



Water Industry Operators Association of Australia



2019 ANNUAL REVIEW & Members Information

communicate

encourage

protect

network

engage

Our Vision

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

Our Mission

To develop and support people in water industry operations.

Our Values

- Integrity
- Being safe
- Professionalism and consistency
- Innovation & sustainability
- Recognition and celebration of achievements
- Open, honest and timely communications
- Supportive behaviour and respect

2,901

Conference
Attendance

1.2%

In
Membership

4,288

WIOA
Members

68,924

Website
Hits

3,926

Attendees
at WIOA Events

136

Certified
Operators

Contents

Chairman's Message	1	Advisory Committees	16
Managing Directors' Review	2	Advisory Committee Events	17
President's Message	4	Conferences	18
Financial Information	5	Conference Awards	19
Membership	6	Major Awards	20
Publications	7	Ixom Best Tasting Tap Water	22
WIOA Structure	8	Seminars & Events	24
Member Services	10	Network Operator Development Program	25
Certification	11	Main Tapping Competitions	26
Industry Involvement	12	Frequently Asked Questions	27
WIOA Charity Events	15	Membership Application	28

8

Life **Members**

2018	John Harris
2017	Peter Tolsher
2014	Russell Mack
2007	Barry Waddell
2004	George Wall
1998	Ron Bergmeier
1994	Stan Franzi
1986	Ray Holloway*

*deceased

Chairman's Message



As Chair of the Board, it is my privilege to report yet another very successful year in 2019.

Like everything else WIOA does, our Annual Review is a team effort and it provides a reflection on our past year's activities. The President covers the membership component of our business, the Managing Director looks at administration and I concentrate on the governance.

Governance is an important part of any business and we take it seriously at WIOA.

In these dynamic times, challenges are thrust upon us continuously and it is important that we maintain a focus on the vision and values of our business. This will ensure the commitment to our members and stakeholders is achieved appropriately.

Our Vision is to be the leading industry association promoting excellence in water industry operations. This does not stop at any level and includes Board Directors, who continue to undertake courses through the Australian Institute of Company Directors.

Our commitment to being diverse and inclusive in all facets of our organisation was confirmed by the Board and Committee with the development and adoption of a Diversity and Inclusion Plan. A number of our policies and processes have been reviewed and amended, and a training session dedicated to individual unconscious bias was undertaken by the Board, Committee and all Staff. It is anticipated this will be extended to Advisory Committee members in the future. A big thank you is extended to Jill, Heidi and Craig for their efforts in driving the early work in this space, which has already realised some positive outcomes. After an expression of interest process in late 2019, a Diversity and Inclusion Group which will meet for the first time in early in 2020, has now been established to help ensure we meet our diversity and inclusion goals.

With the Strategic Plan for 2018 to 2022 developed in previous years, we continued to fine tune it with an annual review. This process ensures that the Plan adequately reflects all the different aspects of our business and is current and appropriate for the future of WIOA. We need to ensure that WIOA is well placed strategically to be able to respond to member needs, but also take up opportunities to enhance and grow our organisation.

Congratulations to WIOA MD George Wall who was elected as Chair of the national Water Industry Reference Committee (IRC). This committee is responsible for the management of the National Water Training Package that provides the training standards for the operational side of the water industry nationally. George replaced John Harris as Chair at the meeting in August 2019, following John's retirement earlier in the year. It is appropriate to recognise John's contribution to both WIOA and in the upskilling of water industry employees over many years. Well done John and thank you for your commitment. Current WIOA Committee Member, Anthony Evans was also elected onto the IRC to fill the casual vacancy following John's retirement.

MD George has also been elected to the Board of the Institute of Water of Administration, Victoria (IWA). IWA fulfils similar goals to WIOA, but concentrates on the administration levels of water corporations. IWA is an organisation that I was personally involved with and I admired their values. I am sure that George's wealth of knowledge and contacts will allow him to contribute positively on the IWA Board, and I thank him for his personal time and commitment.

Financial sustainability is vitally important for the association and, while we aim for a balanced budget each year, the WIOA Board did budget for a small deficit in 2019. The Board took the stance of investing some of our accumulated cash reserves for asset purchases and new projects in 2019, allowing us to minimising price rises for our events. At the end of the year, WIOA is in a financially solid position.

People are the common denominator for the success of any member association. The contribution of WIOA staff in George, Craig, Ann, Marilyn and Sherryn and our two newest employees, Dale and Abbey is amazing. Their continued dedication and devotion to the cause is to be congratulated and is appreciated by us all. I would also like to recognise the contribution of the Board, Committees and our army of volunteers. I offer my congratulations and my sincere thanks on behalf of all of the WIOA stakeholders.

James Martin, Chair

A handwritten signature in black ink, appearing to read 'James Martin', with a stylized flourish at the end.



Managing Director's Review

The 2019 year was very busy with a wide variety of activities, events and development opportunities for Members of the Water Industry Operators Association of Australia and our broader water industry stakeholders. In all, 33 separate events were delivered across the year, to a total of 3,926 participants.

We welcomed two new staff members in 2019 with Abbey Kaine commencing as a Trainee Administration Officer in March and Dale Osborne joining as Project Officer from late April. Both have already proven themselves to be great assets for the organisation and we look forward to their continued input into the future.

The Operations Conferences and Exhibitions remain the flagship events for WIOA and the attendance in New South Wales, Queensland, South Australia and Victoria were again strong. It was a pleasure to work with the teams from Orange City Council, Bundaberg Regional Council, Murray Bridge City Council plus Coliban Water, Gippsland Water, Goulburn-Murray Water and South East Water as conference Hosts in 2019. The support and assistance of the NSW and Queensland Water Directorates and VicWater was also integral to the success of each event. Support for the exhibitions at each conference was again strong with the exhibitions selling out early and many having a waiting list of companies hoping to participate.

The second Water Industry Safety Event (WISE) was organised and staged in Melbourne in October. Melbourne Water did a wonderful job again in Hosting this event. Safety is a major issue for the water industry and WIOA continues to work collaboratively with organisations such as WSAA to do what we can to help improve our industry's safety performance nationally.

Sponsoring partners are integral to the success of our conferences and events and it is important to acknowledge the outstanding contribution of our 2019 Prime Sponsors in Alliance Automation, Calix, Filtec, Hach, Ixom and Xylem. The Association was also supported by a range of other companies who took up sponsorship opportunities at one or more of our conferences or other events. We greatly value the commitment of all our sponsors, and we ask members to keep these companies in mind when purchasing products or services.

Encouraging participation and recognising and rewarding the achievements of members and water industry operational staff is another important role of the Association.

In conjunction with numerous generous sponsors, we have again been able to present a range of Awards and incentives at both a National and State level. We congratulate all the award winners. We know from history that participation with WIOA is often the catalyst for operational staff to move on to achieving bigger and better things. 2019 saw the relaunch of the Kwatye Award as a cultural recognition award courtesy of the generous support of TRILITY. We see this as an important opportunity to help us identify and acknowledge those individuals and organisations doing great work in the diversity and inclusion space.

The WIOA Talks webinar series was maintained and a total of 230 members participated from across Australia and New Zealand. Five separate webinars were developed and delivered in 2019, covering both technical and general interest topics. It is planned to continue to run the webinars in 2020 and beyond.

With ongoing support of **qldwater** as secretariat, the Water Industry Operator Certification Taskforce (WIOCT) continued to maintain the national Operator Certification Framework. WIOA remained active in our role as the Certifying Body and we presented the credentials to certified operators at various events. The Victorian Department of Health and Human Services adopted the national Certification Framework from 1 July 2019 in place of the Victorian guidelines, and we now have only one certification framework to administer. With funding support from the Australian Services Union, we commenced the massive task of creating a new database and access portal that will allow the certification process to become an online and a much more user friendly system. We look forward to its launch and implementation in early 2020.

Through the amazing efforts of the staff, Board, Committee and volunteer members, we have been able to deliver an extensive program of conferences, technical seminars, interest days, social and charity events.

Promoting and acknowledging the exceptional work undertaken on a 24/7 basis by everyone in operational roles is extremely important. WIOA again worked with sponsor Ixom to stage best tasting tap water competitions in Tasmania, New South Wales/ACT, Victoria and South Australia. We also worked with **qldwater** to stage a seventh Water of Origin competition, allowing the winners from the NSW/ACT and Queensland taste tests to go head to head at the WIOA Queensland conference in Bundaberg.

During October, the fifth staging of the Best Tasting Tap Water in Australia competition was held, where samples from the winners in each State were pitted against one another. Congratulations to Mackay Regional Council for being judged the winner. We also congratulate the 2018 winner, Wannon Water who received a silver medal in the Municipal Water category at the International Water Taste Test competition in the USA in February 2019. From the strong collaboration between Ixom and WIOA, the Taste Tests attracted local and national media coverage reaching an audience of over 3.12 million people. It is great to be able to provide positive media opportunities along with recognition for our industry and our operators.

The activities arranged through our State based Advisory Committees are increasing and this in turn allows us to offer even more member and stakeholder engagement opportunities. The number of tapping competitions, charity events, interest days and site tours is continuing to grow annually. Members are becoming more proactive in letting us know about topics or issues to include in programs to make these days even more relevant. We thank the Chairs and members of each of the Advisory Committees for their efforts.

Collaboration with other water industry bodies is vital to avoid duplication of effort and to allow the sharing of resources and information. Our collaboration with a range of water industry organisations has remained strong and we are presently in discussions with other bodies to develop a Memorandum of Understanding to formalise our relationships. With new CEO's starting at both the NSW Water Directorate and VicWater, a meeting with both Brendan Guiney and Peter Morison respectively was important. It is pleasing that we have been able to maintain our positive relationship and we look forward to continuing our joint efforts in the future. It is also worth acknowledging the contribution of outgoing CEO's Gary Mitchell and Tony Wright for their assistance over the years.

We continued to strengthen the relationship with the Water Industry Operators Group (WIOG) in New Zealand. The operator tour to New Zealand in May, as well as the return visit by the Kiwis to Australian plants in September is a very special opportunity. We thank all involved from either side of the Tasman for their efforts in making the tours happen. We also attended the Water New Zealand conference in September including meeting with key people on a variety of topics.

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 individual members with specific expertise who are also representing the association and the industry on various committees. Pursuing this advocacy role is important to ensure the interests of operational practitioners are considered as widely as possible.

As a member service organisation, effective communication is vital. We have regularly communicated with members to share industry news and developments using our website, social media, and our suite of publications including Words, Operator and WaterWorks. In conjunction with WaterRA and supporting authors and reviewers, we produced our first Occasional Publication on the Use and Measurement of Ct. Thank you to everyone who has contributed something to any of these publications.

A survey was undertaken in late 2019 to determine what members thought about the services provided by the association. The response rate was lower than the previous survey in 2016, but the results were similar. There is a high level of satisfaction with the services, communications and publications that we provide.

We trust that this snapshot of our activities shows that 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 in general.

The Association is in a very strong position financially which provides us the opportunity to continue to deliver and grow the range of services and benefits on offer. We trust that you will enjoy reading the annual review as it contains much more detail on all our activities. Thank you to everyone who has supported or contributed to WIOA in 2019, and we look forward to making 2020 another outstanding year.

George Wall, Managing Director





President's Message

And just like that 2019 has come and gone, but not without leaving us with a terrible reminder of how dry the last few years have been. There are fires burning in nearly every state with mass devastation to the impacted communities. It is events like this that really highlight the importance of the water and sewer services we deliver to the communities we serve. I know a lot of our members have done incredible things to ensure these services continue through this terrible time, and it's a huge credit to you all. It is imperative we all work together to assist each other and continue the sharing of ideas to future proof our industry.

On reflection, it is great to recognise all our award winners from each of the conferences and all the highlights and achievements of our members in 2019. WIOA and its cohort of staff and volunteers have again excelled to ensure the continued growth and value of our events. We should be extremely pleased and proud of the contribution our organisation makes to the water industry through the hard work and dedication of everyone involved.

The trend of increasing growth in our membership has continued with a total of 4,288 members on board at the end of 2019, up from the 2018 membership total of 4,239. We need all existing members to help promote the benefits of membership for this trend to continue.

The WIOA state based Advisory Committees have consolidated their position and strategic importance to the Association going forward, ensuring WIOA can deliver exceptional events in every state. The various Advisory Committees again conducted many interest days, technical seminars and charity events across the country. Our thanks are extended to the Advisory Committee Chairs not only their work within their home State, but also on the national General Committee. We thank the numerous WIOA members for assisting and contributing to these days as well. We hope that all members, from every segment of the industry, will take the opportunity to be actively involved in the association's activities. You never know who you might meet or what new innovation, idea or technology you might discover at one of our events.

On behalf of WIOA I would like to thank and acknowledge the contribution of Lindsay Walsh, our long standing and inaugural NSW Advisory Chair who has decided to step down from the role. Lindsay always made himself available to assist WIOA in running events around NSW and has contributed immensely to the growth of the NSW Advisory Committee since its establishment. We welcome Alan Butler as the new WIOA NSW Advisory Chair. Alan is a long standing WIOA member and one of our valued volunteers. Alan is always helping WIOA conduct events and no task is too big or too hard. I would also like to acknowledge and thank Mark Abela who stepped down mid-year as the Tasmanian Advisory Committee Chair after nearly 2 years in the role. WIOA would like to welcome Stephen Westgate as the new Tasmanian Advisory Committee Chair and we look forward to working with him and growing our events and services to our members in Tasmania in 2020.

WIOA stages a wide range of conferences, events, activities, social opportunities and interest days for the benefit and engagement of our members every year. In 2019, WIOA successfully conducted our three large East Coast Conference and Exhibitions in Orange (NSW), Bundaberg (Queensland) and Bendigo (Victoria). For the second year a Conference and Expo was successfully staged in Murray Bridge (South Australia); and the Water Industry Safety Event (WISE) was again held in Melbourne. The support for all these events was fantastic. These events continue to deliver enormous benefit to water operations staff and we hope they will continue to be valued by all for the networking and information sharing opportunities they provide.

The WIOA staff, Committee, Board, State based Advisory Committees and volunteers continue to be WIOA's backbone, driving the Association forward. I am always blown away by the dedication and commitment shown by everyone involved with WIOA who actively participate at our events to ensure their ongoing success. WIOA cannot thank you all enough for the support, sponsorship, attendance, time and expertise offered. Every year our exhibitors, suppliers and water businesses provide assistance and support, allowing us to continually deliver high quality and affordable events not only for WIOA members, but the entire industry.

It has been an absolute honour to serve as President of WIOA in 2019. I look forward to helping WIOA continue to grow and develop, and am thankful to be part of an Association that delivers enormous benefits to the members and the broader water industry. All the best and enjoy 2020.

Heidi Josipovic, President

Financial Information

Consolidated Financial Information 2019

The consolidated financial position presented here is a summary for the information of members and water industry stakeholders. 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 held in bank accounts.

The WIOA approach to all our operations is to provide maximum value to our members and stakeholders at the most affordable price. The annual operating budget is set with this concept in mind.

Income in 2019 was \$3,000 more than in 2018. Income from conferences and events decreased by 1.9% mainly due to the smaller expo in Queensland and a slight reduction in sponsorship. Income from publications, membership, other services and interest were at levels similar to 2018.

Operating Expenditure increased by 7.8% in 2019. Expenditure on conferences and events increased by 8.1%, predominately due to additional venue, catering and refreshment costs to stage conferences in Bundaberg and Orange compared to the sites in the previous year. Employment expenses increased 1.1% as a result of modest wage rises for existing staff and the employment of the additional Technical staff member. A replacement trainee Administration Officer was also employed in April 2019. The Office and Administration, Property Services and Vehicles costs were all slightly lower than 2018.

Expenditure on new assets of just over \$52,000 was made, including a replacement vehicle, some new computing and office equipment and the installation of solar panels at the office which helped reduce our power bill significantly.

It should be noted that there is a staff provisions liability (Annual Leave, RDO's and Long Service Leave) of approximately \$167,000 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 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.

In summary, the Association has \$439,780 in operating cash accounts, \$308,331 held in term deposits, and fixed assets in the form of building, plant and equipment valued at around \$450,000 after depreciation.

The Association is in a strong financial position and has adequate funds to continue to provide member services at appropriate levels. This sound financial position will enable WIOA to develop and deliver an expanded range of operationally focussed events and services throughout 2020.

Summary of WIOA Financial Position

INCOME and EXPENDITURE for period 1 January to 31 December

INCOME (excluding GST)	2019	2018
Conference & Events income	\$ 1,577,158.73	\$ 1,607,393.25
Publications	\$ 33,956.94	\$ 23,742.20
Individual Membership	\$ 68,149.97	\$ 61,381.56
Corporate Membership	\$ 104,526.52	\$ 98,736.38
Services & Other Income	\$ 70,136.38	\$ 68,944.62
Petty Cash (opening balance)	\$ 438.40	\$ 114.55
Interest	\$ 8,264.65	\$ 9,008.46
Contribution from related party	\$ 50,000.00	\$ 40,000.00
Total Income	\$ 1,912,631.59	\$ 1,909,321.02

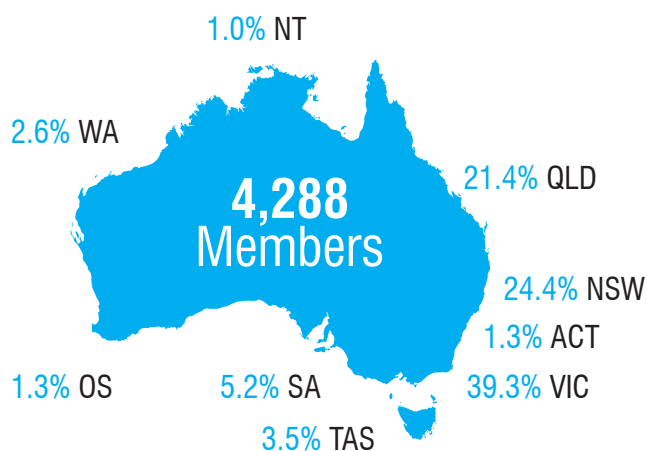
EXPENDITURE (excluding GST)	2019	2018
Office & Administration Expenses	\$ 360,682.36	\$ 365,952.14
Employment Expenses	\$ 662,467.41	\$ 655,113.61
Property Services	\$ 13,848.11	\$ 19,203.05
Vehicles Maintenance & Operations	\$ 20,619.78	\$ 22,607.43
Events Expenditure	\$ 738,963.22	\$ 683,742.58
ICT Certification Project	\$ 85,130.23	\$ 0.00
Closing Petty Cash Balance	\$ 2,082.80	\$ 438.40
Total Operating Expenditure	\$ 1,883,793.91	\$ 1,747,057.21

Operating Surplus/(Deficit)	\$ 28,937.68	\$ 162,263.81
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Asset Purchases	\$ 52,175.03	\$ 46,098.12
GST to ATO on purchases	\$ 0.00	\$ 2,451.39
Total Expenditure	\$ 1,935,968.94	\$ 1,795,606.72

Net Trading Surplus/(Deficit)	\$ (23,337.35)	\$ 113,714.30
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FUNDS HELD	2019	2018
Balance beginning of Year	\$ 771,449.17	\$ 657,734.87
Net Trading Surplus/(Deficit)	\$ (23,337.35)	\$ 113,714.30
Balance at end of Year	\$ 748,111.82	\$ 771,449.17



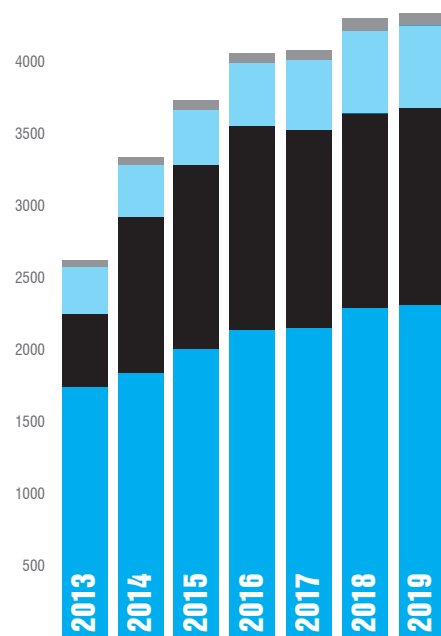
Membership Statistics & Distribution

In 2019, Individual membership of the association increased by 29 (1.2%) to a total of 2377 members, Utility Corporate Members increased by 3 to 74 organisations and Corporate Member numbers reduced by 16 to 408.

The Associate Corporate member numbers increased by 33 (4.2%) to 1429. 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 2019 is 4288, a 1.2% increase across all categories. The continuing membership growth in 2019 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. This will assist us to promote and grow WIOA as the leading association working for operational employees.



Membership Categories

- Utility Corporate Members**
Employers of operational staff who provide water and wastewater services to our communities.
- Corporate Members**
Suppliers of goods and/or services to the water industry.
- Associate Members**
Employees of Corporate members supplying goods and/or services to the water industry.
- Individual Members**
Individuals working in the water or allied industries.

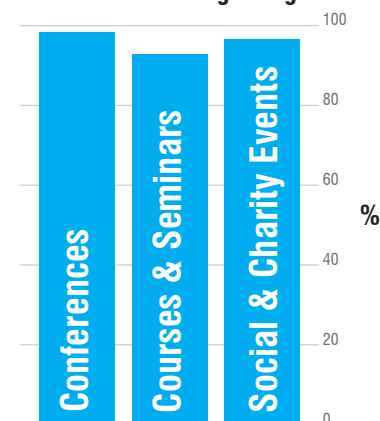
Members Survey

During December 2019 WIOA surveyed our members to ascertain their thoughts on the services provided by the association. Feedback was sought on conferences and events, communications, publications, online services, overall level of satisfaction and inclusiveness.

The survey was completed by 232 members (5.4%) which was down on the previous survey conducted in 2016. We understand that the climatic conditions (drought and fires) being experienced during the survey period may have impacted the participation of members.

Overall the results demonstrated a high level of satisfaction with the services, communications and publications our members are provided. Almost 98% of respondents indicated they are satisfied that the association communicates effectively with them, and 94% of respondents indicated they regularly read WIOA publications. The satisfaction levels for most of the questions asked varied only slightly from the previous survey conducted in 2016.

Satisfaction levels with WIOA communications regarding events.



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

Occasional Technical Publication

In 2019, WIOA and WaterRA released a joint Occasional Publication entitled “Guide to the measurement and use of Ct”. The document is authored by Andrew Lanchbery with technical contributions from Peter Mosse, Bruce Murray, Aaron Ward, and Zlatko Tonkovic.

It provides detailed technical information on the importance of Ct and how to calculate it, particularly in relation to water storage reservoirs. The document and a step by step calculation spreadsheet to help determine the Ct value have been made freely available on the WIOA and WaterRA websites.

WaterWorks Technical Publication

WaterWorks is the technical publication of the association which is 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. The technical articles published always have a distinctly operational and practical focus. There is also an opportunity for our Corporate Members to supply a limited amount of advertorial material.

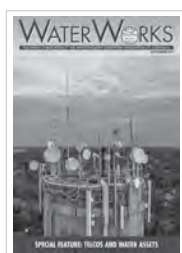
With a large distribution to water industry employees, WaterWorks is a valuable vehicle for the publishing of operationally focussed articles to share vital information across the sector.

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 WIOA activities and the operational side of the water industry.



WIOA Structure

WIOA Incorporated General Committee

The Association has a General Committee comprising both elected and appointed Members. The primary role of the Committee is to represent all members by determining and then communicating their views and needs to the rest of the Committee and to the Board of WIOA Ltd. At the WIOA Incorporated Annual General Meeting held online in March 2019, Heidi Josipovic from Albury City Council was elected President and George Wall was elected Secretary/Treasurer for his 25th consecutive term.

After amendments to the WIOA Inc. constitution in 2017, online elections were held for the first time for both Vice President and General Committee positions. Mark Samblebe from MBS Water was elected Vice President and Ryan McGowan from Goulburn Valley Water, Sally Taylor from Thermo Fisher Scientific and Simon Page from Cairns Regional Council were re-elected. New Committee members elected include Grant Waite from North East Water and Elise O'Keefe from Goulburn Valley Water. The efforts and contributions of outgoing Committee members Adrian Rijnbeek and Glenn Alford were formally acknowledged.

The Chairs of each of the five State based Advisory Committees are automatically appointed to the General Committee. Anthony Evans, Victoria; Lindsay Walsh, NSW; Colin Haynes, Queensland; Mark Abela, Tasmania; and Robran Cock, South Australia were all announced as Committee members. After taking an overseas appointment during 2019, Mark Abela was replaced in Tasmania by Stephen Westgate. Alan Butler replaced Lindsay Walsh as the NSW Chair in November.



Heidi Josipovic
President
Xylem/Albury City
Council



Mark Samblebe
Vice President
MBS Water



George Wall
Secretary/Treasurer
WIOA



Lindsay Walsh
Midcoast Water
NSW



Alan Butler
Port Macquarie
Hastings Council
NSW



Colin Haynes
Unitywater
Queensland



Robran Cock
Ametqua
South Australia



Mark Abela
TasWater
Tasmania



Steven Westgate
TasWater
Tasmania



Anthony Evans
Wannon Water
Victoria



Ryan McGowan
Goulburn Valley Water



Elise O'Keefe
Goulburn Valley Water



Simon Page
Cairns Regional Council



Sally Shepherd
Thermo Fisher Scientific



Grant Waite
North East Water

WIOA Limited Board of Directors

The operations of WIOA is governed by a Board of Directors who oversee the business functions including governance, policy and procedures, managing risk and the organisation's finances. The General Committee and the Board work together to confirm and deliver on the strategic direction of the Association.

Jim Martin was re-elected as Chair of the Board at the AGM in February 2019 and Russell Mack was re-elected as Deputy Chair.

Staff

Day to day operations of the Association are managed by the WIOA staff team, led by Managing Director George Wall. In March WIOA appointed Abbey Kaine to an Administration traineeship position.

In late April, Dale Osborne was appointed to the position of Project Officer. Dale has a long history of employment in a variety of roles within the Victorian water industry and both new staff members have proven to be a real asset for the organisation.

All the WIOA staff have worked collaboratively and diligently to help organise and deliver the wide and continually growing range of member services and events on behalf of the Association.



Jim Martin
Chairman



Russell Mack
Deputy Chairman



George Wall
Managing Director



Craig Mathisen
Chief Operations
Officer



Dale Osborne
Project Officer



George Wall
Managing Director



Jillian Busch
Director



Sherryn Wall
Administration



Ann Austin
Administration



Marilyn Wall
Administration



Adrian Rijnbeek
Director



Heidi Josipovic
Director



Abbey Kaine
Administration Trainee



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 or certificate.



This year there are another 13 Individual Members and 5 Corporate Members who have qualified for the 20 year recognition pin. The recipients of the pin in 2019 are: Michelle Colwell, Rod Curtis, Darren Dwight, Chris Keith, Jason Krzciuk, Cynthia Lim, Peter McCormack, Konrad Mueller, Trent Newton, Rohan Poll, Len Rochford, Michael Rogers and Allen Slocombe. The eligible Corporate Members are Goulburn Valley Water, Barwon Water, DCM Process Control, Merck and Thermo Fisher Scientific.

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

WIOA Websites

The WIOA website is critical for the association to be able to provide current information to our members and stakeholders. The site was made over in recent years and has become much more user and device friendly. We have plans to further develop the content and functionality of the site during 2020 to include access to a members portal which will allow members to keep their own details up to date.

The WIOA website was updated regularly throughout 2019 and several new enhancements made to content. The website has become the base for all news and information regarding all of WIOA activities and events.

In 2019 the WIOA websites (wioa.org.au and wioaconferences.org.au) received a total of 68,924 entrances which included an increased number of users accessing content through mobile or tablet devices.

Our presence in social media channels continued in 2019 with WIOA communicating with members via Twitter, Facebook, Linked In and on the WIOA YouTube channel. Across all the social media sites, there was an increase in users of 29%. The largest increase was in the number of watches of content from our YouTube channel which almost doubled from the previous year, mainly due to the addition of more content.

Our Linked In presence reached 1,781 followers which equates to a 38% increase over the previous year. It will continue to be an important platform to keep members and stakeholders informed.

WIOA is investigating additional ways to make our online presence more effective and to provide content that is valued by our members and the broader water industry.



WIOA Talks

WIOA Talks (webinars) provide members from all over the country the opportunity to get together to hear the latest updates and share knowledge and experiences - and all from the comfort of their own desk!

In 2019, a total of 5 webinars were delivered covering a wide range of general interest and technical topics. The information presented was sourced from industry experts, many of whom are WIOA members, all with the intention of providing access to the latest information to members.

The WIOA Talks provide an opportunity for collaboration with other water industry organisations and aim to inform members across Australia and internationally. Over 200 individuals participated in the webinars in 2019 and the feedback has been positive, advising that the content has generally been beneficial.

2019 WIOA Talks

March	Nano, Micro, Macro - Risks and challenges of dealing with emerging contaminants
May	Women in water
July	Training and development
August	Water nasties, in nature and industry
October	Safety in focus

Using the Adobe Connect web conferencing software, WIOA Talks provide members another way to access information using an immersive online meeting experience. WIOA will continue to provide access to high quality information online again in 2020. If you have suggestions for future webinar topics or have information you would like to present at a future webinar, please contact the WIOA office.

AFL & NRL Tipping Competitions

Members were invited to demonstrate their prowess over the AFL and NRL seasons by entering the WIOA footy tipping competitions.

Well done to David Cook from SA Water on winning the WIOA AFL footy tipping competition. Having tied with Manfred Glombowski from Thermo Fisher on 136, David's winning margins was 36 points less and saw him come home in first place, ahead of Manfred, and Andrew Nyholm was in third place on 135. In the WIOA NRL footy tipping competition, David Binello on 132 was a clear winner over Brett Elsaesser on 127.



WIOA Water Industry Operator Certification Schemes

Ensuring that all operations staff are appropriately trained and skilled is one of the primary ways to help reduce risk and protect public safety and the environment. The operator Certification scheme remains the only formal driver to ensure that the training undertaken by operators is matched to the processes that they operate, along with ensuring that operators are provided the opportunity to develop new skills or refresh their existing competencies.

WIOA has continued to work with regulators, employers and operators in many States and we now have 136 operators from Victoria, Queensland, New South Wales and South Australia certified under either the Victorian or national Frameworks.

National Certification

The Water Industry Operator Certification Taskforce (WIOCT) remains the owner and manager of the national "Water Industry Operator Certification Framework 2018 - Drinking Water, Wastewater, Recycled Water". The Queensland Water Directorate (**qldwater**) continues in the role of voluntary WIOCT secretariat. A copy of the Framework and other associated certification documents are available from the **qldwater** website.

The WIOCT met in August 2019 and received, reviewed and accepted the annual report submitted by WIOA as the nationally endorsed Certifying Body.

WIOA has worked collaboratively with organisations such as **qldwater** and CENTROC, along with numerous individual water service providers to map their treatment plant processes to determine the specific training and skills requirements for each plant operator. This process was undertaken for both water and wastewater treatment plants and there are a large number of operators currently undertaking gap training to allow them to be certified in the future. We look forward to certifying many more operators in 2020 as they complete their training.

WIOA attended two special presentation ceremonies where the certification credentials were presented to Operators who had met all the Scheme requirements. The first was at the **qldwater** Skills Forum in Brisbane in February and the second was at the WIOA Queensland Operations Conference.

With 136 operators currently certified against either the Victorian or national Frameworks, the attention of the certified operators is now on undertaking recertification activities.

www.qldwater.com.au/skills_water_operator_certification

Victorian Certification

In late June 2019, the Victorian Department Health and Human Services (DHHS) formally advised all Victorian Water Corporations that they would be adopting the national certification Framework from 1 July 2019 in place of the Victorian certification Guidelines.

Following receipt of this notification, WIOA commenced the process to progressively transfer the operators certified under the Victorian Framework over to the national Scheme. The transition will occur as each of the certified operators apply to be recertified.

Once this change was confirmed, WIOA amended all the content and forms on our Certification website pages to reflect the adoption of the single National Framework.

Certification Portal Development

With the input of a funding grant from the Australian Services Union, WIOA staff commenced a major Information and Communication Technology project in 2019 to develop a web accessible solution, to assist in the administration and overall management of the national certification scheme.



The ICT solution under development includes:

- The development of an online skills matrix builder for operators. This skills matrix tool matches the treatment plant processes operated to the appropriate Units of Competence in the National Water Package, allowing operators and their employers to determine the correct mix of Units of Competence to complete when developing their operator training plans.
- The development of a management system for training completed by Certified Operators providing organisations who have certified operators, and individual operators, with a way to easily manage and keep track of skills gaps and training requirements.
- The development of a Continuing Professional Development (CPD) management tool for certified operators. This provides certified operators with a way to manage and keep track of their CPD activities and points.
- The development of the back end database to facilitate the recording of all the data and ensure the integration and integrity of the system.

The final solution will be tested with the assistance of some water utilities in early 2020. The roll out of the solution is anticipated to be completed in the first quarter of 2020.

Industry Involvement

One of the Association's primary purposes is to collect and disseminate knowledge and information for the betterment of Members and industry stakeholders. To achieve an appropriate outcome, we have actively pursued opportunities to participate in activities for, and on behalf of, our members.

We have consistently advocated for the introduction of operational risk improvement strategies such as operator certification. We have represented member views and made a positive contribution to a range of industry Committees and working groups. We have developed and implemented a suite of technical training resource materials and seminars to fill identified skill and knowledge gaps, and we have developed collaborative affiliations with numerous water industry organisations.

Representation

Due to the diverse nature and skills of our staff and members, we receive many requests to provide expertise to a wide range of projects on behalf of the industry. WIOA staff or members participate on state and national committees, present at conferences, seminars and workshops, and support and inform research and policy development wherever appropriate.

During 2019, WIOA staff or members have represented the Association either by participating on committees and working groups, or by providing information and advice to a range of industry stakeholders.

Rod Curtis from Western Water represents WIOA on the Standards Australia Committee on Sludge recovery, recycling, treatment and disposal (WS-039).

Darren Sharman from Goulburn Valley Water represents WIOA on the Standards Australia Committee on Service Activities – Water Supply and Wastewater Systems (WS-041). The main project being undertaken by this group at present relates to creation of a Standard for flushable products.

Bill Collie from Queensland Urban Utilities is currently representing WIOA on the Technical Advisory Panel for the Queensland Department of Environment and Science project developing an End of Waste Code in relation to the use of Ferrous Chloride for a variety of purposes.

WIOA staff or members have represented the Association on the following committees:

- Australian Industry Standards - Water Industry Reference Committee.
- Australian Industry Standards - Technical Advisory Committee for the review of the National Water Training Package
- Water Industry Operator Certification Taskforce (formerly WIST) - Member
- Certifying Body for Water Treatment Operators in Victoria and Nationally
- Certifying Body for Wastewater and Recycled Water Treatment Operators nationally
- Australian Standards Committee WS - 039 for Sludge recovery, recycling, treatment and disposal
- Australian Standards Committee WS - 041 for Service Activities - Water Supply and Wastewater Systems
- Water Research Australia - Project Partner on the Value of Operator Competency project
- Queensland Department of Environment & Science - Technical Advisory Panel for EOW Code update - Ferrous Chloride

Advocacy

WIOA maintains a strong advocacy role on issues relating to the operational side of the water industry. We take an active approach in promoting industry awareness and understanding of water and wastewater operational issues as they relate to public health and the environment.

AIS - 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 (IRC) 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 (NWP) 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.

Following his retirement from the water industry, John Harris from Wannon Water stepped down as Chair of the IRC in August 2019. WIOA MD George Wall was elected to the role of Chair with Robert Allen from Icon Water in the ACT taking on the role of Deputy Chair. WIOA Committee Member and current WIOA Victorian Advisory Committee Chair, Anthony Evans from Wannon Water was elected to the vacant position on the IRC as an industry expert.

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.

The formal review of the Certificate II and III qualifications and Units of Competence was completed in 2019 with WIOA represented on the Technical Advisory Committee for a number of streams within the Package. The review of the Certificate IV also commenced in late 2019 and is programmed for completion in 2020.



Water Research Australia Operator Competency Project

Water Research Australia completed the Value of Operator Competency Project in 2019. The project was designed to investigate and communicate the value and benefits of an appropriately trained and competent frontline operator workforce. The ability of frontline operators to capably and competently manage water quality safety risks is extremely important to public health and safety, and environmental outcomes.

The project included a literature review of documented water quality safety incidents; a national survey on how Australian water industry organisations currently provide operator training and competency; a review and comparison with other industry training and competency requirements; a review of international water industry practices, measures of effectiveness used and the risks mitigated; a review of how prepared the Australian water industry is for the future, particularly ensuring operator competency to work with new technology and to facilitate increasing automation; along with a Case study of the Seqwater Operations Development Program.

The project report suggested that adoption of the Water Industry Operator Certification Framework (WIOCF) provides a consistent approach to ensuring organisations have an appropriately trained and competent workforce. It also noted that the requirements of the WIOCF are comparable to the registration and licencing systems used by other industries, and to international water industry certification and licencing systems.

The outcomes from the project included recommendations that:

- Regulators review frontline operator training and competency provision at an organisational level, using a nationally recognised and defined minimum competency benchmark. The regulatory review should seek to understand: the adequacy and efficacy of training provision, the alignment of training to roles and responsibilities and the water quality risks managed, provision of a 'fit for purpose' skill set, application of competency across the five operating principles, along with quality of learning and development opportunities offered. The objective is to determine if competency deficiencies reside within the water industry frontline operator workforce.
- That a targeted communication campaign be undertaken to improve the current understanding of frontline operator competency requirements. Organisations require an improved understanding of the efficiencies, a nationally consistent approach provides, such as streamlining skills-set creation through the guidance set out in the WIOCF to demonstrate workforce capability and competency.
- That the Australian water industry consider a further study targeted at water quality safety incidents and near misses specific to the Australian context to better understand the contribution of frontline operator competency (human error factors) to the root cause of these events.
- That the Australian water industry consider regulatory changes to drive a nationally consistent governance approach to the provision of frontline operator training and competency; either via mandated operator certification under the WIOCF, or by defined minimum competency standards for frontline operator roles.

The Final Report can be accessed at : www.waterra.com.au/research/value-of-operator-competency

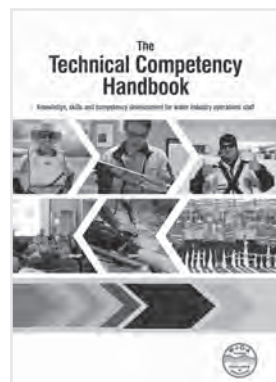
Technical Competency Project

The Technical Competency Project is an initiative of WIOA, in co-operation with VicWater, Queensland Water Directorate (*qldwater*), and the NSW Water Directorate. Under the guidance of Kathy Northcott, the project was completed in the first half of 2019 and was launched to the water industry during a platform paper presentation by Kathy at OzWater in Melbourne in May.

The outcomes from the Project include guidance material on technical competency for the water industry (Technical Competency Handbook). It also includes examples of good practice through a series of case studies demonstrating approaches for organisational capability and staff competency development, as well as management of ongoing professional development needs of technical staff.

In addition to WIOA and the Water Directorates, there are 13 industry partners involved in the project including a range of Water Utilities, consultants, university and contractors. Project participants provided either expert editing and drafting support for the Technical Competency Handbook, or contributed case studies of their experiences in implementation of organisational Capability Frameworks and Professional Development Programs. The Technical Competency Handbook and all the Case Studies are freely available from the WIOA website.

www.wioa.org.au/technicalcompetency



Industry Involvement

Water Industry Operator Certification Taskforce

The Water Industry Operator Certification Taskforce (WIOCT) which comprises CEO-level representation from the water industry and related education and government sectors, including WIOA, continued in the role of national Certification Framework owner.

Dave Cameron from **qldwater** is the current Chair and **qldwater** provides the secretariat services for WIOCT.

During 2019, the WIOCT met to review and consider the annual report from WIOA as the designated Certifying Body for water, wastewater and recycled water treatment operators. The Taskforce noted that although there were no recommendations for amendments to the content of the Framework from the Certifying Body or any other source, there will be amendments required when the new unit codes have been provided for the revised Certificate II & III in Water Industry Operations.

The WIOCT received an update from a number of Taskforce members indicating an increasing level of interest and enthusiasm for the Framework, even though uptake is still on a voluntary basis. The recommendations from the 'Value of Operator Competency' research project undertaken by WaterRA has been beneficial in discussions with regulators and provides an independent view of the value of competency frameworks.



Affiliations and Collaboration

With limited resources and in order to avoid unnecessary duplication of effort, WIOA maintains affiliations with other stakeholders and peak bodies that service the Australian water sector. These affiliations are continuing to grow as WIOA develops and supports more people in water industry operations.

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 2019. The various stakeholders include:

- Australian Industry Standards
- Australian Water Association (AWA)
- Backflow Prevention Association of Australia (BPAA)
- Bureau of Meteorology (BOM)
- Choose Tap Coalition
- Institute of Water Administration (Victoria)
- Irrigation Australia
- Local Government Shires Associations (LGSA)
- NSW Water Directorate
- Public Utilities Board – Singapore
- Pump Industry Association
- Queensland Water Directorate (**qldwater**)
- Various Regions of Councils (ROC) organisations
- Standards Australia
- University of Melbourne
- Various Government Departments responsible for water or wastewater regulation
- Victorian Water Industry Association (VicWater)
- Water Industry Alliance
- Water Industry Operations Group (New Zealand)
- Water Industry Operator Certification Taskforce (WIOCT)
- Water New Zealand
- Water Research Australia (WaterRA)
- Water Services Association of Australia (WSAA)

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WIOA Charity Events



WIOA has supported a range of initiatives to help raise some much needed funds for charity. The very first donation of \$500 was made way back in 1999, being the proceeds from the inaugural Victorian Charity Golf Day. There is an increasing number of events being staged by WIOA annually that bring Members together in a social setting to enjoy one another's company, and also to raise funds to benefit a range of worthwhile charities.

During 2019 there has been a Charity Bowls Day in Queensland along with three other Interest Days which have incorporated a Charity Bowls component as well. When the income from charity raffles at conferences and other fundraising initiatives such as the sale of hats are also considered, WIOA was able to donate \$12,025 in 2019. This brings the total donated since 1999 to \$134,575.

In 2019 WIOA donated \$12,025 to the following charities

Donation	Recipient	State funds generated	Source
\$ 525	Special cause - NSW	National	IDIOTS fines
\$ 1,500	Mareeba Mayor's Xmas Appeal	QLD	FNQ Bowls Day
\$ 2,500	WaterAid	VIC	2018 Golf Day, VIC Conference Raffle
\$ 1,000	WaterAid	VIC	Main Tapping Competition
\$ 1,000	WaterAid	SA	SA Conference Raffle
\$ 1,000	Buy a Bale - Drought Relief	QLD	Main Tapping Competition
\$ 2,000	WaterAid	QLD	Qld Bowls Day, Yandina
\$ 1,500	McGrath Foundation	NSW	NSW Conference Raffle
\$ 1,000	Beyond Blue	NSW	Main Tapping Competition

Charity Bowls Days



Queensland Yandina, March

Tradies Cup Winner
McBerns

Naming Rights Sponsor
McBerns

Sponsors Amiad, Fusion, Hanna Instruments, National Pump & Energy, NETZSCH Australia, Pensar, **qldwater**. Royce Water Technologies and Xylem.

NSW Port Macquarie, July

Tradies Cup Winner
Aqualift Project Delivery

Naming Rights Sponsor
Royce Water Technologies

Sponsors Aqualift Project Delivery, Dredging Solutions, For Earth, Safe Group Automation, VOR Environmental and Xylem.

Victoria Sunbury, October

Tradies Cup Winner
MJK Automation

Naming Rights Sponsor
ProMinent

Sponsors Absafe, Enviro One, Harry the Hirer, IFS, Kirra Promotions, MJK Automation, PAAS, Royce Water Technologies, Thermo Fisher Scientific, Two Sisters Catering, Western Water and Willprint.

Far North Queensland Cairns, October

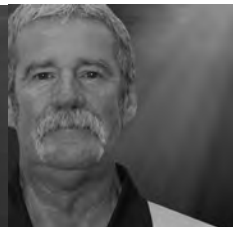
Tradies Cup Winner
qldwater

Naming Rights Sponsor
TRILITY

Sponsors Aquatec Maxcon, Cairns Regional Council, Hanna Instruments, McBerns, Professional Pump Services and Irrigation, Prominent, **qldwater**, Reece Civil, Royce Water Technologies, Water Treatment Services and Xylem.

Advisory Committees

NSW



Lindsay Walsh
Midcoast Council

Lindsay Walsh from Midcoast Council was elected the Chair of the NSW Advisory Committee for 2019 and has decided not to stand for re-election for the role in 2020. WIOA acknowledges and thanks Lindsay for his commitment and the excellent job he has done to promote WIOA in NSW as Chair of the Advisory Committee for the past 7 years.

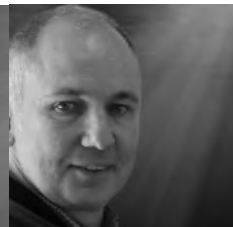
Alan Butler from Port Macquarie Hastings Council has been elected Chair of the WIOA NSW Advisory Committee for 2020.

New South Wales Advisory Committee members assisted with a range of activities. Their support made the WIOA NSW Water Industry Operations Conference and Exhibition in Orange a success including the staging of the inaugural main tapping competition. A Water Interest day and Charity Bowls afternoon was held in Port Macquarie in July and an Interest Day concentrating on Diversity and Inclusion issues was held in Newcastle in November. Unfortunately, some other proposed events in regional areas needed to be postponed due to the difficulties associated with the ongoing drought. Albury City Council hosted the visiting Kiwi delegation on their annual tour whilst heading to the Victorian conference in Bendigo in September.



Alan Butler
Port Macquarie-Hastings Council

Tasmania



Mark Abela
TasWater

Mark Abela from TasWater was elected the Chair of the Tasmanian WIOA Advisory Committee but resigned in July to take up a new job overseas. Stephen Westgate was elected Chair in November 2019.

The Tasmanian Advisory Committee helped stage the Tasmanian Best Tasting Tap Water Competition at an Operations Interest day in July in Launceston. There was also a Wastewater Interest Day in Kingborough along with a tour of the Blackmans Bay STP in May. A Water Interest Day at Scottsdale Depot followed by a tour of the Ringarooma WTP was held in November where the Tasmanian Operator of the Year and Young Operator of the Year awards were presented. Both these events were very well attended. Two Distribution Seminars were staged in Hobart for TasWater staff in October.



Stephen Westgate
TasWater

Queensland

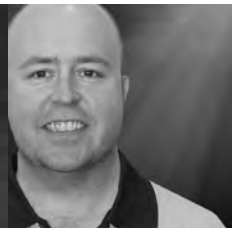


Colin Haynes
Unitywater

Colin Haynes from Unitywater was elected Chair of the WIOA Queensland Advisory Committee.

Queensland Advisory Committee members supported WIOA's Annual Conference held in Bundaberg 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 members in Far North Queensland staged an Operations Interest Day in Cairns along with a charity bowls afternoon in October. A Biosolids Interest Day was held at the Luggage Point STP in Brisbane in April and a Wastewater Interest Day was held at the Aquatec Maxcon Facility in Ipswich in November.

South Australia



Robran Cock
Ametqua

Robran Cock from Ametqua was elected the Chair of the South Australian WIOA Advisory Committee.

South Australian Advisory Committee members assisted with the staging of the second WIOA Conference and Expo held in Murray Bridge in August and undertook a variety of tasks which assisted with the smooth running of this event. The conference included the annual Taste Test. A Networks Interest Day was held at the TAFE SA Tonsley Campus in April and an Operations Interest Day at the SA Water office in Adelaide in November where the South Australian Operator of the Year Award was presented.

Victoria



Anthony Evans
Wannon Water

Anthony Evans from Wannon Water was elected as Chair of the WIOA Victorian Advisory Committee.

As well as assisting at the Victorian Conference and Exhibition in Bendigo in September and the WISE Safety conference in Melbourne in October, the Victorian Advisory Committee conducted activities that included a Wastewater Interest day in Morwell in April, a Networks Interest Day in Gisborne in November as well as an Interest Day incorporating a charity bowls event in Sunbury in October. In September, Anthony also acted as tour guide for the contingent of operators from New Zealand who visited various water and wastewater sites in Victoria before attending the WIOA Victorian conference.

The national grand final to find the Best Tasting Tap Water in Australia from the winners in each State was held at the Twin Peaks Festival in Dunkeld in October, again with the assistance of Advisory Committee members.

Advisory Committee Events

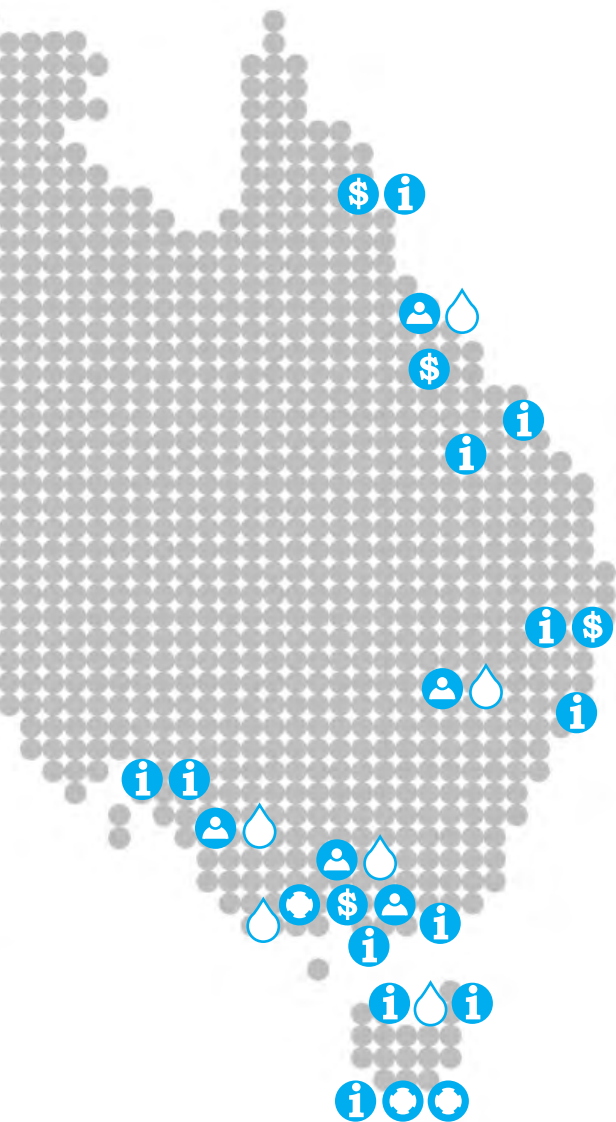


State based WIOA Advisory Committees are vital to provide members the opportunity to actively participate in the direction of WIOA in their state and to become more engaged with their association.

After reorganising the membership of the Advisory Committees in each of NSW, Queensland, South Australia, Tasmania and Victoria in late 2018 through an expression of interest process, the Committees commenced working on options to determine and deliver appropriate services to WIOA Members. 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 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. They 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.



Water Interest Days

11 April	Queensland Biosolids Interest Day - Brisbane
11 April	South Australia Networks Interest Day - Adelaide
16 April	Victoria Wastewater Interest Day - Morwell
23 May	Tasmania Wastewater Interest Day - Blackmans Bay
24 July	Tasmania Operations Interest Day & Taste Test - Launceston
16 October	Tasmania Water Interest Day - Scottsdale
7 November	Queensland Wastewater Interest Day - Ipswich
13 November	Victoria Networks Interest Day - Gisborne
21 November	South Australia Operations Interest Day - Adelaide
29 November	NSW Diversity & Inclusion Interest Day - Newcastle

Conferences

3 & 4 April	NSW Conference - Orange
5 & 6 June	Queensland Conference - Bundaberg
7 & 8 August	South Australia Conference - Murray Bridge
4 & 5 September	Victoria Conference - Bendigo
9 October	Water Industry Safety Event - Coburg

Charity Events

8 March	Queensland Charity Bowls Day - Yandina
24 July	NSW Charity Bowls Day - Port Macquarie
11 October	FNQ Interest Day & Charity Bowls - Cairns
25 October	Victoria Interest Day & Charity Bowls Day - Sunbury

Water Taste Tests

3 April	Best Tasting Tap Water in NSW/ACT - Orange
5 June	Water of Origin Taste Test - Bundaberg
24 July	Best Tasting Tap Water in Tasmania - Launceston
7 August	Best Tasting Tap Water in South Australia - Murray Bridge
4 September	Best Tasting Tap Water in Victorian - Bendigo
19 October	Best Tasting Tap Water in Australia - Dunkeld

Seminars

24 October	Distribution Issues - Sunbury
29 October	Distribution Seminar - Hobart
30 October	Distribution Seminar - Hobart

3,926 Total number of attendees

Conferences

Water Industry Operations Conferences & Exhibitions

In 2019, WIOA conducted operationally focused conferences in NSW, Queensland, Victoria and for the second time in South Australia. A total of 2,901 attendees from within Australia and from overseas participated in the technical sessions or the exhibitions.

WIOA also conducted a Water Industry Safety Event (WISE) that was hosted by Melbourne Water. This event brought safety professionals together to network and learn from others in the industry with the aim of improving the safety performance of the industry.

WIOA 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 operations staff to present technical papers 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. Award winning presenters from WIOA state conferences and New Zealand, are invited to deliver their papers again at other conferences 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.

2019 Conference Attendances

	Location	Month	Sites	Attendees
NSW	Orange	April	118	628
QLD	Bundaberg	June	111	602
SA	Murray Bridge	August	33	170
VIC	Bendigo	September	203	1,368
WISE	Coburg	October	22	133
				2,901

Best Exhibition Sites

At each event, a panel of judges appointed by WIOA inspect and rate each exhibition site. 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 complimentary WIOA corporate membership.

2019 Best Exhibition Site Winners

- NSW - SAFEgroup Automation
- Queensland - OzziKleen
- Victoria - 3M Australia

Conference Sponsors

WIOA is able to provide 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 2019.

Prime Sponsors



Host & Supporters



Sponsors



Media Partners



Conference Awards



Award Sponsors

New South Wales Conference Awards



Best Paper Overall
Alex McCaffrey
Port Macquarie Hastings Council



Best Paper by an Operator
Shawn Charlton
Federation Council



Best Exhibition Site
SAFEgroup Automation

Queensland Conference Awards



Best Paper Overall
Cale Maclean
Unitywater



Best Paper by an Operator
Andrew Watson
South Burnett Regional Council



Best Poster by an Operator
Mark Tosh
Queensland Urban Utilities

Best Exhibition Site
OzziKleen

Victorian Conference Awards



**Best Paper Overall &
Best Paper by an Operator**
Craig Piazza
North East Water



Best Poster by an Operator
David Dickson
North East Water



Best Exhibition Site
3M Australia

South Australian Conference Award



Best Paper Overall
Adrian Cavallaro
Allwater

Major Awards

Operator of the Year Awards



Queensland
John van Ryt
Mareeba Regional Council



Victoria
Lee Marshall
Central Highlands Water



Tasmania
Leigh Walton
TasWater



NSW
Danny Roberts
Port Macquarie
Hastings Council



South Australia
Billy Hajek
SA Water

Young Operator of the Year Awards



Queensland
Ali Sacipovic
Fraser Coast
Regional Council



Victoria
Tom O'Brien
North East Water



Tasmania
Brielle Gray
TasWater

All Rounder / Networks Operator of the Year Awards



Queensland
Spencer Stacey
City of Gold Coast



Victoria
Benjamin Paul
North East Water



PASS Award

Toby Spark
Gippsland Water, Victoria

The winner of the 2019 PASS award was announced at the NSW Conference in Orange in April. The winner was Toby Spark from Gippsland Water. Toby's winning idea was the development of a perforated retractable disinfection dosing lance for use in large diameter water mains.

Gippsland Water has a number of large water mains that are Trim dosed with sodium hypochlorite. Managing and controlling disinfection dosing, mixing and maintaining residuals in large dual flow direction pipes using conventional dosing lances was difficult, often producing inconsistent results. The new dosing lance is a generic design that can be sized to the specific main size to ensure adequate volume of hypochlorite is delivered and mixing occurs across the entire diameter of the pipe not just at the inject point and relying on mixing in the pipe.

Thorough mixing occurs in a shorter space so that when the sample is taken it is representative of the pipe mix.

The solution is manufactured from readily available materials already in use in disinfection systems and comply with drinking water material requirements, therefore maintenance and replacement costs are minimal. Importantly the dosing lance can be constructed by technicians and is not a proprietary product, keeping cost down. Gippsland Water has engaged contractors to manufacture the dosing lances. The solution is safer when working on the dosing lance, as the perforated dosing lance with sleeve can be safely closed and removed/withdrawn without the operator getting sprayed under mains pressure or from residual chemicals in the lance.

The 2019 PASS awards had 8 great ideas submitted for consideration with entries from South Australia, Victoria, NSW and Queensland. Aqualift Project Delivery is the PASS Award sponsor and provided sponsorship for the winner to join the WIOA team on their annual operational tour of New Zealand in May 2019.



Kwatye Award

Paul Beard
Water Corporation, Western Australia

With the generous support of new sponsor TRILITY, the Kwatye Award was revamped in 2019 and now recognises an initiative involving any cultural or diversity and inclusion-based activities within a project or community in which our members serve.

WIOA received 4 excellent applications and congratulates Albury City Council, Wannon Water, Goulburn Valley Water and Water Corporation for the excellent contribution they are making in promoting diversity and inclusion in their respective communities, as evident in their applications.

Paul Beard, Operations Manager – West Kimberley from Water Corporation in Western Australia was announced as the 2019 winner of the revamped Kwatye Award at the WIOA South Australian Conference in August

Paul has been critical in establishing a suite of community initiatives to benefit Aboriginal people in Western Australia's remote Kimberley region. At the Broome North Wastewater Treatment Plant (WWTP), Water Corporation uses treated wastewater to create a sustainable supply of saleable Rhodes grass hay which generates many thousands of dollars in revenue. Since March 2016, over \$186,000 has been contributed to a community grants scheme to benefit grass-roots community projects in the Kimberley. The grants scheme was designed to alleviate disadvantage and, given the population structure and socio-economic profile of the community, many of the projects directly benefit Aboriginal people.

The range of projects undertaken have allowed Water Corporation to engage with diverse communities on a deeper level; strengthening relationships with Aboriginal stakeholders and organisations. Water Corporation can truly claim to be advocates for Aboriginal people as well as equal opportunity employers.

TRILITY as the Kwatye Award sponsor provided sponsorship for the winner to join their delegation to China in 2019 to visit a number of water and wastewater facilities, along with some sightseeing opportunities.



PASS - Before

PASS - After

The Ixom Best Tasting Tap Water competitions 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 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.

The competitions are staged in most States and all water service providers are invited to enter a sample for judging in their respective State. We hope to have WA and the NT formally join the competition in 2020. The Taste Test competitions are held at conferences or other special events. In the initial heats, the samples from the various supplies are randomly distributed to three or four tables depending on the number of entries received.

Using a blind taste test approach, event attendees are invited to taste all the samples and place their vote for the sample they preferred most from each table. Delegates are asked to judge each sample on colour, clarity, odour and taste. The sample from each table that receives the most votes then goes into the grand final.

The grand final judging panels include water quality experts along with other invited judges which sometimes included local media personalities. They then use the same criteria to vote for their most preferred sample and the winner is announced from the collated scores. There is often a strong media contingent including representatives from radio, television and print media on hand eagerly awaiting the announcement of the winner.



NSW/ACT

Winner Shoalhaven Water
Bamarang WTP

Location Nowra

Source Shoalhaven River

The raw water is pumped from the Shoalhaven River at Burrier, which has a catchment of 5,700 square kms. The water is pumped to an off-stream storage at the Bamarang WTP.

The WTP supplies more than 40 towns and villages

Shoalhaven has a population of over 100,000 and in peak holiday season it can have up to 300,000 residents.

The facility at Bamarang is a Conventional Water Treatment Plant. The treatment processes include Flocculation, Clarification, Filtration, pH Correction, post dose Chlorine and Fluoride.

Grand Finalists

- Albury City Council
- Orange City Council
- Shoalhaven Water

South Australia

Winner Operated by TRILITY
on behalf of SA Water
Swan Reach WTP

Location Swan Reach

Source Murray River

The treatment process is a Conventional WTP.

The Swan Reach WTP has a maximum capacity of 90 ML/d and services approximately 70,000 people across parts of the Barossa and Yorke Peninsula.

Construction commenced in 1996 and it was commissioned and placed into service in February 1998.

Grand Finalists

- Barmera
- Morgan
- Summit Storage
- Swan Reach

Tasmania

Winner TasWater
Mount Leslie WTP

Location Blackstone Heights
(Launceston)

Source Trevallyn Dam

This water is sourced from the (Blackstone Heights) Trevallyn Dam, 4.2km south west of Launceston.

This WTP supplies to around 5,500 connections and a population of around 11,040 customers in Prospect, Blackstone Heights and through to Hadspen and Carrick.

Treatment process is Dissolved Air Floatation Filtration, combined with chlorine for disinfection. It has the capacity of 20ML/day.

Grand Finalists

- Mole Creek
- Mount Leslie
- Reatta Road
- Rocky Creek

Victoria

Winner Barwon Water
Wurdee Boluc WTP

Location Wurdee Boluc

Source Otway Catchment

The treated water is supplied to the Pettavel, Highton and Highton High Level area. This includes Geelong Central, Geelong's southern and eastern Suburbs, as well as parts of Newtown, Geelong West and Highton. In addition, the water is transferred to the Bellarine Peninsula, supplying towns such as Ocean Grove, Leopold, Queenscliff, Clifton Springs and Torquay.

The water services around 160,000 (permanent population) and up to 296,000 during the summer months.

The treatment process is direct enhanced filtration, chlorination and fluoridation.

Grand Finalists

- Barwon Water
- Wannon Water
- Westernport Water



Water of Origin

The WIOA Queensland Conference once again hosted the Ixom Water of Origin Taste Test that saw the Queensland entry from Mackay Regional Council go head to head against the NSW/ACT sample from Shoalhaven Water.

Unlike the State of Origin Rugby later that night which was won by Queensland, it was the Shoalhaven Water sample from NSW that took out the honours. The Queenslanders now hold a slender 4 to 3 margin over NSW from the past seven events.

Australia's Best Tasting Tap Water

Water from Mackay Regional Council's Marian Water Treatment Plant was named Australia's best at the 2019 Ixom Best Tasting Tap Water Competition held in Dunkeld, Victoria, in October.

The national final was held at the Twin Peaks Festival in Dunkeld where the winners of each of the Ixom Best Tasting Tap Water competitions held in the various States were pitted against one another. The festival attendees were invited to taste each of the samples with nearly 200 casting a vote.

Mackay's water is sourced from the Pioneer River, originating in the tropical rainforests of the Eungella National Park and the Crediton State Forest. It is treated at the Marian Water Treatment Plant using clarification, filtration and chlorine disinfection processes, and distributed to more than 6,000 Marian and Mirani residents. The Marian Water Treatment Plant was built in 2015, changing the town's water source from bore water to river water, to increase water supply and improve water quality.

The Mackay sample will now go on to represent Australia at the International Water Taste Test conducted in Berkeley Springs, USA in February 2020. We encourage all water businesses to enter their respective State competitions in 2020, and we look forward to adding even more States to next year's national competition.

Australian Champion competes with the World's Best



After taking home the Ixom 2018 Best Tasting Tap Water in Australia competition, WIOA worked with the Wannon Water team to ensure their sample from the Hamilton scheme was able to represent Australia.

WIOA Life Member John Harris and Western Treatment Operations Coordinator Tim Holmes, both from Wannon Water accompanied their sample to Berkeley Springs, West Virginia in America to compete against the rest of the world in the international water test competition.

John also presented during the technical program on the unique water sources operated by Wannon Water. His input extended to a television interview on CNN which aired for 10 minutes.

The taste test competition is a hotly contested world championship with entrants from across the globe. The competition judging was conducted on Saturday 23 February with the Wannon Water sample entered in the Municipal Water section.

After announcing the fifth, fourth and third place getters, the presenters explained it was a close competition between the final two entries. After what seemed an eternity, they announced Hamilton's water from Australia as the silver medallist with first place awarded to the small town of Clearbrook in British Columbia, Canada, for the fifth time in nine years. Wannon Water is very proud to have represented Australia at the World's Best Tasting Water Competition in Berkeley Springs.

WIOA will once again work with this year's national winner from Mackay Regional Council in Queensland to enter the international water test competition, and hopefully bring home another medal for Australia.

New Zealand Tour

The 2019 WIOA operators tour of New Zealand began in Christchurch and comprised visits to 10 water and wastewater facilities over 5 days, a visit to a marae for a taste of Mauri culture, followed by attendance at the WIOG annual conference back in Christchurch. In all 14 representatives from 4 Australian States attended.

There were many highlights over the tour that visited the following facilities:

- Franz Josef Water Treatment Plant
- Franz Josef Wastewater Treatment Plant
- Hokitika Wastewater Treatment Plant
- Hokitika Water Treatment Plant
- Westport Wastewater Treatment Plant
- Reefton Wastewater Treatment Plant
- Reefton Water Treatment Plant
- Hanmer Springs Water Treatment Plant
- Waiau Water Treatment Plant and storage reservoirs
- Rolleston Wastewater Treatment Plant

The WIOG conference was very well attended and was themed 'Building Resilience'. Keynote speaker was a familiar face to many of the Aussies, Dr Dan Deere who spoke about managing water supplies and how, where and why things had gone wrong around the world. This was followed by Brent Gilpin from ESR who discussed more of the issues surrounding the Havelock North incident in August 2016. The exhibition provided the opportunity to see a range of new products and talk directly to the suppliers about potential ways to solve issues.

Tours like this can only happen with the support of WIOG and people like WIOG Committee Member and tour guide Bruce Nesbitt as well as Kathryn Russell who gave their time freely to show the WIOA contingent around. Our thanks are also extended to all the operators, in particular those who offered their time for the weekend site visits. They were all very accommodating and knowledgeable, happy to share their time and experience.

One Day Technical Seminars

WIOA has developed a series of Technical Seminars, many of which expand on the information contained in the Practical Guide books. The seminars are a collection of "operationally" focused workshops that are offered right around the country, based on demand. Each Seminar features a program that is relevant and targeted specifically at water industry operations and/or maintenance staff from all parts of the Australian water industry.

The most popular seminar is the One Day Interactive Seminar on Water Quality Awareness and Distribution System Management. The seminar content covers a variety of water quality issues related to the management and operation of distribution systems. It places particular emphasis on the importance of keeping pathogens out of the distribution network and helps identify where and how pathogens can enter a system. A number of case studies where issues have occurred which have impacted public health are discussed and explained.

The Distribution seminar has been staged on a total of 51 separate occasions to more than 2,100 participants since it was first staged in 2004. This seminar is staged based on demand and is limited to a maximum of 40 participants at each.

Other topics in the One Day Seminar Series include:

- Water Quality Awareness and Distribution System Management
- Media Filter Assessment and Optimisation
- Optimising Chemical Dosing, Coagulation, Flocculation and Clarification
- Membrane Operations, Maintenance and Troubleshooting
- Operation & Validation of UV Disinfection Systems for Water, Wastewater & Recycled Water
- Optimisation of Water Treatment Processes for Algae and Organics Control
- Water Quality Risk Management and HBTs

Some of the seminars can be customised to fit either a full day or a half day format, or to incorporate site-based, local or region-specific aspects of the topics covered.

Water Interest Days

A number of water, wastewater and operations based Interest Days are staged at various locations around the country each year. Run with the support of the various state based WIOA Advisory Committees, the Interest Days are a great way to expose operations staff to new or updated plants, processes, innovations or technology.

The days normally incorporate some presentations by operations staff on a theme related to each particular day, a facility tour and a networking lunch.

WIOA offers the opportunity to Corporate Members to sponsor the day, usually by funding the cost of the lunch for delegates. In turn they are offered the opportunity to do a presentation on their product, service or technology as part of the program for the day.



Network Operator Development Program

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. A program Advisory Committee was established and the content of the program was created.

The program aim is to expand knowledge and skill sets of Network Operators, exposing them to strategic thinking and best practice initiatives in technology, business management and leadership. The program provides the opportunity to build a network of colleagues within their field of expertise and assist to deliver an improved customer focus.

The program commences in February each year and involves one day each month over a seven month period, with sessions held at a variety of venues across the State.

Sessions cover a range of topics including Leadership and Industry Focus; Water Quality Mains Repairs; Managing Water Reticulation Systems; Wastewater Collection Systems; Pumps and Pumping Systems; Asset Management; and Solid Waste Management Issues along with a Program Evaluation by participants.

The feedback from the first three groups of participants has been outstanding with all of them learning an enormous amount from the numerous expert presenters, as well as through their interaction with their fellow participants.

On completion of the Program, participants are presented certificates and a tee shirt at a special graduation ceremony at a dinner held at the Victorian conference in September. They are acknowledged by all those present for their hard work and dedication.

The 2020 group of 14 participants were notified of their selection in December 2019. We look forward to watching the progress of this new group as they are exposed to how to identify and implement best practice approaches, increase productivity and enhance a professional culture within their respective organisations.

2019 Program

February **Leadership and the Water Industry**

March **Water Quality**

April **Water Reticulation Systems**

May **Wastewater Collection Systems**

June **Pumps and Pumping Systems**

July **Asset Management**

August **Evaluation, presenter support, field trip**

September **WIOA Victorian Conference**



Main Tapping Competitions

The Main Tapping competition was conducted at each of the WIOA New South Wales, Queensland and Victorian conferences in 2019 as well as the Far North Queensland Interest Day in Cairns in October.

The competition was sponsored by Reece Civil who supplied all the tools and fittings used at each event. We were also grateful to receive the support of Orange City Council, Bundaberg Regional Council, Coliban Water and Cairns Regional Council who supplied and installed the water main materials and the water supply at each respective competition. A big thank you is extended to all these organisations for supplying the equipment and their support.

The event is held in conjunction with the conferences and attracts a large crowd of interested spectators. Some were there to cheer on the competing teams and others were interested in seeing how a main tapping process is actually undertaken. Although pretty well every property in Australia has a connection to the water main, as all the parts are buried in the street, not everyone is aware of what is involved with a tapping.

The best time recorded in 2019 was 1 minute 52 seconds in Queensland and the winning time at a number of the other events was around 4 minutes. The rest of the country needs to do some more practice to catch the Queenslanders.

Thanks to the sponsors Reece Civil and WIOA, the winning teams at each of the conferences were able to nominate their preferred charity to receive a \$1,000 donation.



NSW

Winning team The Drips
Representatives Daniel Eassie
 Adam Whiteley
From Orange City
 Council
Charity Beyond Blue

Queensland

Winning team Kool Tapping
Representatives Gavin Stacey
 Dan Lee
From Gold Coast
 Water
Charity Buy a Bale

Far North Queensland

Winning team Cairns RC
Representatives Jay Singleton
 Jacob Breen
From Cairns Regional
 Council
Charity Mareeba Mayor
 Xmas Appeal

Victoria

Winning team Best Taste
 Tappers
Representatives Dave Taylor
 Luke Smith
From Wannon Water
Charity WaterAid

Main Tapping Competition supporters



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 \$35 (individual), \$290 (Corporate) and \$35 per member (Utility Corporate - must have 8 members or pay a minimum of \$280 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 \$35 fee.

What benefits do I receive as an Individual Member?

- New member pack on sign up
- WaterWorks Technical publication twice per year
- 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
- Updates on technical resources specifically aimed at the operational side of the industry
- Access to webinars
- Discounted registration fees to WIOA events
- Application forms for various industry Awards

What benefits do I receive as a Corporate Member?

Corporate Members receive all the items listed above plus:

- 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 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.

What events does WIOA run?

Annual Conferences

WIOA organises and annually stages an operationally focussed Conference and Exhibition in New South Wales, Queensland, South Australia and Victoria. These major events are designed to provide an opportunity for operations personnel and product and service supplier companies to come together to discuss operational issues and see and hear about advances in technology and process methodologies.

Special Interest Seminars - interest Days

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 are 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 Test competitions across Australia, including a National competition, 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 around \$135,000 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 is 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/about-wioa/constitution

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 at the AGM annually and if you wish to be considered, just complete and return the Committee Nomination form which usually comes out each January. 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 national Committee but would like to help out, just contact us and we can put you in touch with your State based group.





Water Industry Operators Association of Australia MEMBERSHIP APPLICATION / RENEWAL 2020

Inc ABN 27 302 677 808

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

Date: ____/____/____

MEMBERSHIP CATEGORY

Please tick the appropriate box

☐ **Individual Membership** \$35 (inc. GST)

☐ **Corporate Membership** \$290 (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

Amount: Individual \$35 or Corporate \$290

The following must be included on your payment:

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

CREDIT CARD PAYMENTS ☐ Visa ☐ Mastercard (Diners Club and Amex are not accepted)

1% Administration Fee on all credit card payments

Cardholders Name

Card Number

Expiry Date:

Amount (please circle): **\$35.35 / \$292.90** (Including 1% Admin Fee)

Signature:

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

2020

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.

2019 IDIOTS INDUCTEES



Darren Lord



Bill Collie



2019
Bill Collie
Darren Lord

2018
Colin Haynes
Shane Bandiera
Ryan McGowan

2017
David Sheehan
Ian Cuthbertson

2016
Marcus Boyd
Lindsay Walsh
Kathy Northcott

2015
John Granzien

2014
Peter Mosse

2013
Jill Busch
John Day

2012
Anthony Evans
Tim Sells

2011
John Paulger
Graham Thomson

2010
David Barry
Peter Tolsher

2009
Leigh Strange
John Park
Brian Davis

2008
Owen Braybrook
Ian Bicknell

2007
Peter Jackson
Cynthia Lim
Stephen Wilson

2006
Ken Herbert
Pat Davis
John Harris

2005
Mal Farnham
Neil Healey
Russell Mack

2004
Barry Waddell
Ron Bergmeier
George Wall
Richard Greenhough
Tony Hourigan





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