
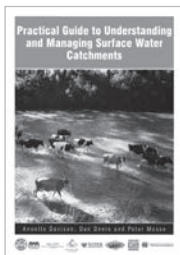
Goulburn Valley Water was awarded a silver medal in the Municipal Water category at the Berkeley Springs International Water Tasting competition for its sample supplied from the Marysville Water Treatment Plant.

After taking home the Ixom 2015 Best Tasting Tap Water in Australia competition the previous year, WIOA worked with the Goulburn Valley Water team to arrange the water sample's journey to West Virginia, USA.

Goulburn Valley Water have provided a Water Refill Station to Marysville to acknowledge the town's award winning water and residents and visitors now have free access to the second best water in the world.



Publications



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

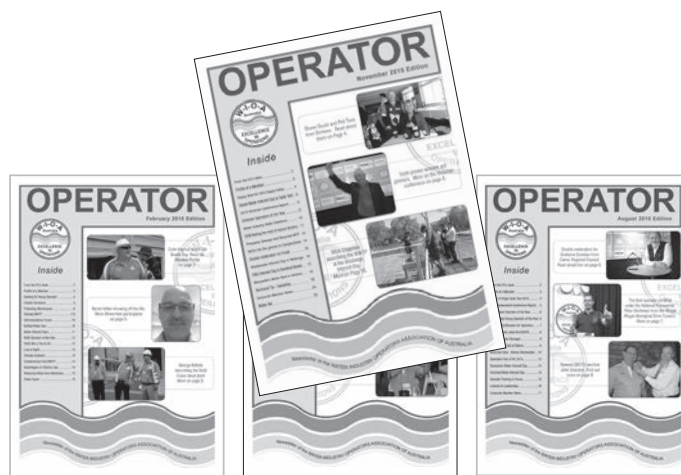


Works Technical Journal

WaterWorks is the technical Journal of the association and following an Expression of Interest process, Executive Media was appointed publisher in 2016.

Distributed in hard copy to all members in May and November annually, a copy of WaterWorks is also provided to all WIOA conference delegates and exhibitors.

With a large distribution to water industry employees, the journal is a valuable vehicle for the publishing of operationally focussed articles to share vital information across the sector.



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.

Advocacy & Representation

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 operational and water and wastewater 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 2016, WIOA staff or members representing WIOA have participated in the following committees and working groups, or provided submissions or information to a range of industry stakeholders.

Representation

- Australian Industry Standards - Water Industry Reference Committee.
- Water Industry Skills Taskforce - Member
- Certifying Body for Water Treatment Operators in Victoria and Nationally
- Australian Standards Committee for Sludge recovery, recycling, treatment and disposal
- Australian Standards Committee for Service Activities - Water Supply And Wastewater Systems
- Australian Standards Committee for Industrial and Commercial Gas-Fired Alliances – Review of AS 3814
- Water RA Project on the Microbial Risks from Pipeline Repair or Renewal
- Wastewater Operator Certification project, Queensland

Submissions, Participation and Presentations

- Water Industry Skills Taskforce for appointment as a Certifying Body under the National Certification Framework
- VicWater Innovation Conference in Melbourne
- **qldwater** Innovation Forum in Brisbane
- Recycled Water Regulators, attended meeting in Melbourne and presented on project to develop a Recycled Water Operator Certification Framework.
- Water Research Australia, Research Symposium, Distribution System management issues section
- Australian Industry and Skills Committee - submission relating to the proposed structure of the Water Industry Reference Committee.

Due to the diverse nature and skills of our members, we are increasingly being requested to provide expertise to a wide range of projects on behalf of the industry. There is a growing list of examples where we have been able to enlist the skills and experience of members to participate and contribute on our behalf.

Peter Tolsher from North East Water currently sits on the Standards Australia Committee looking into management of BioSolids (WS-039) and Adrian Rinjbeek from Xylem sits on the Standards Australia mirror Committee (WS-041) - Working Group 10 which is looking into Flushables and Microproducts in sewer systems. Rod Curtis from Western Water has provided feedback on behalf of WIOA to the Australian Standards Committee for Industrial and Commercial Gas-Fired Alliances (AG-011) – as part of their review of AS 3814, specifically relating to the proposed new aspects on Biogas.

Jill Busch from Aqualift Project Delivery has represented us through the development and stakeholder investigation stages of a Water Research Australia project looking at the potential to develop a process to effectively manage the risks relating to repair of burst water mains.

The input and expertise provided by members and their employers is fantastic and it seems likely there will be even more opportunities like these in the future. We hope that more members will be prepared to participate on the Association's behalf so that we can continue to have a positive input into the development of policy or position decisions.

Water Industry Reference Committee

Australian Industry Standards (AIS) is a government funded organisation that develops skills standards across a range of Australian industries. AIS was established in 2016 as an independent, government funded Skills Service Organisation replacing Government Skills Australia.

Working under the direction of the Water Industry Reference Committee (WIRC) that represents the water sector, Australian Industry Standards provides industry engagement, quality assurance, and project management to produce and maintain the National Water Training Package and other support services. The Water Training Package provides the only nationally recognised Vocational Education and Training (VET) qualifications for occupations in the water industry.

Industry References Committees (IRCs):

- Provide a forum for industry engagement.
- Direct the review, development and implementation of training package content relevant to the industry sectors they cover.
- Act as a conduit for industry feedback to the Australian Industry and Skills Committee (AISC) and governments on industry trends.

In March 2016, John Harris from Wannon Water was appointed Chairperson of the Water Industry Reference Committee with WIOA MD George Wall as Deputy Chair.

WIOA's involvement in this high level committee ensures that the issues of operational employees and the ever evolving nature of technology and process development are appropriately considered as the training package evolves.

Water Industry Skills Taskforce

The Water Industry Skills Taskforce (WIST) was established in 2008 to promote and oversee a nationally coordinated effort to address the skills shortage in the water sector. The Taskforce comprises CEO-level representation from the water industry and related education and government sectors, including WIOA.

The national Framework for Certification of Drinking Water Operators has recently been the major ongoing focus for the WIST. In April 2016, the WIST undertook a review and update of the Certification Framework and appointed WIOA as the national Certifying Body for the next five years. The amendments to the Framework related primarily to issues raised through the Queensland and New South Wales certification implementation pilots and industry feedback received through the amendment consultation process.

Industry Collaboration

With limited resources including staff and budget available, it is vital that we avoid duplication of services or effort in order to deliver the best outcomes for our members and industry stakeholders. Wherever possible, WIOA has worked in a collegiate and collaborative manner with a range of water industry organisations on a number of operationally focussed projects and initiatives in 2016.

Australian Water Association (AWA)

The WIOA President and MD accepted an invitation to meet with the AWA President and CEO at the Ozwater conference in Melbourne. We were able to openly discuss issues impacting either or both organisations and came away with a better understanding of where each organisation was heading.

In the latter half of 2016, WIOA and AWA come to an agreement allowing the transfer of operators from the NSW Certification Pilot run by AWA to the WIOA Certification Scheme.

WIOA staff participated in a number of events around Australia and maintained a good working relationship with many of the AWA State Branch Committees. In June, WIOA and *qldwater* jointly promoted a day held in conjunction with the AWA Far North Queensland Regional Conference. Collaborating in this manner allows us to offer event attendance opportunities to our members that would not normally be possible.

Backflow Prevention Association of Australia (BPAA)

A number of meetings were held between BPAA and WIOA officers to discuss how we may be able to collaborate more in managing the crossover between the National Construction Code Volume 3 (Plumbing Code) and the urban water utilities relating to the requirement that they “must have a backflow management program”. In some of the larger water utilities, this requirement is easily met within their engineering/operations departments, but in a number of smaller organisations like regional Councils, this is not the case.

In response, a joint proposal has been put to Australian Industry Standards for the creation of additional Cert IV/Diploma level units of competence to be added to NWP to help industry and water authorities successfully implement, maintain and manage an effective cross-connection control program. Additionally, a dedicated papers session will be held at each of the WIOA conferences in 2017 to help communicate these issues to delegates from the urban industry.

Local Government Shires Associations (LGSA) and Regions of Councils (ROC)

WIOA has been in regular consultation with a number of representatives of the Local Government and Shires Associations and various Regions of Councils to organise events or to determine industry positions on issues. We will continue to develop these relationships in the future.

NSW Water Directorate

The NSW Water Directorate has been a strong supporter of the WIOA NSW Operations Conference since its inception in 2006. Not only has the Directorate sponsored and actively promoted the NSW conference to their members, they have also sponsored and announced the winner of the NSW Operator of the Year Award annually.

In addition regular dialogue between staff from the respective organisations was maintained on a range of issues.



Queensland Water Directorate (*qldwater*)

WIOA and the Queensland Water Directorate, *qldwater* have also renewed and then signed a Memorandum of Understanding (MoU) for the next three year period. After developing and signing the initial MoU in 2010, WIOA and *qldwater* have worked closely together to identify and implement ways to better serve our respective members and stakeholders through encouraging and promoting communication between our organisations and through collaborative information sharing, education, qualification and training efforts.

Working together on projects and initiatives aimed at up-skilling operations staff, the provision of awards for operational staff, staging of joint events, working collaboratively on developing and implementing a system to deliver “nationally recognised” minimum training and development standards for water industry operations staff are all tangible outcomes of the strong partnership developed between our organisations.

Victorian Water Industry Association (VicWater)

WIOA and the Victorian Water Industry Association (VicWater) have had a close but informal working relationship for many years.

WIOA has been an invited participant on the VicWater Training Advisory Committee for a number of years. This has allowed WIOA to keep abreast of training issues specifically related to Victoria but additionally, WIOA has been able to provide input to the Committee on training issues from a national perspective. WIOA worked collaboratively with VicWater and the Victorian Department of Health in the development and implementation of the Victorian Operator Certification systems. VicWater maintains a strong interest in the success of the certification process.

The MD's of VicWater and WIOA have held regular meetings to discuss relevant issues and have collaboratively shared information relating to policy positions relevant to either organisation.

In late 2016, we commenced the process to develop a Memorandum of Understanding (MoU) to formalise the relationship and we look forward to finalising the MoU in 2017.

Water Industry Alliance

As the Water Industry Alliance is represented on the WIOA South Australian Advisory Committee, the relationship between our two organisations is continuing to evolve. There is a growing range of opportunities to collaborate which will be pursued in the future.

Water Industry Operators Group (New Zealand)

WIOA and the Water Industry Operations Group NZ (WIOG) have had a strong collegiate relationship for in excess of 10 years. In 2016 we updated and then signed a Memorandum of Understanding (MoU) to cover the next three year period. The renewal of the MoU maintains the strong partnership developed over the years and ensures that both organisations will seek out and implement opportunities to work on collaboratively in the future.

Water Research Australia (WaterRA)

Sourcing, locating and distributing quality information to the operational side of the water industry is one of WIOA's primary goals. From discussions with WaterRA officers, this is a priority for their organisation as well, given that WaterRA generates a significant amount of technical material on a regular basis.

Steps are currently being taken to formalise a relationship which will allow WIOA to distribute operationally relevant material to our members and other operational stakeholders. By way of example, WIOA has been actively distributing hard copies of the “Good Practice Guide to the Operation of drinking Water Supply Systems for the Management of Microbial Risk – Research Project 1074” as it contains information specifically relevant to water treatment operators. Additionally, some articles from HealthStream have been reproduced in past editions of WIOA publications.

WIOA MD, George Wall is a member of WaterRA's Project Advisory Committee for the Management of potential risks from pipeline repair or renewals research project.

Water Services Association of Australia (WSAA)

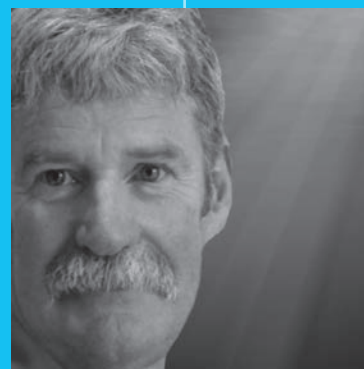
The Australian Bureau of Statistics (ABS) captures occupational data for the urban water industry through the Census but current data did not reflect the true size or importance of the water industry due to the lack of water specific occupational codes. In 2016, WIOA and WSAA worked on an initiative designed to raise awareness within the water industry of the importance of having our occupations better classified under the Australian and New Zealand Standard Classification of Occupations (ANZSCO) codes.

A series of posters and presentations were developed and delivered at range of water industry events nationally aimed at encouraging operational staff to accurately identify their job role from a list of occupations. The project was also heavily promoted within water industry publications. It is hoped that a number of new water industry specific occupational codes will be developed in the future as a result of this project.

The WSAA Executive Director, Adam Lovell presented the Keynote Address at the WIOA Queensland Operations Conference in Rockhampton in June and spoke expertly about the potential challenges for our industry in the future.



Advisory Committees



NSW

Lindsay Walsh
MidCoast Water

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. The WIOA constitution was changed in 2016 to provide dedicated positions on the WIOA general committee for elected Advisory Committee chairpersons from each of Tasmania, Victoria, New South Wales, Queensland and South Australia.

State based WIOA Advisory Committees are a vital cog to provide members the opportunity to actively participate in the direction of WIOA in their state and to become more engaged with their association. The events conducted by the Advisory Committees provide a great networking opportunity for members and allow attendees to meet other operators and increase their knowledge and skills.

Advisory Committees operate under a Terms of Reference 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.

Lindsay Walsh from MidCoast Water is a member of the WIOA general committee and the Chairperson of the WIOA NSW Advisory Committee. Advisory committee members assisted with a range of activities to make the 10th WIOA NSW Water Industry Operations Conference and Exhibition in Newcastle a success. A water interest day was well attended in Hawks Nest as the NSW group continues to work to establish a high performing network across the state.

2016 Advisory Committee Events

February

AGM and Weekend Seminar Geelong, Victoria

March

Charity Bowls Day Yandina, Queensland
Network Operations Steering Committee Launch Sunbury, Victoria

April

NSW Conference and Exhibition Newcastle, NSW
Ixom NSW Water Taste Newcastle, NSW
Water Interest Day with Veolia Bendigo, Victoria
Wastewater Interest Day (Lagoons) Oatlands, Tasmania

May

WIOA tour to New Zealand New Zealand

June

Queensland Conference and Exhibition Rockhampton, Queensland
Ixom Water of Origin Taste Test Rockhampton, Queensland
Laurie Gleeson Biggest Ever Dinner Melbourne, Victoria

Advisory Committee Chairpersons



Queensland

Colin Haynes
Unity Water

Colin Haynes from Unity Water was elected Chairperson of the WIOA Queensland Advisory Committee. Our Queensland members supported WIOA's Annual Conference held in Rockhampton in June and undertook a variety of tasks which assisted with the smooth running of this important event. The annual Charity Bowls Day was held in Yandina in March and a number of very informative Interest Days were conducted across the state. Members in Far North Queensland staged a water interest day in Cairns along with a charity bowls afternoon and an operations day was also conducted in Townsville in conjunction with the AWA and *gldwater*.

South Australia

Neil Crossing
Allwater

Neil Crossing was the 2016 Chairperson of the South Australian WIOA Advisory Committee. As the inaugural chairperson Neil has achieved a great deal as WIOA gains greater exposure, support and conducts more events in South Australia. Neil stood down from the position as Chairperson in November but will remain on the Advisory Committee. Robran Cock from Trility was elected as the new Chairperson. The South Australian events were well attended and included technical presentations as well as the second South Australian Water Taste Test.

Tasmania

Darren Lord
TasWater

The Tasmanian Advisory Committee includes operational employees from TasWater with representatives from all over the state. The elected Chairperson of the committee is Darren Lord. The Committee arranges a number of events which include a range of informative presentations and tours of facilities. The winner of the Tasmanian Water Taste Test from the Barrington Water Treatment Plant went on to win the National title as Australia best tasting Tap Water, and will now represent Australia at the International Water Tasting Competition to be held in the USA in February.

Victoria

Anthony Evans
Wannon Water

Anthony Evans from Wannon Water continued as Chairperson of the WIOA Victorian Advisory Committee in 2016. As well as assisting at the Victorian Conference and Exhibition in Bendigo in September, the Victorian Advisory Committee conducted a number of activities in 2016 including another successful charity golf day in Camperdown.

July

Water Interest Day
Hawks Nest, NSW

FNQ event in conjunction with *gldwater* & AWA
Townsville, Queensland

Operations Interest Day
Adelaide, South Australia

Ixom South Australian Water Taste Adelaide, South Australia

August

Interest Day at the Desalination Plant
Adelaide, South Australia

Operations Interest Day
Launceston, Tasmania

Ixom Tasmanian Water Taste Launceston, Tasmania

September

Victorian Conference and Exhibition Bendigo, Victoria

Hosted tour of various sites for NZ delegation
Central Victoria, Victoria

Ixom Victorian Water Taste Test Bendigo, Victoria

October

Far North Queensland Operations Interest Day
Cairns, Queensland

Far North Queensland Charity Bowls Day
Cairns, Queensland

Water Interest Day
Hobart, Tasmania

Charity Golf Day
Camperdown, Victoria

November

Wastewater Interest Day
Brisbane, Queensland

Water Interest Day
Marysville, Victoria

Ixom Australian Best Tap Water Competition
Marysville, Victoria

National Awards

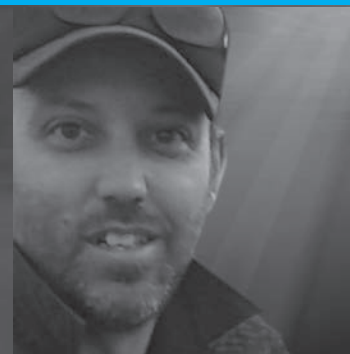


Kwatye Prize
Rodney Preist

Goulburn Murray Water



PASS Award
Darren Lord
TasWater



Members Draw
Toby Spark
Gippsland Water



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 Award has been generously sponsored by Thermo Fisher Scientific since 2006, providing a link to Australia's Indigenous community. In 2016, the focus of the Award was amended to one which encourages water industry operational practitioners to nominate to undertake a professional development activity, project or opportunity.

The prestigious award was presented to Rodney Priest from Goulburn-Murray Water at the WIOA conference in Bendigo.

Rodney has identified a Research and Development project to investigate and discover the potential uses for metallic additive manufacturing (also known as 3D printing) as part of Goulburn-Murray Water's asset management program.

Rodney will work with the team at the CSIRO Lab 22 facility to learn about 3D technology and investigate how it might be able to be used to repair or replace aged assets which cannot be manufactured through traditional approaches. The project aims to develop a prototype of an aged Goulburn-Murray Water asset component using a 3D printing technology.

PASS Award

Darren Lord from TasWater was announced as the winner of the 2016 PASS (Problem Accepted Solution Supplied) Award at the WIOA NSW Conference in Newcastle in April. 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.

This is the 6th year the PASS award has been presented and after needing to extend the closing date by a week or so, we received a record number of 8 entries from around Australia.

Darren came up with an innovative transfer stand to allow safe decanting of Sodium Hypochlorite from 15 L containers to a 200 L chemical dosing tank at some of their dosing stations. The stand provides the benefit of reducing manual handling risks as there is now no need to lift the 15 L drums up to chest height, as well as reduced chemical spill risks and avoiding splashes onto the operator.

For his efforts he joined the WIOA team on the annual operational tour of New Zealand, which included attendance at the New Zealand WIOG operations conference in Auckland. The award is made available through the kind sponsorship of Aqualift Project Delivery. WIOA celebrates the sharing of good ideas by publishing and distributing all of the entries received in a booklet.

Members Draw

Royce Water Technologies has generously supported WIOA for the last 7 years to attract new members by providing a fantastic prize for one lucky WIOA member annually. In 2016, Toby Spark from Gippsland Water in Victoria was announced the winner of a \$1,000 travel voucher, just for being a member of WIOA.

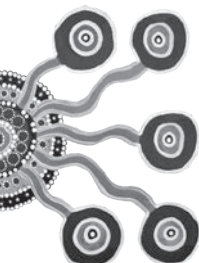
WTPO Helper Launched

Michael Fawcett from South Gippsland Water was the recipient of the 2014 Kwatye Award. Michael's project was to develop an industry relevant app for portable devices such as smart phones, iPhones and iPads, containing a number of useful tools/calculators for water treatment plant operators and anyone in the water industry.

The app was officially launched at the Water Interest Day held in Marysville on 19 October 2016, where Michael demonstrated the features that include 15 calculations and 4 useful data loggers.

Members can download the app for Android on Google play and from the Apple store for the iPhone or iPad.

A communication forum to support the WTPO Helper is also available through: www.wiacp.com.au



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 2016 winners.

New South Wales Awards



Sponsored by



**Operator
of the Year**

Mark Gogala
Orange City Council



**Best Paper
Overall**

Paul Gregg
Cowra Shire Council



**Best Paper
by an Operator**

Paul Gregg
Cowra Shire Council



**Best Poster
by an Operator**

Eric Nielsen
Icon Water

Queensland Awards



Sponsored by



**Operator
of the Year**

Vern Atkinson
Cairns Regional Council



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

Kent Weeden
City of Gold Coast &

Matthew Weeks
Banana Shire Council



**Young Operator
of the Year**

Ben Pennell
City of Gold Coast



**Best Paper
Overall**

Gary Fenwick
Queensland Urban
Utilities



**Best Paper
by an Operator**

Gary Fenwick
Queensland Urban
Utilities

Victorian Awards



Sponsored by



**Operator
of the Year**

Rylee Duffus
Westernport Water



**Young Operator
of the Year**

Will Egan
South Gippsland Water



**Best Paper
Overall**

Ben Pohlner
Wannon Water



**Best Paper
by an Operator**

John deBoer
Melbourne Water



**Best Poster
by an Operator**

Dale Hogan
Goulburn Valley Water

Conferences

Water Industry Operations Conferences & Exhibitions

In 2016 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 WIOA state conferences and New Zealand, are invited to deliver their papers again at other conferences 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.

2016 Conference Attendances

	NSW Newcastle	Queensland Rockhampton	Victoria Bendigo
Month	March	June	September
Exhibition Sites	103	101	194
Attendees	750	510	1444

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 wins the Ron Bergmeier Award for the Best Exhibition Site. Each winner receives an advertisement in Utility magazine valued at more than \$2,000 and a WIOA corporate membership.

2016 Best Exhibition Site Winners

NSW
VEGA

Queensland
Glacier Filtration

Victoria
HP Agency



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 2016.

Prime Sponsors



Host & Supporters



Sponsors



WIOA Charity Events

Victorian Charity Golf Day

The Annual WIOA Charity Golf Day was held at the Camperdown Golf Club for the second consecutive year, with a stark contrast to the previous year's weather. Golfers were greeted with very wet 14 degree day and the course was also a victim of the wet winter, with only the back 9 holes in play.

The day started with an entertaining marshmallow longest drive competition that was won by Ash Burns from Wannon Water. Ash launched a 70m marshmallow bomb winning him the privilege of wearing the pink vest for the day.

The best score for the day was that of Ash Burns (Wannon Water), Craig Steele (Siemens) and Craig Scott (PAAS), however the Tradies Cup was won by the MJK Automation Team, consisting of Noel Stewart, Rick Baillie and Richard Godycki from Barwon Water.

Charity events like this do not occur without the generous support of sponsors, our thanks are extended to Dial Before You Dig who was our naming rights sponsor of the event. Gold sponsors included the Camperdown Golf Club, PAAS and Wannon Water. The day received fantastic corporate support from ADC Plastics, Coffee Storm, DeZurik, Evoqua Water Technologies, Executive Media, Harry The Hirer, Hayward, Kirra Promotions, KSB Australia, MJK Automation, Nordical Diving, Piping & Automation Systems, Professional Diving Services, Siemens, Thermo Fisher Scientific, Two Sisters Catering, and Willprint.

All the participants who braved the weather, helped raise over \$4,000 for charity over a friendly, relaxed game of golf.

Queensland Charity Bowls Day

In the native tongue, Yandina means "to go on foot", which is fitting as the hinterland town played host once again to the annual WIOA Queensland Charity Bowls Day.

38 bowlers put their best foot forward (some with more success than others) in pursuit of meeting new people, catching up with old mates, raising funds for a great cause, and ultimately, attaining lawn bowling glory.

There was finesse along with some skilful shot-making and lashings of luck which ultimately separated the winners from the losers. This year, it was the Xylem team of Cameron Gilchrist from Xylem (captain), Sean Wainwright from Unity Water and Marcus Boyd from Toowoomba Regional Council, who reigned victorious, claiming victory in a nail-biting final game. The team from Thermo Fisher Scientific took out the now infamous Bunny Ears for finishing in last place.

Of course, the real winners of the day are the recipients of the more than \$1,600 that was raised by attendees that was donated to the Capricorn Animal Aid at the WIOA Queensland Conference in Rockhampton. The event was generously supported by a number of companies, including: Bilfinger, Grundfos Pumps, KSB, McBerns, Pensar, **qldwater**, Royce Water Technologies, Thermo Fisher Scientific and Xylem.

In 2016 WIOA donated \$11,550 to the following charities.

\$ 850	Mareeba Mayor's Xmas Appeal
\$ 1,500	Uniting Care Kilmaney
\$ 1,500	YAMS Foundation
\$ 2,500	Capricorn Animal Aid
\$ 1,500	Cancer Council
\$ 350	Water Aid
\$ 350	Water Aid
\$ 300	givit.org.au
\$ 3,900	Prostate Cancer Foundation

Since making our first ever donation in 1999, WIOA has contributed almost \$95,000 to worthwhile charities across Australia. Money is raised through the conduct of charity events and fundraising at conferences.

Far North Queensland Charity Bowls Day

In conjunction with an operations interest day, 30 water industry professionals battled the warm weather and enjoyed a pleasant afternoon of lawn bowls and networking in a relaxed, friendly environment in Cairns.

IDEXX Laboratories and Cairns Regional Council were the major supporters of the Interest Day and bowls afternoon, with additional support from: McBerns, Thermo Fisher Scientific, Aqseptence, Hydramet, Xylem, Grundfos Pumps and Glacier Filtration.

The winner of the Tradies Cup was the team from Aqseptence which included Zac Floyde-Smith, Glenn Campbell from Cassowary Coast Regional Council and Mark Gwynne from Cairns Regional Council.

WIOA has rotated the responsibility for nominating a charity to receive the proceeds from the Bowls afternoon and this year it was Mareeba Sire Council's turn. A cheque for the Mayor's Christmas Appeal in the amount of \$850 was presented to a very appreciative Mareeba Shire Council Mayor.

Laurie Gleeson Biggest Ever Dinner

WIOA was once again represented on the organising committee and provided support for the Biggest Ever (Laurie Gleeson) Dinner which was held at Etihad Stadium in Melbourne on 23 June.

The event conducted in conjunction with the Institute of Water Administration conference, was organised in honour of water industry stalwart Laurie Gleeson OAM, who passed away from prostate cancer in 2015.

WIOA Staff, Board, Committee members and invited sponsors and guests, joined with around 400 other water industry colleagues to raise funds for the Australian Prostate Cancer Foundation.

**THE
BIGGEST
EVER
LAURIE GLEESON
DINNER
2016**

Water Interest Days

Queensland

Townsville 20 July

WIOA teamed up with **qldwater** and the AWA Queensland Branch to stage a day in Townsville in July. Being held the day before the AWA FNQ Regional Conference allowed all three organisations to collaborate and bring together an excellent program of speakers, primarily showcasing the management of operational issues in a tropical environment.

Far North Queensland Cairns 6 October

WIOA staged its annual FNQ Operations Interest Day and optional charity bowls afternoon in Cairns. The day was sponsored by IDEXX Laboratories and Cairns Regional Council. Water and wastewater staff from far northern councils attended what was not only a very technically informative day, but a great opportunity to network with their peers and other water industry representatives.

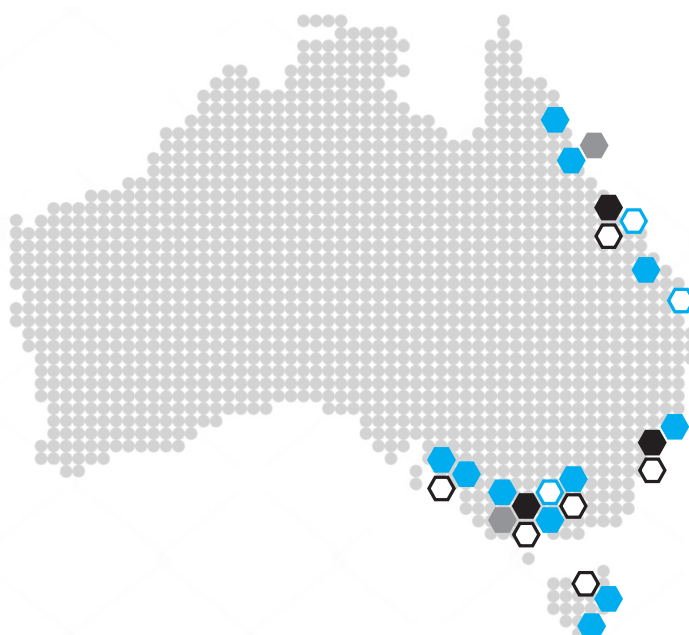
The Keynote presentation this year was delivered by Stuart Doak from Livingstone Shire Council who spoke on the project which has led to significant improvement in water quality in the town of Blackwater.

Wastewater Innovations Day Brisbane 24 November

The WIOA Queensland Advisory Committee initiated a Wastewater Interest Day that was hosted by Queensland Urban Utilities at the Innovations Centre based at Queensland's largest Sewage Treatment Plant, Luggage Point, in Brisbane.

Over 40 participants arrived to listen to a number of technical presentations and participate in tours of the Innovation and Education Centre. They were also provided an overview of the Treatment Plant process by one of the Operators from the Viewing platform. Attendees were welcomed by Colin Haynes, Chair of WIOA's Queensland Advisory Committee and Kathryn Turner from QUU. Technical presentations included an Overview of QUU's Innovation Centre by Colin Chapman (QUU), Bill Collie (QUU) gave an insight into their Waste to Energy operations for co-generation, Jacob Frampton (Xylem) informed all about Xylem's Innovation and Integration being part of their DNA, Allan Neethling (Flow Services) provided an interesting overview on Clamp-On Flowmeters and their latest best practices and George Wall (WIOA) gave a rundown on the latest happenings within WIOA.

The delegates enjoyed a great networking BBQ lunch before spending time looking through the Innovation Centre where a pilot scale sewer system has been set up to test the impacts on sewer systems along with a number of innovative projects being discussed. We were also given an insight into QUU's Education centre.



-  **Water Interest Days**
-  **1 Day Seminars**
-  **Conferences**
-  **Taste Tests**
-  **Charity Events**



NSW

Tea Gardens

27 July

MidCoast Water welcomed a wonderful turnout of more than 50 participants to the WIOA, MidCoast Water Interest Day held at the Tea Gardens water treatment plant.

Presentations were delivered by Belinda Green from Aquagreen Project Solutions on review of chemical dosing interlocks, Krista Hazelett from Pall Corporation on membrane filtration technology and Josh Tickell from NSW Health on incident monitoring, management and response. An open forum/workshop on Standard Operating Procedures was conducted by Jill Busch, Dave Bowland, Josh Tickell and Murray Thompson. This session saw operators working together and exchanging ideas for the benefit of the industry.

Pall Corporation sponsored the day and generously provided lunch for the attendees. After lunch there was a presentation by Craig Smith on the Tea Gardens water supply and the difference the new water treatment plant has made, followed by a tour of the facility.

South Australia

Tonsley

6 July

Around 30 operators gathered at the TAFE SA, Tonsley Campus for the WIOA Operations Interest Day and second Ixom South Australian Water Taste Test.

Bob Arnold from Ixom provided an overview of operations explaining that Ixom is not just about providing chemicals but operations service as well. Keynote speaker Ian Johnson delivered on his own personal experiences from a workplace accident. Ian's powerful messages really hit the spot and gave all attendees plenty to take back to the workplace and more importantly, to their homes.

Other speakers on the day included Helen Beard who explained Allwater's Energy management system, Adam Williams from AWQC who reviewed the importance of calibrating field equipment and Paul Beauchamp of TAFE SA who discussed current disinfection technologies in use in South Australia.

The day concluded with a tour of the local Oaklands Wetland Scheme designed as part of Adelaide's future waterproofing project to harvest stormwater, remove contaminants then ASR injection and extraction for irrigation and third pipe water reuse.

Adelaide Desalination Plant

24 August

The Adelaide Aqua team at the Adelaide Desalination Plant were the hosts for the WIOA South Australian Water Interest Day.

Neil Crossing, the SA Advisory Committee Chair opened the day before introducing the Speakers. Ambrose McGrath was among two Adelaide Aqua operators who gave a concise description of the plant operation and the energy recovery systems in place.

Chris Copley explained how desalinated water mixed with surface water from Happy Valley and the water quality challenges met through commissioning an ongoing operation. He then spoke on how the water is introduced into the Adelaide water distribution system.

The day was sponsored by Evoqua Water Technologies. Craig Chamulko from Evoqua spoke about the ultra-filtration submerged membrane technology that Evoqua supply and how this technology was tailored to the requirements of the Adelaide Desalination Project. Tim Kildae from SA Water provided an overview of the environment before and after construction and modelling of impacts from Brine disposal.

The day concluded with a lunch supplied by the days sponsor, Evoqua and a tour of the Adelaide Desalination Plant led by the Adelaide Aqua operations team. Seeing the advanced process and engineering first hand was very enlightening.



Water Interest Days

Tasmania

Oatlands

20 April

Around 40 operators attended a wastewater Interest Day concentrating on the operation and optimisation of Lagoon systems held in Oatlands. With much of the content delivered by WIOA MD George Wall, the day was a repeat of the very successful event previously held in 2014. A session on monitoring lagoons was delivered by Jason Barnett and Royce Aldred from TasWater.

The day was sponsored by Control Components. Ben Metman from Control Components spoke about new technology in the Cerlic Multitracker for sludge blanket profiling in Wastewater applications.

The day concluded with a tour of the Oatlands lagoon system and a question and answer session on the lagoon embankment which helped put the theory side to practice.

Launceston

3 August

An Operations Interest Day was held in Launceston where a number of technical presentations on a variety of operational issues were delivered. The day also incorporated the Tasmanian Water Taste Test. Bill Woods from Ixom presented on chemical delivery and handling, Paul Banfield from Suez gave an insight into ice pigging water and sewer mains, and Worksafe outlined the role and rights of the inspector in aiding businesses to conduct their work safely.

John-Paul Morrow from Aeramix spoke and demonstrated a number of different surface protections and sealants with some remarkable results.

Keynote speaker was Ian Johnson who provided an insight into an industrial accident that impacted over fifty people during and after the accident. Ian's presentation highlighted how other people risked serious injury to help without thinking about the potential consequences which could have affected a lot more people.

Hobart

19 October

Around 15 operators attended the WIOA Interest Day at Hobart's Bryn Estyn Water Treatment Plant. Mark Abela, TasWater's manager of water treatment and dams, started the day with an overview of taste and odour issues faced by Tasmania over the last two summers and the impacts of the severe weather on our wastewater and drinking water systems. He focused particularly on Hobart's bulk water system and the water treated at Bryn Estyn Water Treatment Plant.

Gary Lanham, the second speaker for the day, gave similar accounts of taste and odour issues in the north of Tasmania over the same summer. Fran Smith spoke about TasWater's laboratory testing and how it has changed as a result of the taste and odour issues.

The day was supported by the Australian Water Quality Centre who presented a number of water samples, containing different levels of MIB and geosmin for attendees to taste.



Victoria

Bendigo 20 April

Over 50 WIOA members were present at an interest day hosted by Veolia at the Bendigo Water Treatment Plant to examine various approaches and facets of asset management.

Ben Van Zeyl from Veolia provided an in-depth overview of the Veolia approach to asset management that highlighted the importance of utilising maintenance resources and finances in a prudent manner. Mick Mahoney provided an insight into the asset maintenance approach adopted by Wannon Water and how they benchmark their in-house capabilities against the open market. Maggie Sheehan gave an overview on the journey Central Highlands Water has adopted in their approach to asset management where all staff have an active role in asset management.

Konrad Mueller from Veolia gave an insight into the AQUA 2000 “BOOT” scheme covering the Bendigo, Castlemaine and Kyneton Water Treatment Plants. This was followed with an interesting plant tour of the Bendigo Water Treatment Plant.

Marysville 19 October

Goulburn Valley Water and WIOA celebrated National Water Week with a joint community event in Marysville. After winning the 2015 Victorian and the Ixom Best Tasting Tap Water in Australia Competition, the town hosted this years’ national taste test competition and a WIOA interest day.

The Interest Day was well attended and involved various presentations that included Arash Khorasani from Hach outlining details of a new range of turbidity instrumentation. Steven Newham from Goulburn Valley Water spoke about the operational challenges of the three month blue-green algae outbreak along the Murray River. Neville Whittaker from Goulburn Valley Water presented Safe Water Process and the practical changes that have been implemented to reduce risk ensuring water remains safe when carrying out mains repairs. Bruce Ackerman and Alan Tyson presented a moving description about the Black Saturday Bushfires and its impact on the town water supply and community.

Michael Fawcett from South Gippsland Water winner of the 2014 Kwatye Award, officially launched a new phone app (WTPO Helper) aimed at assisting operators with simple calculations. Suzie Sarkis from the Victorian Department of Health and Human Services outlined the health benefits of drinking tap water. A great day was finished off with a tour of the Marysville Water Treatment Plant facilitated by Heath Vine from Goulburn Valley Water.

Network Operator Development Program Launched

The Network Operator Development Program has been established to identify, mentor and develop future leaders in the Network Operations field across the Victorian Water Industry. The program was instigated by WIOA members Mick Mahoney from Wannon Water and Mike Rankin from Water Training Australia who bought the concept to WIOA. Following an initial meeting with WIOA, a program Advisory Committee was established and work commenced on creating the content for the program.

The program will commence in February 2017 and aims to expand knowledge and skillsets of Network Operators, exposing them to strategic thinking and best practice initiatives in technology, business management and leadership. The program involves one day each month over an eight month period, with sessions held at venues across the state depending on the content of the particular day. It will provide the opportunity to build a network of colleagues within their field of expertise and assist to deliver an improved customer focus.

This is a great example of WIOA members providing opportunities for all and working on behalf of the industry as a whole.

Network Operator Development Program Advisory Committee:

- Mick Mahoney from Wannon Water
- Mike Rankin from Water Training Australia
- Neville Whittaker from Goulburn Valley Water
- Dean Barnett from Western Water
- Russell Bates from East Gippsland Water
- Neil Morrison from GWM Water
- George Wall from WIOA

The first cohort of 13 participants in the program were notified of their selection in December 2016. We look forward to watching as this group will be exposed to how to identify and implement best practice approaches, increase productivity and enhance a professional culture within their respective organisations.



Seminars & Events

One Day Seminars

February

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

October

- Filters and Filters Backwashing
Shepparton, Victoria

Weekend Seminar

The 2016 WIOA Annual General Meeting and Weekend Seminar was held on the weekend of Saturday 27th and Sunday 28th February at the Parkside Motel in Geelong.

At the WIOA Annual General Meeting Ryan McGowan was re-elected President, Adrian Rijnbeek as Vice President and George Wall as Secretary/Treasurer. A ballot was required to elect the General Committee which included first time representatives in Colin Haynes and Jill Busch onto the Committee. The contribution of outgoing Committee members in Marcus Boyd and Darren Lord was recognised.

A special resolution to change the constitution was adopted meaning from 2017, we will automatically have a representative from at least 5 States on our Committee, as well as the other elected members. The other change was the creation of the Associate Corporate member category allowing us to recognise the many Corporate nominees in our membership statistics.

The Weekend Seminar provided a great opportunity to meet other members and learn about some of the latest technologies in a relaxed and friendly atmosphere. It was a resounding success with the assembled members treated to excellent technical and product presentations from Corporate members FluidQuip, Aeramix and Royce Water Technologies. Attendees were challenged through some “cat like” brain teasers, however the highlight of the event was the Saturday evening dinner with WIOA's own version of Family Feud hosted by Dave Rae.

On Sunday morning David Greaves provided an encore of the paper he presented at the 2015 Victorian Conference that was awarded the Best Paper Overall titled: Sariri Village rebuilding in Papua New Guinea. The weekend concluded with a site tour conducted by the Barwon Water team of the Northern Water Reclamation Plant and Class A facility located at Viva energy in North Geelong.

New Zealand Tour

In April, eight people participated in an epic journey to Aotearoa on the WIOA tour of the New Zealand North Island that included the Water Industry Operations Group of New Zealand (WIOG) annual conference held in Auckland. The group came from all parts of Australia with different backgrounds and interests, we all had one common interest, this being water and wastewater operations.

For the first time the WIOA tour visited the Northland region of the North Island of New Zealand. Apart from being shown around a wide range of plants from small to extremely large, this trip allowed the Australian participants to experience some very special and memorable cultural activities including spending the weekend with the community at Waipoua. A real bond was developed between all the participants. To commemorate the Waipoua visit, a special plaque celebrating the Kwatye Award and the linkage between WIOA and WIOG NZ was presented to the Te Roroa community. The plaque was well received and will have pride of place in the community centre for many years to come.

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. The tour visited Wastewater Treatment Plants in Rosedale, Whangarei, Rawene, Russell and Mangere, and Water Treatment Plants in Whangarei, Kaikohe and Paihia. 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.

In September, five New Zealand WIOG members including Chairman Mike Monaghan and Executive Officer Craig Hiddleston, travelled through Victoria visiting a number of treatment plants before attending the Victorian conference in Bendigo. The tour was chaperoned by Victorian Advisory Committee Chairperson, Anthony Evans.

Sites visited included water treatment facilities at Winneke, Marysville, Shepparton and Bendigo and wastewater facilities in Alexandra, Shepparton and Hoppers Crossing. The group also examined waste processing issues at the Murray Goulburn Processing Plant in Rochester. Most of these facilities are operated by WIOA members and they proudly showcased their plants to the visiting group.

Following the tour, the winner of the New Zealand Young Operator of the Year Award, Naomi Coatsworth from the Invercargill City Council stayed on for an extra week of work experience with North East Water in Wodonga and Goulburn Valley Water in Shepparton. A big thank you is extended to all the participating organisations for making both tours the success they were.



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 \$30 (individual), \$260 (Corporate) and \$30 per member (Utility Corporate - must have 8 members or pay a minimum of \$260 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.

Water Taste Tests

WIOA holds a number of Water Taste Tests across Australia, including a National Championship, to raise awareness of the quality of drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities on a day to day basis.

Charity Events

WIOA holds 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 \$95,000 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

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.



Water Industry Operators Association of Australia

MEMBERSHIP APPLICATION / RENEWAL

ABN 27 302 677 808

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

Date ____/____/____

MEMBERSHIP CATEGORY

Please tick the appropriate box

- ☐ **1 Year Individual Membership** \$30 (inc. GST) 2017 only
- ☐ **3 Year Individual Membership** \$90 (inc. GST) 2017, 2018 & 2019 membership
- ☐ **Corporate Membership** \$260 (inc. GST)

MEMBERSHIP DETAILS

Name: Mr / Ms

Postal Address

(Individual members please provide your private mailing address.)

Suburb State Postcode

Date of Birth DD MM YEAR

Employer

Position

Telephone Fax

Mobile phone

E-mail

In the event of my admission as a member, I agree to be bound by the Rules of the Association, a copy of the Rules can be found on the WIOA website.

Signature

WIOA encourage the use of electronic correspondence to reduce paper wastage.

I wish to receive correspondence by E-mail in preference to Post ☐ Yes ☐ No

PAYMENT OPTIONS

EFT BANKING DETAILS

BSB: 033-254

A/C: 327-012

The following must be included on your payment:

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

CREDIT CARD PAYMENTS

☐ Visa ☐ Mastercard

Cardholders Name

Card Number

Expiry Date

Amount (please circle): **\$30 / \$90 / \$260**

Signature

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

Office Use Only

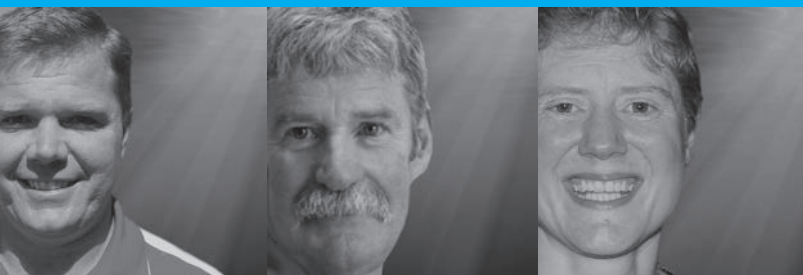
☐ New ☐ Renewal Date Paid: / / Rec No:

IDIOTS Award

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

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.

2016 IDIOTS INDUCTEES



Marcus Boyd, Lindsay Walsh & Kathy Northcott

2016

Marcus Boyd
Lindsay Walsh
Kathy Northcott

2015

John Granzen

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
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