

WIOA 2026-27 STRATEGIC PLAN

Excellence in Operations



OUR VISION

To be a trusted partner with the water industry operations sector, via knowledge sharing, networking, and professional development.

OUR VALUES

Integrity (trust, professional, consistent, build rapport and do the right thing)

Inclusion (operations sector, geographical, a safe place for all, not leaving anybody behind)

Resilience (connection, knowledge sharing, learning, celebrating, building capability)

2026

2027

GROWTH

- Increase the WIOA membership to provide broader collaboration and networking
- Financial growth to support additional member services and business sustainability



MEMBER EXPERIENCE

- Support new innovative technology amongst our members to support their business efficiencies
- Strengthen and grow our industry partnerships



PEOPLE AND CAPABILITY

- A WIOA structure aligned to strategy and member support
- Support internal digital technology to drive internal business efficiencies and enhanced member engagement



TRAINING

- Explore industry education via webinars, access to past presentations and papers, and technical training options



BEING ACCESSIBLE TO ALL MEMBERS NATIONALLY

SUPPORTING DIVERSITY & INCLUSION