



ANNUAL REVIEW

of the
Water Industry
Operators
Association of
Australia

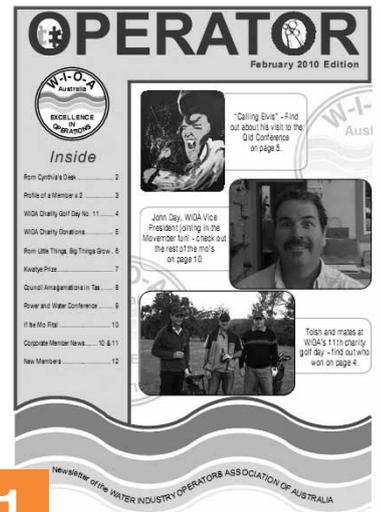
2010

Including Member
Information Handbook

YEAR IN PHOTOS



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1 February – Cover image of the WIOA quarterly newsletter – ‘Operator’. **2** March – Voting on the Notice of Motion to change the WIOA Constitution at the AGM and Weekend seminar held at the Lady Bay Resort, Warrnambool. **3** April- An aerial view of trade sites at the 4th Annual WIOA NSW Conference & Exhibition held in Bathurst. **4** May – WIOA study tour to NZ – its not all hard work – pictured are the tour group returning from a fishing trip at Whakatane on a free day in the tour program. **5** June –WIOA volunteers and committee dividing up the jobs at the Annual Qld Workshop in Rockhampton.

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ABOUT WIOA



The Water Industry Operators Association of Australia (WIOA) has a long history of servicing its members and those employed in the “operational” side of the water industry.

Originally founded in Victoria in 1973 as the Wastewater Purification Plant Superintendent and Operators Association, the organisation has continually evolved and expanded its focus. It now covers operational issues across all sectors of the water and wastewater industry.

There are a number of fundamental ideals and values that have been passed down “through the ages” which influence all our activities. These include:

- keeping the cost of membership as low as possible so the annual fee is never seen as a deterrent to joining;
- keeping politics and Industrial Relations issues out of mainstream Association business;
- ensuring the Association provides value to ALL members; and
- keeping a strong focus at all times on members and their needs, and concentrating our efforts towards predominately operational issues.

Our services are many and varied. They include developing technical resources, conducting seminars and conferences, having input into the development and maintenance of the Water Training Package, providing information & videos to encourage more people to consider the water industry as a career of choice and a range of other operationally focussed activities and initiatives right across Australia.

We do all this in order to **share knowledge, skills and expertise amongst water industry operational staff and to provide opportunities for the professional and personal development** of our members.

By participating fully at Association events, operational professionals can improve their knowledge and skills, in turn allowing them to improve their own performance and that of the systems they operate or control.

From 2008, WIOA has been the driving force behind the development of minimum standards of training and experience for operators, in conjunction with an “Operator Certification” scheme. In 2011 this will become a reality in Victoria and there is an opportunity for this to be extended nationally in the future.

We’d like to extend an invitation to anyone employed in the operational side of the water industry to assist us in our quest to deliver improvements from the ground up. You can do this by becoming a member of the Association and by proactively sharing any knowledge or information with your water industry colleagues.

A few simple words epitomise the true aims of WIOA ~

COMMUNICATE • ENCOURAGE
PROTECT • NETWORK • ENGAGE



Excellence in Water Industry Operations

VISION

To be recognised as a leading professional organisation promoting excellence in water industry operations.

MISSION

To promote and support the development of people in water industry operations.

VALUES

An important aspect when conducting our business is to recognise and apply our core values. In this sense WIOA commits to demonstrate our values through:



“A **happy, healthy** and **safe** approach to all our activities”

“A **professional** and **consistent** approach”

“A **commitment** to innovation and sustainability”

“**Integrity**”

“Celebration and **recognition** of achievements”

“**Open, honest** and **timely** communications”

“**Respect**” and

“**Supportive** behaviour to all”

GOALS

To build a National Association of Members who are actively **engaged** in the operation and maintenance of water and wastewater systems;

To accumulate and disseminate information on the design, control, operation and maintenance of such systems to **improve** Members understanding and knowledge;

To promote and develop education and training **standards** to ensure the highest possible levels of efficiency and competency for all operators;

To provide opportunities for the **recognition** of individual achievements of both WIOA Members and other operators employed in the water industry;

To **encourage** new people into the industry and ensure adequate skill levels and succession planning across the sector;

To promote health and **safety** issues as a key element of the workplace;

To develop consistent and reciprocal levels of training and qualifications of Members across all States and Territories; and

To promote the **protection** of the environment in all member activities and functions.

President's Message

The water industry landscape contains a multitude of organisations representing a wide variety of disciplines and interest groups. We are proud that the Water Industry Operators Association of Australia (WIOA) was originally established to represent the "grass roots" operational people working within the Australian water industry and almost forty years later they are still our primary interest group.

We have expanded our focus over the years from just wastewater treatment issues to now encompass everyone in the operation and maintenance of any part of the water cycle. This is from the catchment to the customers tap (including wastewater and reuse), in either the private or public sector.

With this in mind we can put actions to some of the key words used by WIOA to describe our goals as an organisation and how we hope to achieve them.

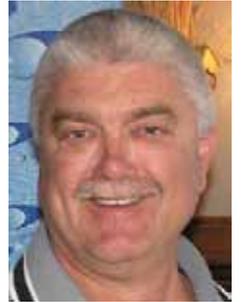
Communicate – through our Practical Guides, WaterWorks journal, Operator and Words newsletters, plus other regular publications. We also provide updates on industry and corporate developments along with regular notification of seminars, conferences and employment opportunities.

Encourage – by offering opportunities for operators to share their work, ideas and experience to all parts of the industry at conferences and seminars around the country. Also by recognising and rewarding people for their efforts through a range of awards and incentives for excellence.

Protect – by promoting the preservation of clean waterways, the protection of public health and a commitment to the protection of the environment as a result of being fully trained, certified and committed operators.

Network – by utilising conferences, seminars and our website as a tool to disseminate information and promote further education and training on a range of specific issues relating to the water industry.

Engage – not only with our members, but also on their behalf with industry specific organisations and governing bodies to ensure that everyone is kept up to date with issues and challenges that effect the operational side of the industry.



As a member of WIOA there is a vast network of information and experience at your fingertips, the most notable being the members themselves. Not all that long ago it was not common practice to share information from business to business. As a matter of fact in some areas, it was frowned upon! Hopefully this is no longer the case as we move forward and help each other wherever and whenever possible. It is no use reinventing the wheel and we can save a lot of wasted time and effort with a single phone call.

In the past year, WIOA has expanded its networks through the establishment of an advisory committee in Tasmania and also with the inaugural meeting of the RAMROC (Riverina and Murray Regional Organisation of Councils) in Deniliquin. There are plans to establish more groups around the country to ensure that as many operational people as possible can benefit. WIOA is happy to provide resources, information and support for these types of events. I would encourage you all to think about arranging a gathering of colleagues performing the same or similar roles at neighbouring corporations and/or councils.

Finally I would like to thank you all for your support and encouragement during my term as President of WIOA. It has been fantastic to meet so many people involved in all facets of the water industry from all around Australia and New Zealand.

The water industry is an exciting place to be in, so do the best you can to get the most out of it.

A handwritten signature in black ink, which appears to read "Anthony Evans". The signature is written in a cursive, flowing style.

Anthony Evans
WIOA President

Executive Officer's Report

The support for WIOA and the interest in our various initiatives, events and activities has been exceptional in 2010. It is always a pleasure to recap on what we have been able to achieve with the assistance of our dedicated team of members, committee, staff and volunteers.

It may sound strange but one of our biggest and most exciting achievements in 2010 is one that doesn't officially carry our name or even our logo. We have worked proactively with the Victorian Department of Health and VicWater (representing the water businesses) for over three years in the development of the *Victorian Framework for Water Treatment Operator Competencies - Best Practice Guidelines*. The Framework was launched at the WIOA conference in Bendigo and we look forward to its implementation in Victoria in early 2011.

During 2010, we saw unprecedented growth in Membership, mainly as a result of the introduction of the "Utility Corporate Member" category. We now have 31 water businesses Australia wide that have taken advantage of this initiative and signed up their operational staff. We have also been proactive in promoting the benefits of WIOA membership more widely at a variety of industry conferences, seminars, forums and events.

At year's end, Individual Member numbers have climbed to 1,420 and when the Corporate and Utility members are added, we now total well over 1,700 members.

I recall the excitement in 2009 when we reached 1,000 members for the first time. We now look forward to reaching the 2,000 member milestone in the very near future.

As a result of changes to the Associations Incorporation Act, it became necessary to update parts of the WIOA Constitution. The Committee took the opportunity to review and make some additional amendments to the Constitution with all proposals put forward adopted at the AGM in March.

We continued to deliver a wide variety of high quality operationally focussed services and events for our members and we have plans to expand the range on offer in 2011.

Our three premier events – the conferences in New South Wales, Queensland and Victoria were extremely well supported. For the first time ever, the trade exhibitions at all three events sold out in record time with a waiting list of companies at each.



The delegate and visitor numbers in NSW and Qld were consistent with past years, with the Victorian event well in excess of previous records. All three conferences were outstanding successes in their own right and provided an ideal forum to learn about important operational issues, products and service developments.

WIOA can only offer such value for money events with the support of our very generous sponsors. In particular, we'd like to note the outstanding contribution of our Prime Sponsors in Rad-tel Systems, ITT Water & Wastewater, Acromet Australia and Peerless Industrial Systems. Along with the Prime Sponsors, we had a number of event Hosts and other companies take up sponsorship opportunities at one or more events. We greatly value the support and commitment of every company participating at a WIOA event.

Our seminar series continued in 2010 with the addition of the "Coag/Flocc" seminar which was conducted in Melbourne and Brisbane. This seminar provided the opportunity to run a dedicated product display allowing a few Corporate members the chance to showcase their wares to a targeted audience. Other seminars were held in Shepparton and Launceston, with many more on a wider range of topics planned for 2011.

Recognising the achievements of water industry operational staff is extremely important and we have been fortunate to be able to present a number of awards, some National and others State based. A couple of new awards were added in 2010 with the support of *qldwater* and we were pleased to have continued strong relationships with our other very generous award sponsors.

A listing of all the conference and award sponsors as well as the award winners appears later in this booklet. We ask all Members to keep these companies in mind and try to return the support when you purchase products or services for your workplace.

Our relationship with kindred water industry organisations has remained strong and WIOA has continued to be represented on a number of National industry working groups. Amongst a variety of forums, project and working group commitments, we have again been actively involved with Government Skills Australia (GSA) as a member of their Water Industry Advisory Committee (WIAC).

We strengthened our working relationship with the Australian Water Association (AWA) through a series of executive level discussions and attended and exhibited at a number of AWA events. We attended meetings of the Water Industry Skills Taskforce (WIST) where we presented information on issues relating to training, skills development and certification from an operational perspective. We also provided significant feedback to AWA during the development of the Business Plan for the National Water Skills Strategy. We look forward to assisting with the implementation of the Strategy options in the future.

Late in 2010, we finalised an arrangement to transfer the production and publication of our flagship technical Journal "*WaterWorks*" to the AWA. Importantly, there will be no change to the format or type of content published. As with past years, WIOA is reliant on our members to supply much of the material for the journal and to keep the production costs down and ensure that *WaterWorks* remains viable, we certainly need the advertising support of as many corporate organisations as possible.

The Memorandum of Understanding (MoU) with the Water Industry Operations Group of New Zealand (WIOG) was updated and signed for an additional three year period and a new MoU with the Qld Water Directorate (*qldwater*) was developed and signed. WIOA expanded its networks significantly and one of our 2011 goals is to further expand the networks in all States to allow even more interaction and knowledge sharing between water industry operational staff.

Our staff did a terrific job keeping members informed and produced four editions of our newsletter "*Operator*" along with a monthly instalment of our enews "*Words*". Members may have noticed how much some editions had grown as a result of people being prepared to put pen to paper and let us know what was happening. We again ask all our members to contribute to the Association by providing information that we can distribute in any of our publications. An article, letter to the editor, opinion on a particular topic, or a snippet of info would be gratefully received.

In order to get operators to communicate their great inventions or ingenious fixes to problems, Aqualift Pacific suggested we create a new award – the PASS (Problem Accepted, Solution Supplied) award. Aqualift, as prize sponsor, will cover the costs for the winner to attend the tour of NZ and the WIOG conference each year. The inaugural winner will be announced at the NSW conference in March and entry details are on the WIOA website.

Following the outstanding success of the water series of Practical Guide books, WIOA's Technical Advisor, Peter Mosse and his fantastically committed team of co-authors and reviewers recently commenced the production of a similar series covering wastewater issues. The first of four titles - the Practical Guide to the Management of Odours in Sewage Transport Networks is due for release in early 2011 with the remaining books planned for progressive release from mid 2011.

The 2011 year is already shaping up to be an exciting time for WIOA and we look forward to delivering even more for our members and the water industry.



George Wall
Executive Officer WIOA

WIOA Consolidated Financial Information 2010

INCOME and EXPENDITURE for period 1 January to 31 December

Income (excluding GST)	2010	2009	Income (excluding GST)
Conference & Events income	\$ 1,068,994.72	\$ 1,039,869.89	Conference Income
Publications	\$ 29,304.50	\$ 34,915.69	Resource Book Sales
Individual Membership	\$ 36,809.11	\$ 75,155.03	Membership
Corporate Membership	\$ 47,859.18		
Services & Misc Income	\$ 24,508.65	\$ 74,846.13	Events and Misc Income
Petty Cash (opening balance)	\$ 1,700.90	\$ 1,064.65	Petty Cash (opening balance)
Interest	\$ 10,330.26	\$ 9,955.91	Interest
		\$ 119,317.38	GST Collected
		\$ 4,120.55	GST refund ex ATO
Total Income	\$ 1,219,507.32	\$ 1,359,245.23	Total Income
Expenditure (excluding GST)			Expenditure (excluding GST)
Office & Administration Expenses	\$ 285,922.78	\$ 128,679.64	Office & Admin Expenses
Employment Expenses	\$ 280,917.89	\$ 223,003.73	Staff Expenses
Property Services	\$ 38,968.17	\$ 157,608.08	Activity Based Expenditure
Vehicles	\$ 32,896.47	\$ 43,031.96	Asset Purchases
Events Expenditure	\$ 503,297.75	\$ 615,293.90	Conference Expenditure
Asset Purchases	\$ 2,469.87	\$ 90,418.94	GST, FBT & PAYG to ATO
Closing Petty Cash Balance	\$ 1,368.10	\$ 1,700.90	Closing Petty Cash Balance
		\$ 90,914.98	GST Paid on purchases
Total Expenditure	\$ 1,145,841.03	\$ 1,350,599.13	
Operating Trading Surplus/(Deficit)	\$ 73,666.29	\$ 8,646.11	

FUNDS HELD	2010	2009
Balance beginning of Year	\$ 357,431.32	\$ 348,785.22
Prepayments 2011 NSW Conf	\$ 61,428.17	\$ 0.00
Net Surplus/(Deficit)	\$ 12,238.12	\$ 8,646.11
Balance at end of Year	\$ 431,097.61	\$ 357,431.33

Summary of WIOA Financial Position

From January 2010, all financial information has been recorded using the MYOB accounting program. This change has streamlined the accounting function but makes it impossible to produce reports exactly in the previous categories, hence the differences between 2009 & 2010 in the summary table.

The consolidated financial report above is a summary only and has not been subject to a full audit. A copy of the audited accounts for WIOA Inc & WIOA Ltd will be available from the WIOA website in March 2011. Members requiring a full copy of the reports prior to the AGM can contact the WIOA office.

Income from all sources in 2010 (excluding GST) has remained consistent with previous years, as has expenditure. When the pre-payments associated with the 2011 NSW conference trade exhibition are taken into account, an overall net surplus from operational activities of \$12,238 has been achieved in 2010. This result is in line with projections approved at the start of the year to run a balanced budget.

During 2010 WIOA undertook a strategic review of its risk profile from an operational and financial perspective. The review highlighted the reliance on conferences and events as the major source of operating income and that insurance premiums were prohibitively expensive to cover all possible loss scenarios as a result of natural events such as the recent flooding along the East coast. The Board has determined that WIOA will increase cash reserves commensurate with the growth of the organisation and an annual review of the perceived risk profile. This will ensure that WIOA can continue to deliver the annual program of seminars, trade exhibitions and conferences at an affordable cost to all.

WIOA is committed to the continuation of the Operators conference in NSW, Qld and Victoria and the one day seminar series was expanded in 2010. The range of seminar topics and the location of events will be broadened again in 2011.

In summary, the Association is in a strong financial position and has adequate funds to continue to provide member services at existing levels. This sound financial position will enable WIOA to develop and subsidise an expanded range of operator focussed events and services throughout 2011.

Governance

WIOA Incorporated Office Bearers and General Committee Members 2010

	<p>Anthony Evans President <i>Wannon Water</i></p>	<p>Graham Thomson Committee Member <i>Barwon Water</i></p>	
	<p>George Wall Secretary/Treasurer <i>WIOA</i></p>	<p>Russell Mack Committee Member <i>Gippsland Water</i></p>	
	<p>John Day Vice President <i>Goulburn Valley Water</i></p>	<p>Stan Stevenson Committee Member <i>Seqwater</i></p>	
	<p>Peter Tolsher Immediate Past Pres. <i>EGL Management Services</i></p>	<p>Kristine Hunter Committee Member <i>East Gippsland Water</i></p>	
	<p>Stephen Wilson Committee Member <i>Water Industry Training Centre</i></p>	<p>John Allen Committee Member <i>Seqwater</i></p>	
	<p>Barry Waddell Committee Member <i>East Gippsland Water</i></p>		

WIOA Ltd Board

	<p>Ron Bergmeier Chairman <i>Bergmeier Engineering</i></p>	<p>John Harris <i>Wannon Water</i></p>	
	<p>George Wall Executive Officer <i>WIOA</i></p>	<p>Peter Tolsher <i>EGL Management Services</i></p>	
	<p>Tony Hourigan Depty Chairman <i>Grundfos</i></p>	<p>Anthony Evans <i>Wannon Water</i></p>	

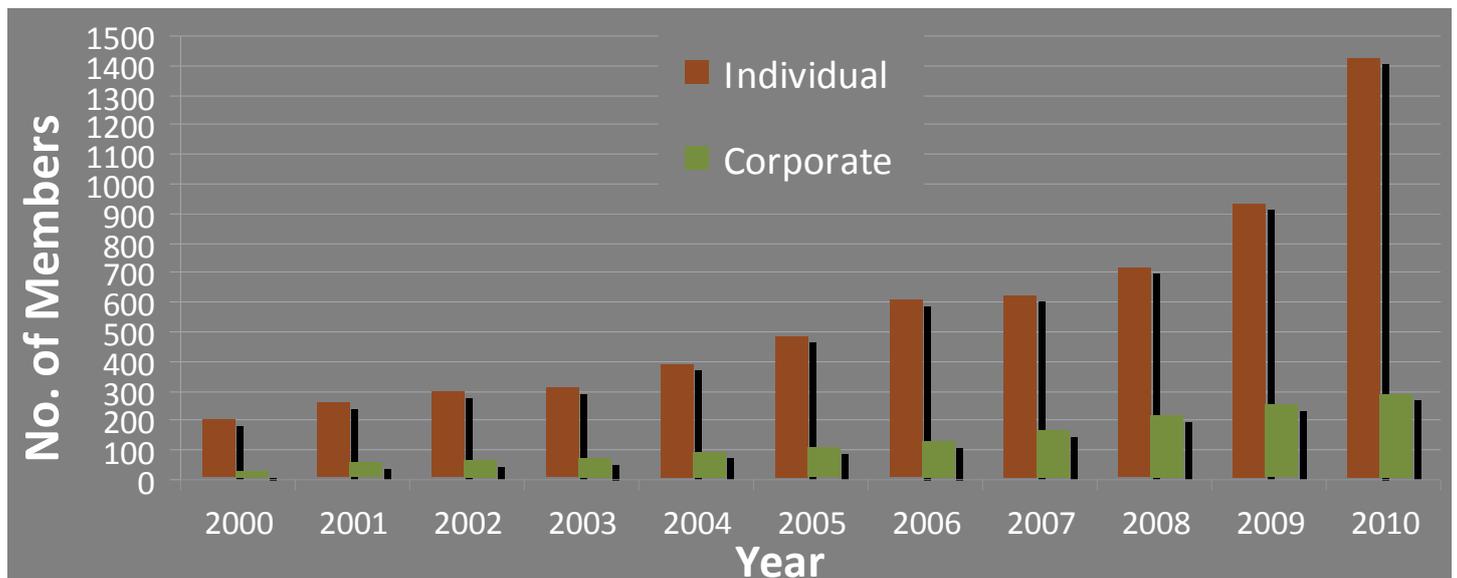
Membership Statistics & Distribution

Membership Statistics



In 2010, a total of 615 new Individual Members joined the Association. There were 33 Member resignations attributed to retirements, changes in employment or other reasons. Unfortunately, there were 88 Members whose names were removed from the database after February due to non-payment of fees. The effect of this was that Individual Member numbers increased by 494, taking the total to 1,419 at years end.

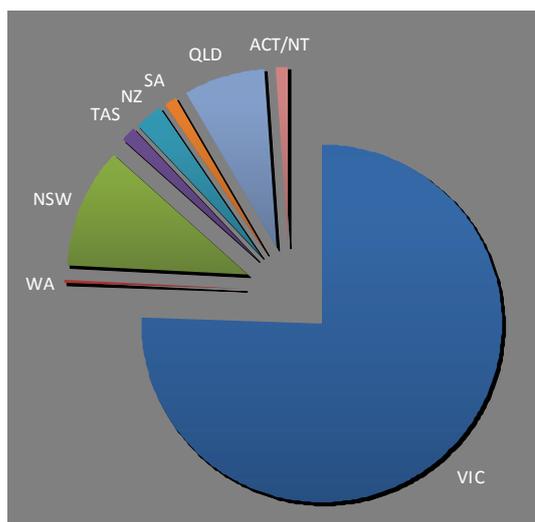
There was strong growth in the Corporate and Utility Corporate Member categories with numbers increasing from 249 to 286.



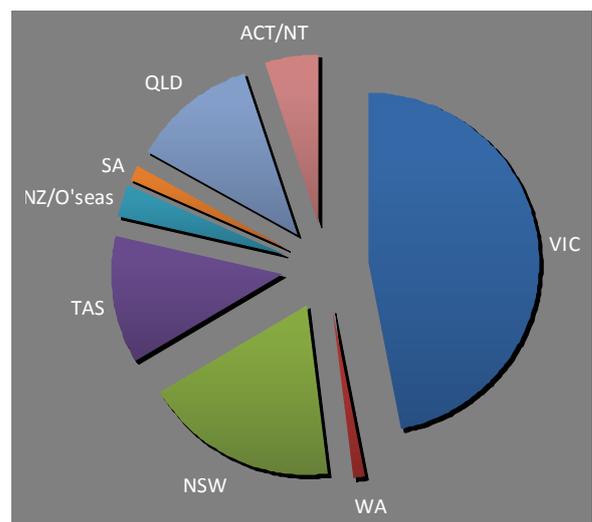
Membership Distribution

Due to the expansion and National promotion of the Association, the majority of new members in 2010 came from outside Victoria. The ratio of members from other States to Victoria is now increasing significantly. This trend is likely to continue in 2011 as the benefits of membership of the Association are communicated to potential new members in the other States and additional services and events are provided. A comparison of how the distribution of members is changing is best demonstrated by the charts below outlining Individual Member distribution by State for the years 2005 & 2010.

Membership Distribution 2005



Membership Distribution 2010



MEMBER INFORMATION

WIOA continues to produce a variety of publications to keep our members and the wider industry informed, up to date and challenged.

Practical Guides for Water Treatment

WIOA, in conjunction with a number of supporting sponsor organisations, has produced a range of Practical Guides for water from the catchment to the tap. The books are available to the entire industry and are \$33 each – real value for an exceptional resource.

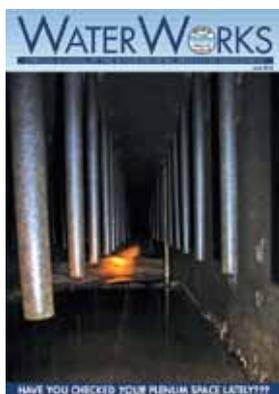


Work is under way on a series of Practical Guides to Wastewater Treatment for release in 2011.

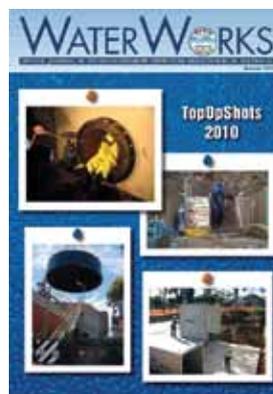
WaterWorks – Technical Journal

A biannual journal published in June and December but moving to May and November in 2011. Includes operationally focused articles and is distributed to well over 6,000 water industry employees.

JUNE



DEC



Operator – Newsletter

Our quarterly publication which includes individual and corporate member news, general interest stories, water industry news and much more. Keeping the WIOA community in touch.



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Life Members

Listed below are the Members who have been awarded Life Membership of the Association since its inception in 1973.

Ray Holloway	– 1986 (deceased)
Stan Franzi	– 1994
Ron Bergmeier	– 1998
George Wall	– 2004
Barry Waddell	– 2007



L to R (George Wall, Barry Waddell, Stan Franzi, Ron Bergmeier)

I.D.I.O.T.S Award

Inducted as Delegates of the Inextricably Obstructed Tap Society

In 2004, the WIOA Committee introduced the I.D.I.O.T.S. award to recognise the services of individuals to the Association. This new award is designed to complement Life Membership, the Association's most prestigious honour. The I.D.I.O.T.S. 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.



These individuals have been "Inducted as Delegates of the Inextricably Obstructed Tap Society" since the award's inception

Barry Waddell	– 2004	Ron Bergmeier	– 2004
George Wall	– 2004	Richard Greenhough	– 2004
Tony Hourigan	– 2004	Mal Farnham	– 2005
Neil Healey	– 2005	Russell Mack	– 2005
Ken Herbert	– 2006	Pat Davis	– 2006
John Harris	– 2006	Peter Jackson	– 2007
Cynthia Lim	– 2007	Stephen Wilson	– 2007
Owen Braybrook	– 2008	Ian Bicknell	– 2008
Leigh Strange	– 2009	John Park	– 2009
Brian Davis	– 2009	David Barry	– 2010
Peter Tolsher	– 2010		



Pictured: the 2010 inductees.
 (L) David Barry with this award,
 (CL) David racing the clock at Bathurst.
 (CR) Peter showing off his umpiring skills.
 (R) Peter Tolsher with his award.

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2010 AWARD WINNERS

National

Kwatye Prize

To the aboriginal Arrente people from the Northern Territory, the term 'Kwatye' means water. For many people in Australia, water is a resource more precious than gold.

The Kwatye prize has been presented annually since 2005. Participating provides an opportunity to help the Australian water industry. The award has been designed to encourage creativity, recognise innovation and celebrate passion within the water industry.

2010 Winner - Russell Evans



Pictured: Russell Evans (L) from Power & Water Corporation with Rohan Latham of Thermo Fisher Scientific.

Sponsored by

ThermoFisher
SCIENTIFIC

CONGRATULATIONS

Member Draw

For the second year running, WIOA members have been treated to a special member draw. All financial individual members are entered into a draw for a prize sponsored by Royce Water Technologies. The winner is drawn at the WIOA NSW Water Industry Conference.

Just another benefit of being a member of WIOA!

2010 Winner – Chris Seam



Pictured: Chris Seam (L) with Arthur Kokolekos of Royce Water Technologies.

Sponsored by



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State Awards

The following awards are presented at the WIOA conferences in their respective States. The awards are open to all people working in the operations field.

CONGRATULATIONS TO THE 2010 RECIPIENTS

	Operator of the Year	Young Operator of the Year	Operator of the Year (Civil Works)
N S W	 <p>Les Potter (L) from Coffs Harbour City Council with Kent Boyd</p> <p>Sponsored by</p> 	<p>Currently not offered</p>	<p>Award offered in Qld only</p>
Q L D	 <p>Martin Hindmarsh (L) Allconnex with Peter McLennan</p> <p>Sponsored by</p> 	 <p>Robyn Hoole (R) with Rob Fearon</p> <p>Sponsored by</p> 	 <p>Col Kirkegaard (R) with Dave Cameron</p> <p>Sponsored by</p> 
V I C	 <p>John de Boer (L) Melbourne Water with Chris Corr</p> <p>Sponsored by</p> 	 <p>Andrew Cooper (L) with Craig Heiner</p> <p>Sponsored by</p> 	<p>Award offered in Qld only</p>

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Conference Awards

Participants at WIOA conferences are recognised for their efforts via a number of awards. We thank all our generous sponsors for supporting Operational staff and for providing encouragement to Operators to share their knowledge and experience with the entire water industry.

CONGRATULATIONS TO ALL THE 2010 WINNERS!

ENCOURAGE

	NSW	QLD	VIC
Best Paper Overall	 <p>Fiona Conlon (r) from Port Macquarie-Hastings Council with Ian Jesson</p>	 <p>Peter Griffiths (l) from CH2MHill with Brian Davis</p>	 <p>Kathy Northcott (r) from Veolia Water with Sulio Mustadanagic</p>
Sponsored by			
Best Paper by an Operator	 <p>Steve Glennan (l) Shoalhaven Water with Bob Campbell</p>	 <p>Neville Brown (l), Fitzroy River Water with Bob Smith</p>	 <p>Tony Mckean (r), East Gippsland Water with Alex Maderasi</p>
Sponsored by			
Best Poster Paper	No Entries in 2010	No Entries in 2010	 <p>Ian Syer from – 'us' – Utility Services</p>
Sponsored by			
Best Trade Site			
Sponsored by			

Operator Certification

WIOA has worked proactively with the Victorian Department of Health and VicWater (representing the water businesses) for over three years in the development of the “*Victorian Framework for Water Treatment Operator Competencies - Best Practice Guidelines*”. The Framework was launched at the WIOA conference in Bendigo in September and will be implemented in Victoria in early 2011.

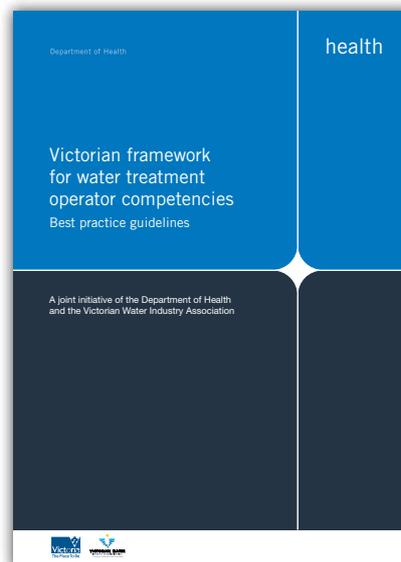
The Forward to the “Victorian Framework for Water Treatment Operator Competencies – Best Practice Guidelines” contains the following words recognising the importance of Operators.....

“On a day-to-day basis, it is the water treatment operator who carries the responsibility for ensuring that raw water is treated to the required standard, that incidents that may compromise quality are detected and addressed, and that identified risks are adequately managed. The actions taken or not taken, by a water treatment operator can have a direct impact on the health and wellbeing of the communities for which they undertake water treatment services.....”

**Jan Greig, Chairman Victorian Water Industry Association and
Fran Thorn Secretary Department of Health.**

Once implemented, for the first time in Australia we will have specified minimum training, competency and experience requirements in place, as well as a requirement to undertake refresher training to keep skills updated. Further, operators will be “Certified” under a new scheme offered by WIOA, as having the appropriate training and experience to match the types of systems they are operating.

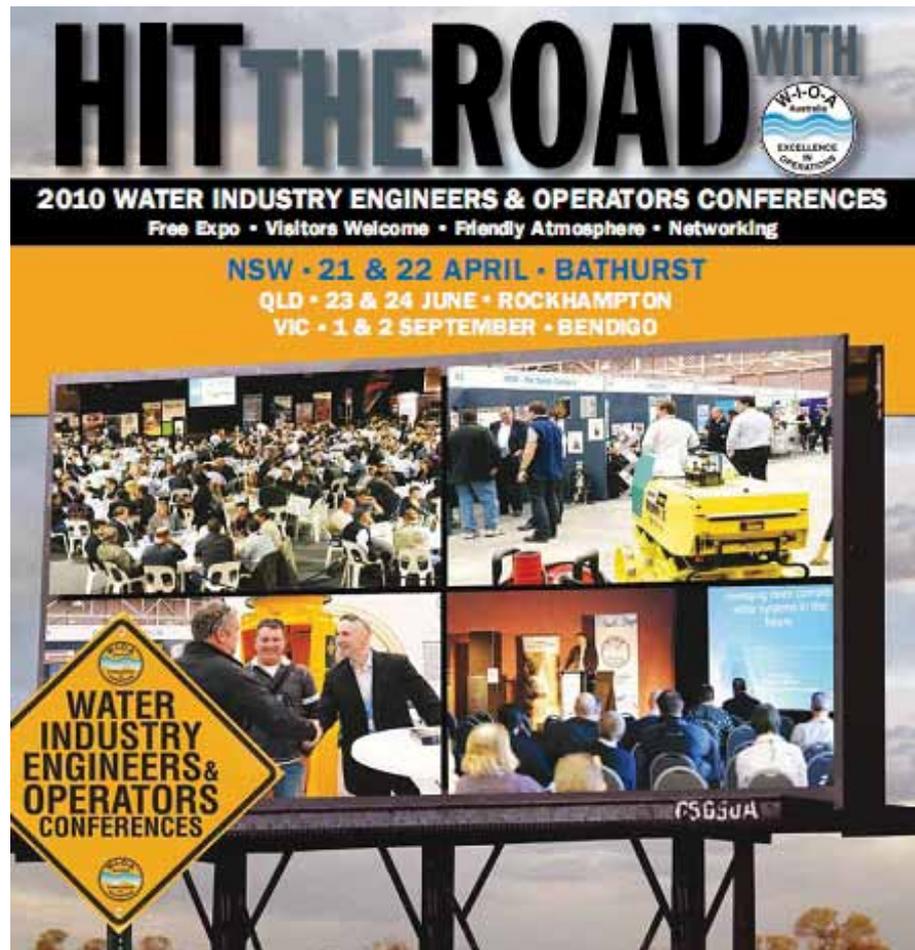
As a result of our efforts, this issue has now also gained national importance with a project to develop a National Certification Framework under way via the National Water Commission under the direction of COAG. WIOA will continue lobbying for the implementation of a similar program right across Australia, and we will also look at expanding our Certification scheme to cover wastewater and other operational disciplines throughout 2011.



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Australia's Largest Annual Regional Water Conferences & Exhibitions

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In 2010 WIOA conducted three major conferences, in three States. The trade expo at each event sold out in record time. The conferences provide a forum for water industry operational employees to come together and discuss issues, share experiences, learn about the latest developments, technology and network with their peers.

The conferences are at different stages of development with the NSW event being the latest established and the Victorian event being the oldest.

4th Annual WIOA NSW Water Industry Engineers & Operators Conference and Exhibition

35th Annual WIOA QLD Water Industry Operations Workshop and Exhibition

73rd Annual WIOA Victorian Water Industry Engineers & Operators Conference and Exhibition

	NSW	QLD	VIC
2010 Location/ Month held	Bathurst/April	Rockhampton/June	Bendigo/September
TOTAL no. of attendees	530	515	1247
Number of trade sites	106	100	181
Exhibition area m ²	2000	2300	5000

WIOA wishes to acknowledge and thank our valued conference sponsors from 2010

Prime Sponsors



Hosts



Major Sponsors





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UTILITY CORPORATE MEMBERS

- ACTEW AGL
- Albury City Council Banana Shire Council
- Bathurst Regional Council
- Ben Lomond Water
- Berrigan Shire Council
- Bundaberg Regional Council
- Cassowary Coast RC
- Central Highlands Water
- Cradle Mountain Water
- Deniliquin Council
- Dubbo City Council
- EGL Operations
- Gippsland Water
- Goulburn Valley Water
- Gunnedah Shire Council
- GWM Water
- Midcoast Water
- Moree Plains Shire Council
- Narromine Shire Council
- North East Water
- Palmerston Nth CC
- Parkes Shire Council
- Power & Water Corporation
- South Gippsland Water
- Southern Water Tasmania
- United Water - Ballarat
- Veolia Water - VIC
- Wannon Water
- Western Water
- Westernport Water

CORPORATE MEMBERS

- AAP Industries
- ABB Australia
- Accurate Detection
- Acrodyne
- Acromet Australia
- Action Instruments & Control
- Activated Carbon Techno.
- ADS Environmental
- Aegis

For more information about WIOA corporate members and their products and services visit: wioa.org.au and click on the "Membership" tab.

- Aeramix
- AGFAB Engineering
- AIM Water
- Air Liquide
- Akzo Nobel
- Alexandrina Council
- Alfa Laval Australia
- AllFlow Supply Company
- ALS Environmental
- Anue Environmental
- Aqua Diagnostic
- Aquabiotics Industrial
- Aquagenics
- Aqualift Potable Diving
- AquaManage
- Aquatec-Maxcon
- Arch International
- Armidale Dumaresq Council
- Ashland Water Technologies
- Ativo Maintenance & Project Services
- ATMR - Total Maintenance
- Austeck
- Australian Drain & Pipe Repairs
- Australian Innovative Systems
- Australian Water Association
- Automation IT
- Avdata Australia
- AVFI
- AVK Australia
- AWIS
- AWMA
- Axis Direct
- B2P Australia
- Bartletts Waste Management
- Barwon Water
- Bell Environmental
- Bergmeier Engineering
- Bintech Products
- BioRemedy
- Biowish Technologies
- Brown Brothers Engineers
- BTG Australia
- By Air Liquid Mixing Solutions
- Calclear Water Conditioners
- CAPS Australia
- Cardo Australia
- CEA Australia
- Challenger Valves & Actuators
- Chatoyer Holdings
- City Water Technology
- City West Water
- Cleanaway
- CleanTeq
- Clearbore
- Clearwater Recruitment
- CMG
- Coliban Water
- Complete Tapping Services
- Conhur
- Control Microsystems
- Convergent Water Controls
- Cooma Monaro Shire Council
- CRS Industrial Water Treatment Sys.
- CSE - Semaphore
- CSE - Uniserve
- CST Wastewater Solutions
- C-Tech Services
- Danfoss Australia
- DCM Process Control
- DEPS
- Dermoddy Diving & Marine Ser
- Dickinsons Environmental Serv.
- DMI Australia
- EcoCatalysts
- Ecotech
- EDAC Electronics
- Eimco Water Technologies
- Electronic Keying Australia
- Endress + Hauser Australia
- Enviro Check Enterprises
- Enviro Water Management
- Enviroaer
- EPCO Australia
- Epsom Environmental Services
- Festo
- Fluidquip
- For Earth
- Franklin Electric
- Gilgandra Shire Council
- Gladstone Area Water Board
- GMA Water Services
- Gold Coast Water
- Goldenfields Water C.C
- Government Skills Australia
- Griffith City Council
- Grundfos
- Gutermann
- Gwydir Shire Council
- H2O Rx / CSC
- Hamilton Island Enterprises
- Hardman Australia Hatlar Group
- Haulton Constructions (Aust)
- Hawk Measurement

CORPORATE MEMBERS (CONT)

Humes Water Solutions
Hunter Water Corporation
Hydramet Australia
Hydro Innovations
IdexFMT
IDEXX Laboratories
ifm efector
Integra Water Treatment Sol'ns
International Chemicals Eng.
Ionode
iPower Solutions
ITS Trenchless
ITT Water & Wastewater
Iwaki Pumps
Jeem Services
Johnson Screens
Jonoco
JS Melbourne Controls
Just Dig It
Kempsey Shire Council
Kenelec Scientific
KRE Engineering Services
KSB Australia
Kyabram Rewinding Service
Labtek
Leak Search
Life & Rescue International
Liquitek
Lotic
Ludowici Watergates
Mack Valves
Macquarie Valley Cntrl & Instrument'n
Mars
Matrix Process Solutions
McBerns
McElligott Partners
Measuring & Control Equipment
Melbourne Water
MEP Instruments
Merck
Merriman Controls
Metaval
Mid-Western Regional Council
MJK Automation Monadelphous
Engineering
Mono Nov
Mt Buller Resort Management
Multitrode
Murray Shire Council
Nextep Miyama
NHP Electrical Engineering
Nordical Diving Services

Novasys Group
Odour Control Systems (Aust)
Odour Control Systems (Vic)
Odour Technologies
Omega Chemicals
Omron Electronics
Opus Intern'l Consultants-ETC
Pacific Hire
Parasyn Controls
Parchem Construction Products
Parsons Brinckerhoff
Paterson Pumps
Peerless Industrial Systems
Pentair Water
Piping & Automation Systems
Process Control Services
Process Systems
Promains
ProMinent Fluid Controls
Pryde Measurement
Pump Selections
Pump Systems
Queensland Water Directorate
Rad-tel Systems
Redox
RePipe
Research Laboratory Services
Richmond Valley Council
Rockhampton Reg. Council
Rod Bain Plumbing
Roto Pumps
Rotork
Royce Water Technologies
Rubicon Systems
SavewaterÒ Alliance
Sealing Solutions
SebaKMT Aus
SEQ Water
Sewer Equipment Company
Siemens
Simmonds & Bristow
Singleton Shire Council
Skills Tech
Smart Water Research Centre
SMEC Australia
Southern Rural Water
Sperian Protection
Starky Constructions
Storm Plastics
Street Furniture Australia
Sykes Group
Tablelands Regional Council
Tamworth Regional Council

Technical Projects
The Banner Lady
The BF Group
The Pump House
Thermo Fisher Scientific
Thiess Services
Thomas & Coffey
TR Safety Gear
Transpacific Industries Group
UAT Pacific
Ugly Fish Safety Eyewear
Underground Pump Supplies
United Group Infrastructure
'us' - Utility Services
Vacon Pacific
Vendart
Vertex Water Treatment
VoR Environmental
Wagga Wagga City Council
WAM Australia
Water Bore Redevelopers
Water Corporation
WITA Qld
Water Industry Training Centre
Water Infrastructure Group
Water Technical Consultants
Water Training Australia
Waters Marine
WEG Australia
Westwater Enterprises
Whitsunday Shire Council
Wide Bay Water
WIK Australia
Wise Waste Solutions
WME Media
Xypex Australia
Yarra Valley Water



Want to join this growing list? A membership form can be found at the rear of this book or contact WIOA to discuss all the benefits of Corporate Membership.

WIOA & The Wider Water Industry

In 2010 WIOA expanded our reach and influence by continuing to foster strong relationships and collaborate with other organisations that have similar goals and ideals.

We are pleased that the Memorandum of Understanding between WIOA and the Water Industry Operations Group, NZ was updated and signed for a further three years.

A Memorandum of Understanding was also developed and signed off between WIOA and the Queensland Water Directorate (*qldwater*).



The WIOA and WIOG Executive teams (L-R) George Wall, Anthony Evans from WIOA and Martyn Simpson, Dave Neru from WIOG.



qldwater Chief Executive Officer, Rob Fearon (L) with WIOA Executive Officer, George Wall.

WIOA in Tasmania

WIOA also extended our services into Tasmania by forming the first of what we hope will be many sub-committees. The Tasmanian sub-committee comprises three members of the operations staff from each of the three Tasmanian water corporations, along with a couple of WIOA representatives. The group's main role is to tailor WIOA's services and events to meet the specific needs of the Tasmanian water corporations and their operational staff.



A group of Tasmanian delegates joined WIOA at the Victorian Conference. The group comprised some members of the newly formed Tasmanian sub-committee.

WIOA Seminars

In 2010 WIOA staged a number of one day seminars providing operational employees with the opportunity to refresh and improve their knowledge on various topics.



Attendees at the Chemical Dosing, Coagulation, Flocculation and Clarification seminar held at the Seqwater Office in Brisbane in June 2010.

SOME OF OUR PAST SEMINARS (2010 Events)			
SEMINAR	Water Quality & Distribution Systems Management	Media Filter Assessment & Optimisation	Chemical Dosing Coagulation, Flocculation and Clarification
Victoria	August 2010, Goulburn Valley Water, Shepparton	November 2006, Sandown Park Hotel, Noble Park	March 2010, Matthew Flinders Hotel, Chadstone
New South Wales	October 2009, Surf Club, South West Rocks October 2007, Bolton Park Stadium, Wagga Wagga	March 2009, Tamworth Regional Entertainment & Conference Centre	
Queensland	June 2009, Indoor Sports Stadium Caloundra	September 2006, Holiday Inn, Cairns	June 2010, Seqwater Office Brisbane
Tasmania	September 2010, Boathouse on Northbank Launceston		
Western Australia		May 2007, Perth Zoo Perth	

WIOA conference attendees in Queensland and Victoria were lucky to have Jon Dee, the NSW Australian of the Year 2010, present the Keynote Address on his 'Go-Tap' anti-bottled water campaign. We look forward to having Jon join us in NSW in the future as well.



ENGINEERING

MINUTES OF 2010 WIOA ANNUAL GENERAL MEETING

The Annual General Meeting of the Water Industry Operators Association of Australia Incorporated was held at the Lady Bay Resort, Warrnambool, on 20th March 2010 with 45 Members in attendance.

The meeting was opened by President, Mr Anthony Evans at 1.00 p.m.

Apologies: Peter Tolsher, Peter Waddell, Jason Shaw, Stan Stevenson, John Allen

Apology Acceptance:

MOTION: *“That the Apologies be accepted”*.

Moved – Barry Waddell; Seconded – John Harris, CARRIED

Previous Minutes :

MOTION: *“That the Minutes of the previous AGM (2009) be accepted as published in the “Annual Report” mailed to all Members and as distributed on the day”*.

Moved – Graham Thomson; Seconded – Stephen Wilson, CARRIED

Correspondence:

In:

- Auditors Report
- Petition and Notices of Motion to amend the WIOA Inc constitution
- Proxy Votes for Constitutional reform x 3

Out:

- Minutes of 2009 AGM plus audited financial statements to Consumer Affairs
- Advice of Notices of Motion to amend constitution sent to all Members
- Annual Report mailed to all Members

MOTION: *“That the AGM Correspondence in and out be ratified”*.

Moved – Russell Mack; Seconded – Richard Greenhough, CARRIED

Prior to delivering the Treasurers report, WIOA EO George Wall did a short presentation reminding members of the structure and relationship between WIOA Incorporated and WIOA Limited.

Treasurers Report:

A consolidated Treasurers report appears in the 2009 Annual Report and separate reports for WIOA Inc & WIOA Ltd were provided to Members at the AGM. The following cash balances were advised

Cash at Bank at 31/12/09 -	<u>\$ 357,431.32</u>
<i>Comprising</i>	
WIOA Incorporated Cash Mgmt Account	\$ 26,500.21
WIOA Limited Cheque Account	\$ 25,189.11
WIOA Limited High Interest Holding Account	\$ 305,742.00

The Treasurer elaborated further on the key expenditure items and performance against budget for 2009, as well as noting items of significant difference from 2008 to 2009.

MOTION: *“That the Audited Treasurers Report be accepted as published and distributed, noting a closing total cash balance of \$357,431.32 with \$26,500.21 in the WIOA Inc account ”*.

Moved – Bob Eden; Seconded – Bernd Vetter, CARRIED

President's Report:

President Anthony Evans summarised many of the key achievements of the Association over the past year and noted that a Presidents Report outlining the strategic vision for WIOA is included in the Association's 2009 Annual Report. In particular, Anthony thanked the Committee and our band of members and helpers who assisted at all our events around the country. In addition, he thanked all Members for their ongoing support and promotion of the Association and its goals.

Secretary's Report:

Operations Manager Cynthia Lim provided a summary of the significant events of 2009. In particular, Cynthia noted the growth in Membership numbers, outlined the range of services and events made available to Members and noted some of the issues facing WIOA into the future. A pictorial summary of the activities undertaken by the Association during the past year was also presented.

MOTION: *"That the President and Secretary Reports as published in the 2009 Annual Report" be accepted*".

Moved – Michelle Colwell, Seconded – John McLeod, CARRIED

Election of 2010 Committee:

President, Anthony Evans declared all positions vacant and called on Vice-President John Day to conduct the election of President.

At the close of nominations, there was one nomination received for **President**:

Anthony Evans Nominated by Mark McNeil Seconded by John Harris

Anthony Evans was duly elected President.

John then handed the chair back to Anthony for the remainder of the meeting.

At the close of nominations, there was one nomination received for **Vice President**:

John Day Nominated by Areika Martin Seconded by Stephen O'Keefe

John Day was duly elected Vice President.

At the close of nominations, there was one nomination received for **Secretary/Treasurer**:

George Wall Nominated by Owen Braybrook Seconded by Margarita Carroll

George Wall was duly elected Secretary/Treasurer

At the closing date for nominations the Secretary had received the following 8 nominations for the 8 **General Committee** positions.

Committee :

Graham Thomson	Nominated by Robert Priddle	Seconded by David Greaves
Stephen Wilson	Nominated by Jamie Rossato	Seconded by Mark Pitches
Kristine Hunter	Nominated by Zoe Burnett	Seconded by Elaine Mowat
Russell Mack	Nominated by Dion Bull	Seconded by Anthony Evans
Ron (John) Allen	Nominated by Wayne Shaw	Seconded by Roland Passuello
Barry Waddell	Nominated by Kristine Hunter	Seconded by Zoe Burnett
Peter Tolsher	Nominated by Adrian Rijnbeek	Seconded by Chris Keith
Stan Stevenson	Nominated by Craig Bolin	Seconded by Bret Mendham

All the above nominees were duly elected as General Committee members

President Anthony thanked retiring Committee members in Peta Thiel and Peter Kitney for their contribution to the Association.

Appointment of Auditor:

MOTION: *“That Perta Thomson Accountants be appointed the WIOA Inc Auditor for 2010”.*

Moved – Anthony Evans, Seconded – John Harris, CARRIED

General Business :

Proposed Amendments to the WIOA Inc Constitution

The Secretary provided a summary of the process undertaken in reviewing the constitution, the discussions and review by the current Committee and the process undertaken prior to tabling the Notices of Motion to amend WIOA Inc constitution at the AGM.

Some discussion at the meeting relating to the wording in Clause 3 of the proposed amendments. It was noted that use of the words “Objectives” and “Objects” were inconsistent. It was also noted that in Clause 3.2 (f) the use of the word “Company” was incorrect and should be “Association”.

MOTION: *“That word “object” in Clause 3.2 be changed to “objectives” and that the word “Company” in Clause 3.2 (f) be changed to “Association”.*

Moved – Richard Greenhough, Seconded – Bob Eden, CARRIED

As there was no further discussion on the proposed changes, the President put the Motion to amend the Constitution to the meeting

SPECIAL RESOLUTION : *“That the Draft amended Constitution as posted to the WIOA website on December 2009 and as communicated to Members be adopted in it’s entirety but including the wording amendments noted above”.*

Moved – Anthony Evans, Seconded – George Wall, CARRIED

John Harris offered his congratulations to the staff and Committee on the excellent presentation of the Annual Report document. It has come a long way in a short time and adds significantly to the professional image of the Association.

As there were no other items of General Business, the President declared the AGM closed.

Meeting Closed at 1.40 pm.



President Anthony Evans and Secretary George Wall conducting the 2010 AGM.

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 middle of this booklet and more forms can be downloaded from the WIOA website – www.wioa.org.au.

WIOA has two member categories – Individual and Corporate. The fees for 2011 are \$25 and \$200 (GST inclusive) respectively. Payment can be made by cheque, money order, credit card (Visa & Mastercard only) or by EFT. Payment can also be made in person at any Westpac branch using the BSB/account details from your invoice (don't forget to put your invoice number with the payment).

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 May annually.

Individual members joining after 1 August annually receive the balance of that year plus all of the next calendar year for their \$25 fee.

What benefits do I receive as an Individual Member?

All Individual Members receive the following:

- New member pack on sign up;
- **WaterWorks** Technical Journal twice per annum;
- **Operator** newsletter quarterly;
- **Words**, WIOA's electronic newsletter monthly;
- Regular notification of events, seminars and conferences plus positions vacant adverts;
- New product or equipment brochures from Corporate members;
- Regular updates on industry developments including training;
- Invitation to the free Weekend Seminar & AGM;
- Updates on industry resources and books aimed specifically at the operational side of the industry;
- Discounted registration fees to certain WIOA events;
- Application forms for various industry based Awards
- Automatic entry into the yearly member draw.

What benefits do I receive as a Corporate Member?

All Corporate Supporters receive all the items listed above plus the following:

- Rights of individual membership is afforded to the nominated person only;
- Company details listed in the Corporate member section of the WIOA website
- Access to WIOA's members via product brochure mail outs with only a small postage fee
- Editorial promotional space in "Words", "Operator" or "WaterWorks";
- Recognition at the Annual Conferences through Corporate Supporters sign/board;
- Only Corporate Members invited to present at the annual weekend seminar;
- Preference given to Corporate members for mini trade shows at specific issues seminars;
- Free copies of the WIOA member Handbooks to distribute around the country.

What benefits do I receive as a Utility Corporate Member?

New in 2010, the Utility Corporate Member category is open to all employers of water industry Operators. This category allows employers of operators to join up and pay for their operational staff to be individual members. All employees will receive all the benefits of an individual member and the employer will receive a free corporate membership, all the benefits of corporate membership plus one complimentary copy of any new release WIOA publication for the company library.

I have an operational problem. Can WIOA help me?

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

How do I update my Member details or website listing?

All members can update their contact or other personal details by contacting the WIOA office at any time. Corporate members are also provided details of their WIOA web listing annually for review.

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 – www.wioa.org.au. This policy outlines what information will be collected from Members, how it will be used and under what circumstances. WIOA has a policy of not providing personal details to anyone without approval from the Member.

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

WIOA members can choose to receive all correspondence either electronically by direct email or by hard copy (via Australia Post). Sending information by email is more environmentally friendly and our preference. If you wish to receive information electronically, you can indicate this on the Membership application form. If you are an existing member and would like to change to email, just contact us and we will add you to the email list.

What events does WIOA run?

- **Weekend Seminar & AGM** – Each year, an open invitation to attend a free weekend seminar and the Annual General Meeting of WIOA is sent to all members. The seminar is open to the first 50 financial members who register. Attendees are treated to customised hands-on presentations from various companies and guest speakers about specific products, technology improvements or items of general interest to operations staff.

- **Annual Conferences** - WIOA organises and annually stages an operationally focussed conference and Trade Exhibition in Queensland, Victoria and New South Wales. These major events are designed to provide an opportunity for operations personnel and trade supply companies to come together to discuss operational issues and see and hear about advances in technology and process methodologies.

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

- **Charity & Golf Day** – For 13 years WIOA has held a Golf day in Victoria with proceeds from the day donated to charity. In recent years we have also sold hats and collected money for charity from our generous corporate members. To date we have collected more than \$35,000 which has all been donated to charity.

I have a position vacant. Can I advertise it with WIOA?

WIOA will place all relevant Position Vacant advertisements onto the WIOA website free of charge. Notification of the adverts is included in our monthly newsletter 'Word'. WIOA advertised over 80 positions vacant in 2010.

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 'Word'. 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 and downloaded whenever required. It can be found by following this link: www.wioa.org.au/wioa/constitution.htm

I would like to submit an article for a WIOA publication. What do I have to do?

We welcome contributions from members for any of our publications including 'WaterWorks', 'Operator' or 'Words'. All you need to do is send us your information/photos and we will do the rest. WIOA has an editorial team willing and able to help you put an article together if you require assistance.

I would like to help the Association. How do I get onto the Committee?

The Committee is elected by the Members annually and if you wish to be considered, just complete and return the Committee Nomination form which usually comes out each February. The Committee is elected at the AGM held in conjunction with the Weekend Seminar. We have established working groups in Tas, Qld, NSW and Victoria to assist us to run our various events. If you don't want to be on the Committee but would like to help out, just contact us and we would be pleased to add you to a group.



MEMBERSHIP APPLICATION / RENEWAL

Water Industry Operators Association Inc
ABN 27 302 677 808

Date: ___ / ___ / ___

Please tick the appropriate boxes

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

Membership Category

- Individual Membership \$25 (incl. GST)
OR three years individual membership [2011, 2012 & 2013] membership \$75 (incl. GST)
- Corporate Supporter \$200 (incl. GST)*
- Payment – From 1st January 2011 *Corporate supporters please complete both sides of the page.

Membership Details:

Name: Mr / Ms _____

Postal Address: _____

(Individual members please provide your private mailing address.)

Suburb: _____ State: _____ Postcode: _____

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 at www.wioa.org.au/aboutus/index.htm*

Signature of Applicant: _____

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

I am an AWA member and already receive the Water Journal: Yes No

Payment Options

<p>EFT Banking Details: BSB: 033-254 A/C: 327-012 The following must be included on your payment: New members: full name Renewing members: invoice number</p>	<p>Credit Card Payments: <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard</p> <p>Cardholders Name: _____</p> <p>Card number: _ _ _ _ / _ _ _ _ / _ _ _ _</p> <p>Expiry: _ _ / _ _ Amount (pls circle): \$25 / \$75 / \$200</p> <p>Signature: _____</p>	<p style="text-align: center;">Office Use Only</p> <p style="text-align: center;">New / renewal</p> <p>Date Paid: ___ / ___ / ___</p> <p>Rec #: _____</p>
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MEMBERSHIP APPLICATION / RENEWAL

Water Industry Operators Association Inc

ABN 27 302 677 808



Corporate Supporter Details: Please note the front of this form MUST also be completed. Upon applying for a corporate membership, only ONE representative is nominated to receive all correspondence from WIOA. Please tick the box to indicate who is to receive correspondence.

Join a list of over 240 WIOA Corporate Supporters:

Complimentary to this membership is an entry in the Corporate Members section of the WIOA website at - www.wioa.org.au/membership

Please email a company profile (max. 200 words) of your organisation's business (products, or services you supply) to Cynthia@wioa.org.au - this will appear in our Members Web directory. You are also invited to include a jpeg of your logo for inclusion on the website. If you have any queries regarding your corporate entry please contact WIOA on 03 5821 6744.

Please note that the following information within this box will be used on our web site listing.

Organisation Name: _____

Web address: _____

Nominated rep for website listing: _____

Position: _____

E-mail address: _____

Mobile phone: _____

Address listing for website: Same as front page or complete the following section

Address: _____

Suburb: _____ State: _____ Postcode: _____

Telephone : (_____) _____ Fax: (_____) _____

Don't lose contact with WIOA. Please provide at least one other company contact

Nominated representative for publications: _____

Position: _____

E-mail address: _____

Nominated representative for marketing: _____

Position: _____

E-mail address: _____

YEAR IN PHOTOS

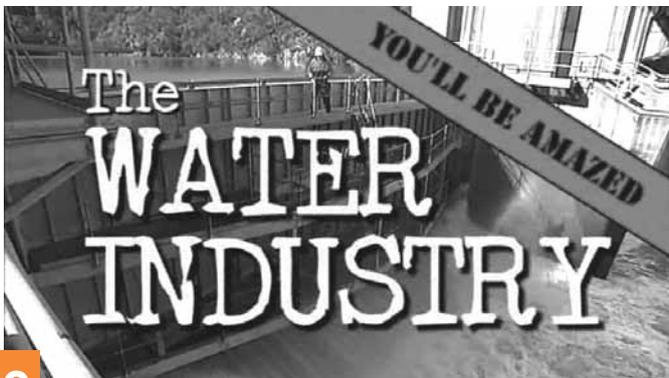


UN HABITAT
FOR A BETTER URBAN FUTURE

6



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9

6 July – WIOA's EO attends the Pacific Water and Wastes Association (PWVA) and Global Water Operators' Partnerships Alliance/UN-HABITAT, Matchmaking/Benchmarking Workshops for Water Operators' Partnerships in the Pacific in New Zealand. **7** August – Attentive participants at the One Day Interactive Seminar on Water Quality and Distribution Systems in Shepparton, Victoria. **8** September – Chris Corr from AWA Vic Branch presents the now filled Victorian Operator of the Year perpetual plaque to WIOA for display in our operator museum. **9** October – The winning golf team and recipient of the tradies cup – ProMinent Fluid Control Systems. **10** November – An image from the 2009 Kwatye Prize winners final video – “The Water Industry – You'll be Amazed!” The video debuted at the Vic conference and is available to all the water industry to inform the younger generations about how exciting the water industry can be as a career option.

W-I-O-A
Australia

EXCELLENCE
IN
OPERATIONS



Postal: PO Box 6012,
Shepparton, VIC 3632

Office: 22 Wyndham St,
Shepparton, VIC 3630

Phone: 03 5821 6744
Fax: 03 5821 6033

Email: info@wioa.org.au



wioa.org.au

COMMUNICATE • ENCOURAGE • PROTECT • NETWORK • ENGAGE