



Water Industry Operators Association of Australia

40 YEARS
1973-2013



**2013
ANNUAL
REVIEW**
**& Members
Information**

communicate ● encourage ● protect ● network ● engage

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Life Members

Life Members of the AWWOA / WIOA

- 1986 Ray Holloway*
- 1994 Stan Franzi
- 1998 Ron Bergmeier
- 2004 George Wall
- 2007 Barry Waddell

*deceased

Our Vision

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

2013 Highlights

40
Years of
WIOA

9
Certified
Operators

4.5% ↑
In Membership

6.7% ↑
Conference
Attendance

2,095
Members

38,139
Website Hits

Our Mission

To develop and support people in water operations.

Our Values

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

President & Executive Officers' Review

The 2013 year provided a special milestone for the Water Industry Operators Association of Australia in that it marked 40 years since the association was first formed. The achievement was celebrated with a dinner in September to which all the past President's and Secretaries were invited. It was a pleasure catching up with a number of the "old timers" who helped build the association over the years.

At the Annual General Meeting and Weekend Seminar in March, we farewelled Ron Bergmeier from the role of Chairman of WIOA Limited. Ron has been continually involved with WIOA in a variety of hands on and strategic roles for more than 25 years. He has been integral in guiding the development of the association to become the successful and well respected entity that it is today. On behalf of all members, we expressed our gratitude to Ron and his wife Cheryl by presenting them a small gift and a commemorative plaque highlighting Ron's commitment to WIOA over the years.

Fortunately for WIOA, we were able to replace Ron with another highly credentialed and experienced water industry identity in Jim Martin. Following on from the work commenced in 2012, under Jim's guidance we have recently augmented our governance framework, reviewed and updated our risk management plan and developed a suite of new policies and procedures designed to allow more efficient management of the organisation. As a result of changes to the Associations Incorporation Act, it was necessary for WIOA Inc to update our constitution. This was completed at a Special General Meeting of members held at the Victorian conference in September. The revised constitution has subsequently been approved.

The 2013 year contained a number of other highlights and significant achievements. Our Member numbers continued to grow in all categories and reached a record 2095 at years end.

Our three main events – the Operations conferences in New South Wales, Queensland and Victoria respectively, were all extremely well supported. The overall attendance numbers in Queensland and New South Wales surpassed all previous records with the Victorian attendance close to the 2012 record levels. Support for the exhibition at each event was also strong with all three expos sold out and each having a waiting list of companies hoping to participate. The range of platform and poster papers delivered made all three conferences an ideal forum to learn about important operational issues and developments in products and service.

Sponsoring partners are integral to the success of the conferences and it is important to acknowledge the outstanding contribution of our Prime Sponsors in Automation Group, Xylem, Acromet Australia and Peerless Industrial Systems. It was a pleasure to work with the teams from Actew Water, the six South East Queensland water businesses, along with Goulburn Valley Water and Goulburn-Murray Water as conference Hosts in 2013. The support and assistance of the NSW and Queensland Water Directorates and VicWater was also integral to the success of the events.

The Association was also supported by a range of other companies who took up sponsorship opportunities at one or more events. We greatly value the commitment of our sponsors to WIOA and we ask all Members to keep these companies in mind when you are purchasing products or services.

Recognising the achievements of water industry operational staff is an extremely important function. In conjunction with a number of generous sponsors, we have again been able to present a range of Awards at a National and State level. A list of all the conference and award sponsors, as well as the award winners appears later in this booklet.

President & Executive Officers' Review

WIOA worked with sponsor Orica to stage "water taste test" competitions in Tasmania, New South Wales and Victoria in 2013. We also worked with the original developers of the concept, the Queensland Water Directorate (*qldwater*) in a "State of Origin" competition pitting the winners from NSW & Queensland against one another at the WIOA Queensland conference. All the taste tests received excellent support, strong media coverage and they are a great way to recognise the outstanding contribution that our operators make in servicing their communities on a day to day basis.

After launching the WIOA Water Industry Operator Certification Scheme in Victoria in December 2012, we continued working collaboratively with the Victorian Department of Health and a number of Victorian water businesses in implementing the Scheme. At the end of 2013 there are 9 certified operators and applications are being processed for another 29 operators.

Having contributed as an invited guest at a number of meetings, WIOA was pleased to receive a formal invitation from AWA to take up a place as a member of the Water Industry Skills Taskforce (WIST). One of the activities of the WIST is the implementation of the National Framework for the Certification of Potable Water Operators, a project in which WIOA has a keen interest. In conjunction with *qldwater*, WIOA is now actively involved in a pilot project and will be certifying operators in Queensland as well.

Our relationship and collaboration with a range of other water industry organisations has remained strong and WIOA continues to represent our members on a number of National industry working groups and committees. WIOA maintained an active role on GSA's Water Industry Advisory Committee (WIAC) including assisting with the review of the Water Training Package through involvement in Technical Reference Groups; participated as a steering and technical committee member on the AWA & NSW Utilities ITAB Recognition of Prior Learning (RPL) resource development project; participated at the invitation of the Victorian Department of Health in working groups as part of the review the Victorian Safe Drinking Water Guidelines; contributed to the AWA's Australian Curriculum Water Project as an interested industry stakeholder; and we have accepted a position on the Australian Standards Committee for Sludge recovery, recycling, treatment and disposal. We will continue supporting water industry initiatives with an operations focus and will be investigating how we can work collaboratively with these and other bodies into the future.

Our Kiwi operations cousins, the Water Industry Operations Group of New Zealand (WIOG) did an excellent job hosting our contingent of 16 operators who participated in the tour of the South Island before attending the New Zealand Operations conference in Invercargill in May.

We were pleased to have new WIOG Chairman Mike Monaghan and Executive Officer John Clemens, plus a handful of Kiwi operators join us at our conference in Bendigo in September. We took the opportunity to update the MoU between WIOA and WIOG for another three year period and we look forward to continuing our strong relationship in the future.

The MoU with *qldwater* was also updated and signed off for another three year period. The positive working relationship between our organisations has continued to develop and we are now working on a range of activities specifically designed to increase the skill levels of operational staff in regional areas of Queensland.

WIOA continued to offer opportunities for our members to further develop their skills and knowledge and we delivered a number of our one day specialist seminars around the country. In conjunction with our Technical Advisor, Peter Mosse, we planned and delivered a new seminar covering the operation of Membrane Systems. The first Membrane seminar was held in Melbourne in March and it attracted a strong delegate turn out. If you are interested in staging or attending any of our seminars, contact the office and we'll discuss what is available and how we can go about bringing one to your area.

WIOA was contracted by the Queensland Department of Local Government, Community Recovery and Resilience (DLGCRR) to develop and deliver a number of introductory water and wastewater seminars for operators in regional and remote communities in far north Queensland. Seminars were held in Cairns, Biloela, Cooktown and Napranum (Weipa). With the support of Veolia Water and Water Equipment Plus, an Introduction to Membranes seminar was also developed and delivered in Cairns as part of the DLGCRR project. We intend to further investigate options that will allow us to assist operators in these areas long after the DLGCRR project concludes in 2014.

Our members remain the key focus of our Association. Providing development and learning opportunities, resources, along with appropriate services and events that meet a wide range of needs is an ongoing challenge for WIOA and something that requires significant feedback and input from members.

It was exciting to see the commitment and enthusiasm of members in both New South Wales and Victoria in 2013 through the development of new Advisory Committees in these States. Along with the previously established Committees in Tasmania and Queensland, we are now building a strong and vibrant network of proactive members who are helping deliver even more benefits to WIOA members and the broader water industry. Equally impressive is their commitment to those less fortunate in our communities and the donations following charity days arranged by members will certainly help make a difference to the recipients.

As well as through the Advisory Committees, we have informed our members about industry news and developments in our suite of publications including Words, Operator and WaterWorks and we again provided a booklet containing all the applications submitted for consideration for the PASS (Problem Accepted, Solution Supplied) award. Thank you to everyone who contributed something for one of these publications. Remember, we need the support of members nationally to contribute material to keep these publications current and relevant.

Work is proceeding on the remaining titles in our wastewater technical series of Practical Guide books – lagoons; activated sludge and reclaimed water use. We plan to progressively release all of these by the end of 2014. Our website continued to be a well utilised communication tool and resource for members with 38,139 visits an increase of 13% to the previous year. Interestingly access of the site by mobiles increased by 69% and tablets increased by 60%, with iPhones and iPads the most commonly used devices.

As this snapshot of our activities shows, through the efforts of our dedicated staff, along with the assistance of the Committee, Directors, Advisory Committees and our valued volunteer members, helpers and supporters, we have been able to deliver much more than many people ever thought possible. The Association is in a very solid position financially which provides us the opportunity to continue to grow the range of services and benefits we are able to offer to our members.

Thank you to everyone that has supported WIOA in 2013 and we look forward to making 2014 another outstanding year.



Russell Mack.

Russell Mack
President



George Wall.

George Wall
Executive Officer

WIOA Board Leadership Change

WIOA farewelled Ron Bergmeier from the role of Chairman of WIOA Limited at the Weekend Seminar conducted in March 2013. Ron has inspired, led and influenced the development of the Association significantly since he first joined as a member way back in 1985.

As one of only five Life Members, Ron's personal qualities made him such an influential leader for our organisation. His analytical mind, astute counsel, ability to mentor members at all levels and his friendly disposition made him the perfect ambassador and role model for WIOA.

Ron has an unparalleled generosity when it comes to WIOA. In the early years, he provided his own time and often that of his own company's staff to organise WIOA events, attend meetings or help sort out issues. He funded many activities of the association and for many years bankrolled the Association from a distance to ensure its continued existence through some tough times. In his role as Chairman, he continued to fund much of his own travel and personal expenses whilst undertaking WIOA business, his commitment to the association and what it stands for have been enormous.

Believing WIOA has a high level of industry support and is in a strong position to continue to deliver quality products and services to our members, Ron was happy to step away and let someone else take over the reigns and continue the development of the organisation. As a Life Member, Ron will always have a soft spot for WIOA and we know he will continue to support the organisation whenever and wherever he can.

Not leaving anything undone, Ron even assisted with his own succession plan. After helping interview some quality aspirants, it was with a great deal of excitement that we welcomed our new Chairman in Jim Martin to the fold.

Jim Martin was appointed to the WIOA Board and elected as Chairman by the directors at the company AGM in March. Having worked in a management role for approximately thirty years in the Water Industry, the last fourteen years as Chief Executive Officer and Managing Director with North East Regional Water Corporation in Victoria, Jim brings a great level of experience and leadership to WIOA.



Ron and Cheryl Bergmeier were presented a gift to commemorate Ron's service to WIOA over many years.

2013 Structure

WIOA Incorporated

General Committee Members

The Association has an elected Committee who are responsible for representing members and for communicating their views and needs, along with those of the broader water industry. Russell Mack from Gippsland Water was appointed for his second term as President of the Association at the Annual General Meeting (AGM) held in March 2013. The 2013 Committee comprises elected members from Victoria, NSW, Tasmania and Queensland.



Russell Mack
President
Gippsland Water



Ryan McGowan
Vice President
Goulburn Valley Water



George Wall
Secretary/Treasurer
WIOA



John Day
Immediate Past President
North East Water



John Allen
R.J. Allen's Training &
Assessment Services



Marcus Boyd
Toowoomba Regional
Council



Anthony Evans
Wannon Water



Darren Lord
TasWater



Adrian Rijnbeek
Xylem



Lindsay Walsh
MidCoast Water



Stephen Wilson
Water Industry
Training Centre

Board of Directors

The General Committee and Board work together to set the strategic directions for the association. The operations of WIOA is governed by a Board of Directors who oversee the business functions including governance, policy and procedures, events and managing risk. Jim Martin took over from Ron Bergmeier as the Chairman of the Board in March 2013.



Jim Martin
Chairman



Tony Hourigan
Deputy Chairman



George Wall
Executive Officer



John Day
Director



Russell Mack
Director



Peter Tolsher
Director

Staff

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



George Wall
Executive Officer



Craig Mathisen
Chief Operations Officer



Ann Austin
Administration



Sherryn Wall
Administration



Marilyn Wall
Administration

Financial Information

Summary of WIOA Financial Position

INCOME and EXPENDITURE for period 1 January to 31 December

Income (excluding GST)	2013	2012
Conference & Events income	\$ 1,265,375.38	\$ 1,256,680.19
Publications	\$ 12,222.00	\$ 25,194.20
Individual Membership	\$ 35,895.51	\$ 52,168.22
Corporate Membership	\$ 57,867.27	\$ 58,042.73
Services & Other Income	\$ 40,123.17	\$ 53,053.13
Petty Cash (opening balance)	\$ 1,045.90	\$ 2,076.05
Interest	\$ 22,697.63	\$ 33,036.58
Total Income	\$ 1,435,226.86	\$ 1,480,251.10

Expenditure (excluding GST)	2013	2012
Office & Administration Expenses	\$ 353,558.16	\$ 337,001.76
Employment Expenses	\$ 412,298.64	\$ 385,755.25
Property Services	\$ 44,592.85	\$ 43,374.18
Vehicles Purchases & Operations	\$ 28,845.56	\$ 53,156.47
Events Expenditure	\$ 616,724.29	\$ 630,791.85
Asset Purchases	\$ 3,676.13	\$ 4,618.41
Closing Petty Cash Balance	\$ 1,944.10	\$ 1,045.10
Total Expenditure	\$ 1,461,639.73	\$ 1,455,743.02
Operating Trading Surplus/(Deficit) (\$ 26,412.87)	\$ 24,508.08	

FUNDS HELD	2013	2012
Balance beginning of Year	\$ 646,226.20	\$ 621,718.12
Net Surplus/(Deficit)	(\$ 26,412.87)	\$ 24,508.08
Balance at end of Year	\$ 619,813.33	\$ 646,226.20

Consolidated Financial Information 2013

The consolidated financial position presented here is a summary for the information of members. It has not been subject to a full audit, but fairly represents the position of the Association in relation to annual turnover and cash reserves.

The WIOA approach to all our operations is to provide maximum value to members and the water industry at the most affordable price. In determining the annual budget, the Board philosophy is to compare the projected income and expenditure streams and set prices which will provide a slightly positive (at least break-even) cash flow to the organisation at the end of the year.

Income in 2013 was 3.1% lower than 2012. Income from conferences and events increased slightly, mainly as a result of modest increases in delegate and exhibition registration fees. Overall, the number of registered (fee paying) conference delegates was 12% down over the three conferences.

Much of the reduced income is the result of a lower than usual receipt of payments for individual memberships and NSW exhibition fees for 2014. This income will now be received in the 2014 year. Less one day technical seminars were staged but this was offset somewhat by a contract which saw us deliver a number of introductory seminars on water and wastewater issues to operators in far North Queensland. The other income categories operated close to budget forecast amounts.

Expenditure was closely monitored and increased by 0.5% overall in 2013. The increase in office and administration expenses is mainly the result of one-off payments to authors working on the wastewater practical guides due for release in 2014. There was also some additional expenditure on items and events to celebrate the 40th anniversary of the formation of WIOA. Servicing the increased activity levels of the WIOA Advisory Committees also required extra resources but in turn, this is providing more opportunities to members. Staging less technical seminars was the main contributor to the reduction in events expenditure.

Overall, a small trading loss was recorded leading to a decrease in cash reserves in the at-call trading accounts. The cash reserves held in term deposits was increased and now amounts to \$0.5M. The need for adequate cash reserves is particularly important when considering how reliant the Association is on the income from our conferences and events. In these volatile financial times, cash reserves commensurate with the growth of the organisation and our risk profile are required to ensure our long term viability.

In summary, the Association is in a strong financial position and has adequate funds to continue to provide member services at appropriate levels. This sound financial position will enable WIOA to develop and deliver an expanded range of operator focussed events and services throughout 2014.

WIOA Membership

2095
Members

Membership Statistics & Distribution

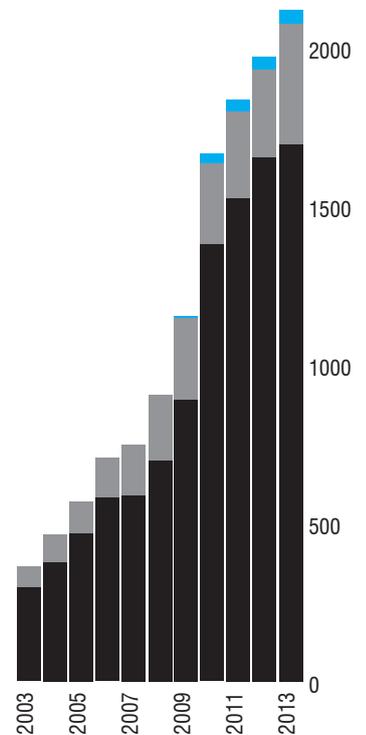
A total of 397 new members joined the Association in 2013.

Through the course of the year, 96 Individual, 11 Corporate and 1 Utility Corporate Member resigned as a result of retirements, changes in employment or for other reasons. Unfortunately, there were another 104 Individual Members and 19 Corporate Members who chose not to renew their membership by not paying their membership fee.

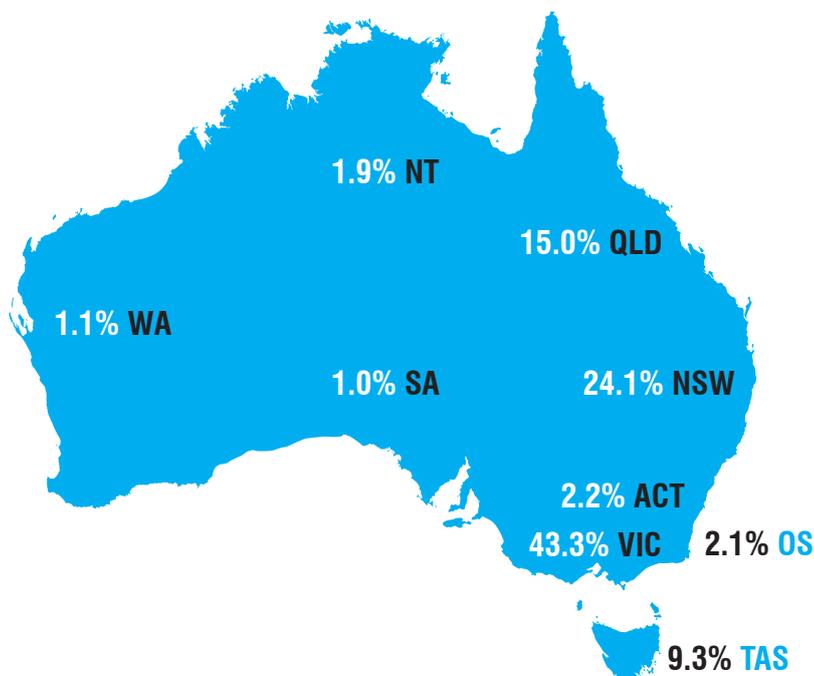
Individual membership numbers of the Association increased by 63 (3.6%) to a total of 1,743 and there was also an increase in Utility Corporate Membership of one organisation. Corporate Membership has increased by 10% with an additional 31 corporate members seeing the benefits of supporting our Association. Additional corporate membership benefits such as reduced conference exhibition fees have contributed to the increase in the number of corporate members to 309. The end result is that Association's total membership count at the end of 2013 is 2,095.

In the last 10 years WIOA has seen a significant increase in membership numbers going from 373 in 2003 to a total of 2095 in 2013.

With the support of many committed members, WIOA is becoming increasingly active across Australia and the implementation of Advisory Committees in Queensland, Tasmania, NSW and Victoria should assist in increasing the range of services, events and development opportunities for members.



Individual Membership Distribution as at 31 December 2013.



1743 **Individual Members**
Individuals working in the water or allied industries.

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

43 **Utility Corporate Members**
Local water and wastewater providers who service our communities.

Member Services

In looking at the activities of WIOA, a number of key words very adequately describe our organisational goals and how we hope to achieve them.

Communicate

Communicate through our website, regular communications, newsletters and regular publications such as our technical journal WaterWorks, Operator, and Words. WIOA provides updates on industry, community and corporate developments as well as providing notifications of seminars, conferences and employment opportunities.

Encourage

Encourage by recognising and rewarding operational people for their efforts through a range of awards and incentives for excellence. WIOA offers opportunities for operators to share their work, ideas and experience with their peers in the industry through our publications and at conferences and seminars around the country.

Protect

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. WIOA has produced a series of water and wastewater "Practical Guides" to provide operators the opportunity to implement "best practice" and is heavily involved in the certification of operational employees.

Network

Network by utilising conferences, seminars, field tours 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

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 water industry.

Projects

Curriculum Project

The introduction of a national school curriculum, presents an opportunity for water businesses and government agencies that deliver water education programs to collaborate efforts and become national advocates for water education. The Australian Curriculum Project is an industry wide project allowing the water sector to pool funds in order to combine efforts, resources and ensure the quality of water education messages delivered across all learning areas in Australia.

The project, managed by AWA, was started in July 2012 for a three year period and has a number of contributing organisations including WIOA. The project will:

Centralise Water Education Resources An extensive audit of educational water resources nationally has been undertaken, categorising resources that align to Curriculum topics, identifying gaps where additional resources are required, and removing resource duplication.

Create a One-Stop Portal for Water Educators The leading resources will be collated into a one-stop portal and will be replicated in teaching portals, for access by teachers, students and industry members across the country.

Support the Australian Curriculum Resources will be explicitly linked to the Australian Curriculum, ensuring that topics like the natural water cycle, water and health, and water efficiency are covered, and support teaching outcomes.

Advise Broad Community Issues By streamlining water educational resources, the industry can play a role in engaging and developing well-informed students and communities that understand and value the role the water industry plays in providing essential water requirements.

RPL Resource Project

WIOA has participated as a steering and technical committee member on the AWA & NSW Utilities ITAB Recognition of Prior Learning (RPL) resource development project. Commenced in 2012 and completed in 2013, the project has developed a suite of RPL resources for 54 units of competency in water treatment.

Comprising an Assessor Guide, Candidate Guide and Unit RPL Tools for the 54 units, these resources have been developed as nationally consistent, industry reviewed tools that can be customised by RTO's to meet the needs of workplaces and individuals seeking assessment. Each of the Unit RPL Tools provide suggested questions and tasks to be undertaken as a starting point for the gathering of evidence of competency.

It is hoped that all RTOs offering training and assessment from the Water Training Package will use the recently finalised tools to ensure consistency in assessments nationally. The resources are freely available from the NSW Water Training and Assessment (WTAN) website.

WIOA Water Industry Operator Certification Scheme

After launching the WIOA Water Industry Operator Certification Scheme in Victoria in December 2012, we continued working collaboratively with the Victorian Department of Health and the Victorian water businesses in its implementation.

Communicating with water businesses and operators was a high priority for WIOA. Staff presented information on the Scheme and its implementation at the Weekend Seminar in March and at the Victorian Advisory Committee Interest Day held at Winneke in July. A number of meetings were also held with water business operations and human resources staff to increase the level of understanding within the industry of the Scheme requirements.

The Best Practice Guidelines and the WIOA Certification Scheme require water businesses to nominate one or more individuals to undertake the role of a “suitably qualified person”. WIOA can only process certification applications which have been endorsed by these people. After sending out invitations to all Victorian water businesses to nominate their representatives, to date WIOA has received information from 9 Victorian water businesses indicating that they are now preparing to participate.

An article was published in the December 2013 edition of AWA’s Water Journal which discusses the implementation of the Victorian Framework for Water Treatment Operator Competencies, featuring case studies from Wannon Water and Veolia Water. The article, available from the WIOA certification website, includes perspectives from some of certified operators and from managers responsible for implementing operator certification.

At the end of 2013 there are 9 operators who have met all the requirements and have been certified and applications are being processed for another 29 operators.



National Certification

The National Water Commission (NWC) provided funding through the Raising National Water Standards program to Government Skills Australia (GSA) for the development of a National Operator Certification Framework. Following extensive industry consultation throughout 2011 and 2012, a proposed Certification Framework and Final Report was delivered to NWC in March 2012.

In March 2013 the Water Industry Skills Taskforce (WIST) considered two implementation options presented by NWC and asked for further investigation on an industry led approach. The NWC convened a workshop in May 2013 with industry stakeholders to seek a preferred model and implementation pathway as well as stakeholder commitment to actions.

At the June 2013 Water Industry Skills Taskforce (WIST) meeting, NWC confirmed that they were no longer able to manage the project. It was agreed that the WIST would become the interim Framework Owner and would work with industry to see the Framework implemented. NWC also presented the outcomes from the workshop and WIST discussed the recommendations at length and supported maintaining momentum for this important water industry project.

WIST members agreed that:

- the National Certification Framework must be industry led.
- close collaboration between state and territory regulators and water businesses is crucial to success.
- minimum standards have been described in the Framework but strategies for implementation may vary across jurisdictions.
- WIST will take the lead by assuming the role of Framework Owner on an interim basis in order to maintain momentum.

WIST members are now playing a role to flesh out the steps required to implement a pilot of the National Certification Framework in both rural and urban water businesses with a proposed start date of early 2014.

As it is well advanced, the existing Victorian Certification Scheme is providing useful information on implementation issues. In conjunction with *qldwater*, WIOA is now actively involved in a Pilot project in Queensland and will be certifying operators at the end. AWA is managing a similar pilot in NSW.

Orica Water Taste Tests

The Water Taste Tests are a fun and exciting way to raise awareness of the quality of drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities on a day to day basis.



New South Wales Water Taste Test

The inaugural New South Wales Water Taste Test was well supported with 9 water businesses submitting samples for judging. Heats using a Master Chef style tasting were undertaken on Tuesday evening by delegates at the conference welcome reception. The 3 grand finalists chosen from the heats were, MidCoast Water, Shoalhaven City Council and Actew Water.

The Grand Final was conducted over Thursday lunch and each of the samples from the finalists were tasted and judged by a panel of four including technical water experts, industry connoisseurs and a celebrity judge in Scott Fardy from the Brumbies.

The votes of the judges were locked away until the Thursday evening Awards dinner where MidCoast Water was announced as the winner of the award for 2013 for the sample from the Bootawa Water Treatment Plant.

Tasmania Water Taste Test

In conjunction with a Charity Golf Day conducted at the Campbell Town Golf Club in February, some 13 entries from across Tasmania were submitted for judging in the inaugural Tasmanian Water Taste test. These were narrowed down to a final 3 through heats that were conducted prior to the golf getting under way. The Grand Final was conducted later in the day where the eventual winner, Ben Lomond Water's Chimney Saddle Water Treatment Plant in Launceston was announced. The other two Grand Finalists included Ben Lomond Water's White Hills facility and the Fern Tree Water Treatment facility from Southern Water. The plaque is proudly on display at the Launceston office.

Victorian Water Taste Test

The Victorian Taste Test was again well supported with 10 of Victoria's water businesses submitting samples for judging. Heats using a Master Chef style tasting were undertaken on Tuesday evening by delegates at the conference welcome reception. The 4 grand finalists chosen from the heats were Lower Murray Water, East Gippsland Water, Mt Hotham and South Gippsland Water.

The Grand Final was conducted over Thursday lunch and each of the samples from the finalists were tasted and judged by a panel of four including technical water experts, industry connoisseurs and a celebrity judge in Alex Clements from the Orica Green Edge Cycling Team.

The votes of the judges were locked away until the Thursday evening Awards dinner where East Gippsland Water was announced as the winner of the award for 2013 for the sample from the Bairnsdale Water Treatment Plant.





Queensland v NSW Water of Origin Taste Test

As the Wednesday of the WIOA Queensland Conference at the Gold Coast coincided with the first rugby league State of Origin match, we took the opportunity to have a taste off between the best water from both NSW and Queensland. Delegates at the conference tasted water from Queensland's 2012 Best of the Best Water Taste Test winner from Ayr in the Burdekin Shire which was pitted against the 2013 NSW winner in MidCoast Water from the Bootawa Water Treatment Plant. The winner was announced at half time in the rugby and the result was close, with NSW winning by only 7 votes.



40 Years of WIOA Celebrated

WIOA was formed in late 1973 and was initially called the Wastewater Purification Plant Superintendents & Operators Association. A special anniversary WIOA logo was developed and used on marketing and promotional material in 2013 to recognise the 40th anniversary of the formation of the Association.

To celebrate the milestone, a commemorative stubby holder was included in the delegate satchels at all three WIOA conferences in 2013. A special dinner was held at the Bendigo conference with all WIOA Life members, board members, and past and present office bearers invited to attend.

WIOA committee member Stephen Wilson took everyone on a trip down memory lane as he presented the history of the association and highlighted the achievements over the decades. Stephen introduced each of the office bearers over the years that have assisted to make the association what it is today, and presented them with an engraved pen as a memento to mark the occasion.

The celebration concluded with current President Russell Mack joined by 1983 President Len Morris who had the privilege of blowing out the candles on WIOA birthday cake.



Advocacy

WIOA invited onto Water Industry Skills Taskforce (WIST)

The Water Industry Skills Taskforce (WIST), was established to promote and oversee a nationally coordinated effort to address the skills shortage in the water sector. It is the intention of the Taskforce to work collaboratively with Government initiatives to reduce the impact of the water skills shortage, through an appropriate combination of Government and Industry actions and strategies.

WIOA Executive Officer George Wall was invited to join the Taskforce in mid 2013.

The Taskforce comprises other CEO-level representation from the water industry and related education and government sectors including: Australian Water Association, Water Services Association of Australia, Thiess Services, City West Water, National Water Commission, Federal Government representation, Government Skills Australia, International Water Centre, Irrigation Australia, GHD, and the Queensland Water Directorate.

Being represented on Committees such as this is very important as it allows WIOA to bring issues relating to the operational side of the industry to the table for discussion.

National Water Commission Urban Water Futures Discussion Paper

To compliment the Triennial Assessment of the National Water Initiative, the National Water Commission (NWC) released an Urban Water Futures Discussion Paper. The discussion paper highlighted six themes including efficient and effective service delivery; aligning institutions and regulatory frameworks; access to capital and private sector investment; investing in people: skills and culture; a customer focused sector, an engaged community; and contributing to liveable cities.

WIOA took the opportunity to contribute a submission to the NWC. Although WIOA does have an interest in many of the themes, we limited our comments to Theme 4 – Investing in people: skills and culture as this theme aligns with our Vision and Mission statement.

In our extensive submission, we highlighted issues related to the ageing operational workforce, training and access to affordable training places, and the need for mandated minimum training and skills levels, including certification. The WIOA submission is available from the NWC website.

Standards Australia Sludge Committee

WIOA has accepted an invitation to be represented on the new Australian Standards Committee for Sludge recovery, recycling, treatment and disposal.

The prime function of this Committee will be to identify the range of Australian interests in ISO developed standards; formulate the Australian position; articulate that position in the appropriate forums; and determine if, to what extent future international standards should be applied in the Australian context.

The Technical Committee consists of a number of organisations that represent various interest groups across the industries.

WIOA will provide periodic reports to members and will seek input from members from time to time to ensure we can appropriately represent everyone's views.

Updated MoU's

As WIOA expands our reach, influence and member numbers, it is important that we continue to build strong, collaborative relationships with other organisations with similar goals and ideals to us.

WIOG

In 2007 and then 2010, we signed off a Memorandum of Understanding (MoU) with the Water Industry Operations Group of New Zealand, our Kiwi "operations" cousins. A three year review period was deliberately set to ensure that both organisations would continue to work on and develop our relationship, based on a partnership arrangement, and ensure we achieved results on either side of the Tasman. After some discussions at the 2013 Bendigo conference about how the relationship was going, we updated the content of the MoU and we are pleased to report that it has been signed off for another three year period.

Queensland Water Directorate

In 2010, we also developed and signed off an MoU with the Queensland Water Directorate (*qldwater*). This MoU was also reviewed and updated. The relationship between the two organisations has been building strongly with a number of initiatives implemented in the last few years. In particular, the awarding of the Queensland Young Operator of the Year and the Queensland Operator of the Year (Civil Works) has been a great reward for some very worthy operators and a positive outcome of the relationship. Like WIOA, *qldwater* has a strong focus on operator development and training initiatives and they have assisted WIOA to deliver specialist one day seminars in a number of Queensland locations. There are also some technical plant reviews and mentoring of operators on plant operations under way in some of the more remote areas of western Queensland.

We look forward to continuing to work proactively with all our existing industry partner organisations and no doubt, we'll be adding to the list in the future.

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, are only \$33 each, 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

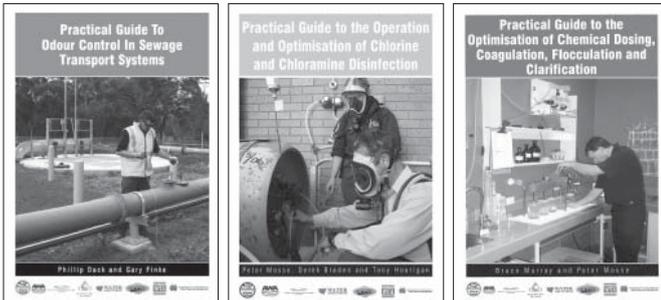
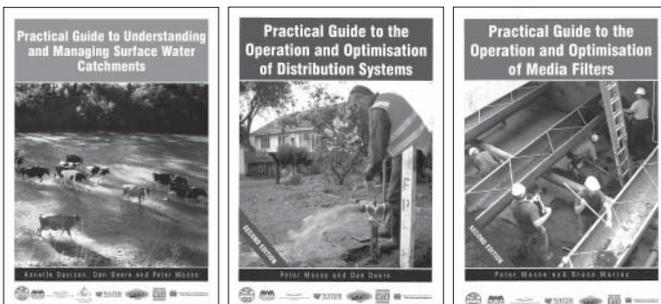
- Practical Guide to Understanding and Managing Surface Water Catchments
- Practical Guide to the Optimisation of Chemical Dosing, Coagulation, Flocculation and Clarification
- Practical Guide to Operation & Optimisation of Media Filters
- Practical Guide to the Operation and Optimisation of Chlorine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

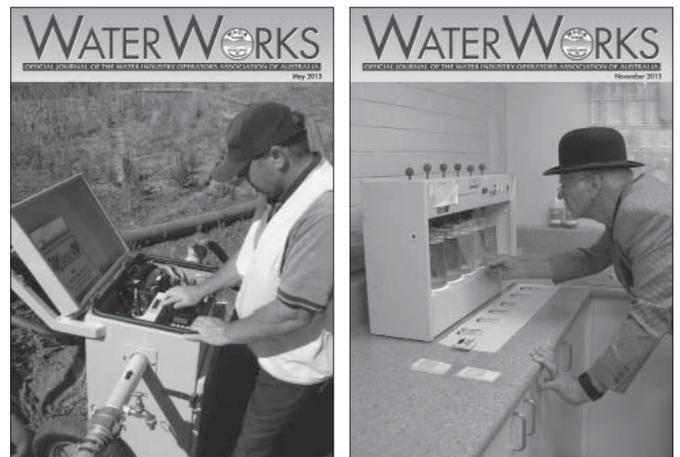
Other titles planned for release in 2014 include:

- Practical Guide to the Operation and Optimisation of Lagoon Treatment Systems
- Practical Guide to the Operation and Optimisation of Activated Sludge Treatment Systems
- Practical Guide to the Operation of Reclaimed Water Systems



WaterWorks Technical Journal

WaterWorks is a biannual journal that was published in May and November in 2013. It includes operationally focussed articles and is distributed to almost 7,000 water industry employees as an insert in the Australian Water Association's Water Journal. It is estimated the total readership is around 20,400.



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.



Words

Words is WIOA's monthly electronic newsletter which includes short updates on training, positions vacant and other items of general interest to members relating to the operational side of the water industry.



Advisory Committees

New Advisory Committees Established

Following their successful implementation in Tasmanian and Queensland, both NSW and Victoria formed Advisory Committees in 2013 to support members and ensure the ongoing success of WIOA. The Advisory Committees will assist WIOA 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
- Inform WIOA of training issues or needs specific to operational staff.

WIOA Advisory Committees aim to facilitate improvement and to strive for best practice in all operational aspects of the water industry. The 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.

2013 Advisory Committees Chairpersons



Tasmania

Darren Lord
TasWater



Queensland

Marcus Boyd
Toowoomba Regional Council



NSW

Lindsay Walsh
MidCoast Water



Victoria

Anthony Evans
Wannon Water



Tasmanian Advisory Committee

Established in 2010, the Committee comprises representatives from all over the state. The Chairperson of the committee is Darren Lord who is also a member of the WIOA general committee.

The Advisory Committee worked with WIOA to stage the inaugural Orica Tasmanian Water Taste Test and Charity Golf Day in Campbell Town in February. The Chimney Saddle Water Treatment Plant in Launceston won the award for the best tasting tap water in Tasmania and a \$1000 cheque was donated to the Campbell Town Volunteer Fire Brigade for the Tasmanian bush fires appeal.

A facility tour was conducted at the Distillery Creek Water Treatment Plant and the Tea Tree Waste Water Treatment Plant in Launceston in May. There was also a Water Interest Day and tour of Huon Water Treatment Plant conducted in October. Technical presentations from Tony Hourigan (Grundfos Pumps) on disinfection systems control and early warnings as well as the Tasmanian Health Department State Water Officer, Cameron Dalgliesh who presented on Water Quality Issues in Tasmania.

The tours and networking days are a great way for members to network, meet other operators and learn new things. The amalgamation of the three Tasmanian water enterprises to form TasWater took effect in July 2013. WIOA looks forward to continuing to work with the Advisory Committee in supporting operators in Tasmania.



Queensland Advisory Committee

The WIOA Queensland Advisory Committee met on two occasions in 2013, in June and November. Marcus Boyd from the Toowoomba Regional Council was re-elected as the Chairperson of the committee for a second term at the November meeting.

Members of the committee supported WIOA's Annual Queensland Conference held on the Gold Coast in June and took on a variety of event tasks which assisted with the smooth running of this important event on the Queensland water industry calendar. Advisory committee members assisted with freight logistics, fork lift driving, chairing and looking after the paper sessions, the Master of Ceremonies role and a number of other functions. All these efforts gave the event a distinctly Queensland flavour, a positive point noted by many of the attendees.

The group also conducted a Charity Bowls Day in March and a Water Interest Day that included a tour of the Oxley Creek Sewage Treatment Plant and examined the Queensland Urban Utilities BioSolids strategy as well as looking at CAMBI - Thermal Hydrolysis process.



NSW Advisory Committee

A meeting of interested members was held at the NSW Conference and Exhibition in Canberra in April. WIOA collected over 25 names of individuals who were committed to ensuring the success of the Association and who were prepared to help out on the Advisory Committee.

The first formal event organised by the Committee was a Water Interest Day held at the Bootawa Water Treatment Plant in July 2013. At this meeting, Lindsay Walsh from MidCoast Water was elected as the inaugural Chairperson of the WIOA NSW Advisory Committee. Lindsay is also a member of the WIOA general committee.



Victorian Advisory Committee

In July, Anthony Evans from Wannon Water was elected as Chairman of the WIOA Victorian Advisory Committee at a meeting held in conjunction with a tour of the Winneke Water Treatment Plant.

The Victorian Advisory Committee conducted a number of activities in the second half of 2013 as well as assisting at the Annual Conference and Exhibition in Bendigo in September. A Solids Management Water Interest Day and Tour of Melton Recycled Water Treatment Plant in October that included a presentation by Rod Curtis on his European study tour that was a part of his 2011 Kwatye Award.

In collaboration with the Veolia Bendigo Operations Team, a Microfiltration Management & Maintenance Workshop was conducted in Castlemaine in November. Along with another successful Charity Golf Day in Euroa in October, the group has been very active.



National Awards

Kwatye Prize

To the aboriginal Arrente people from the Northern Territory, the term 'Kwatye' means water. For many people in Australia, water is a resource more precious than gold. WIOA's national Kwatye prize has been presented annually since 2005 and has been designed to encourage creativity, recognise innovation and celebrate passion, and provides an opportunity to help the Australian water industry.

The prestigious 2013 Kwatye Prize, generously sponsored by Thermo Fisher Scientific, was awarded to North East Water's Health and Safety Coordinator Mick Clewes, at the 76th Annual Victorian Water Industry Operators Association's (WIOA) conference in Bendigo.

Mick's project will investigate the interactions that can occur with drinking water after it has passed the water treatment step. There are a range of activities which can occur and some of these may potentially be detrimental to the quality of the drinking water.

The objective of Mick's project is to develop an information booklet pertaining to hazards and their impacts on drinking water quality, and provide best practice information for the elimination and control of those hazards. This booklet would be ideal to use as part of an organisation's induction process.

The 2013 Kwatye Prize was the ninth time the award has been presented through the generous support of Thermo Fisher Scientific and Mick's project will be presented at a joint WIOA and Thermo Fisher Scientific event in the future. The Kwatye Prize is open to all WIOA members across Australia with entries closing in July annually.

PASS Award

The PASS (Problem Accepted Solution Supplied) Award, sponsored by Aqualift Project Delivery, provides an opportunity for water industry operational staff to share their in the field innovations & fixes to problems so that others in the water industry can benefit. Applications close at the end of February annually with the winner announced at the NSW Conference.

To enter, operators complete and submit a simple template outlining their idea or innovation and describe why it was needed and how they got the final solution. WIOA shares the good ideas and innovations with other members and the wider water industry through the production of a PASS booklet which includes all the entries.

The 2013 winner was Terry Randall and Danny Roberts from the Port Macquarie Hastings Council in NSW, who installed a reservoir circulation system including chlorine infusion and monitoring. For winning the award, Danny Roberts received an all expenses paid spot on the WIOA operators tour to New Zealand in May 2013, valued at over \$2000.

Members Draw

For the fourth year running, WIOA members have been treated to a special member draw and in 2013, Darrin Lawler from TasWater the lucky winner of a \$1000 travel voucher. All financial individual members are provided the opportunity to win a prize sponsored by Royce Water Technologies. The winner is drawn at the WIOA NSW Water Industry Conference annually.



ThermoFisher
SCIENTIFIC

Kwatye Prize

Mick Clewes (L)
with Jarod Percy from
Thermo Fisher Scientific



PASS Award

Terry Randall in front of the
circulation system



Members Draw

Darrin Lawler (L) with
Authur Kokelekos from
Royce Water Technologies.

State & Conference Awards

The following awards are presented at the WIOA conferences in their respective States. The awards are open to all people working in the operations field. Congratulations to all of the 2013 winners.

New South Wales Awards



Sponsored by



**Operator
of the Year**

Neville Woodward
Coffs Harbour City Council



**Best Paper
Overall**

David Barry
Aqualift Project Delivery



**Best Paper
by an Operator**

Leigh Trevaskis
Riverina Water County
Council



**Best Poster
Presentation**

Brenden Bates
Riverina Water County
Council

Queensland Awards



Sponsored by



**Operator
of the Year**

Chris Hughes
Unity Water



**Young Operator
of the Year**

Tyren Cavanagh
Cairns City Council



**Operator of the Year
(Civil / All Rounder)**

Jason Vade
Gold Coast City Council



**Best Paper
Overall**

James Coonan
Toowoomba Regional
Council



**Best Paper
by an Operator**

James Coonan
Toowoomba Regional
Council

Victorian Awards



Sponsored by



**Operator
of the Year**

Stephen O'Keeffe
Goulburn Valley Water



**Young Operator
of the Year**

Aaron Mitchell
East Gippsland Water



**Best Paper
Overall**

Catherine Huf
Wannon Water



**Best Paper
by an Operator**

Jarrah Feather
East Gippsland Water



**Best Poster
Presentation**

Ben Marsden
Wannon Water

Conferences

2972
Total Conference Attendance

Australia's Largest Annual Regional Water Conferences and Exhibitions

In 2013 WIOA conducted operations focused conferences in NSW, Queensland and Victoria. The conferences provide a forum for water industry operational employees to come together and discuss issues, share experiences, learn about the latest developments, technology and network with their peers.

WIOA conferences aim to:

- Distribute the latest 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 trade consultants.

WIOA endeavours to develop our members and the wider water industry by providing a relaxed forum for operators to present technical papers (often for the first time) to their peers. In doing so confidence is raised, new skills are learnt and the opportunity to discuss real operational issues with their peers can result in the formation of valuable networks. Prize winning presenters from other WIOA state conferences and New Zealand, are invited to deliver their papers in order to share knowledge.

The conferences also have the largest water industry trade exhibitions held annually in regional areas and provide the opportunity to discover and research new technology, equipment, services and ideas.

2013 Conference Attendances

	NSW Canberra	Queensland Gold Coast	Victoria Bendigo
Month	March	June	September
Exhibition Sites	124	112	183
Attendees	792	808	1372

Best Exhibition Sites

At each event, a panel of judges appointed by WIOA inspects and rates each exhibition site. In particular they are looking for presentation and innovation, the use of interactive displays, the incorporation of novel ideas into the product display and the engagement of their staff with the delegates and visitors. The exhibitor that best meets all these criteria is awarded the Ron Bergmeier Award for the Best Exhibition Site and wins an advertisement in the WME journal valued at more than \$2000 and a WIOA corporate membership.

2013 Best Exhibition Site Winners



NSW
Grundfos



Queensland
Endress + Hauser



Victoria
EcoCatalysts

Conference Sponsors

WIOA is able to provide quality events at affordable prices through the generosity of many of our corporate members through a wide range of sponsorship opportunities. WIOA appreciates the efforts and financial support provided by all our sponsors, hosts and supporters and thank all who have assisted us to stage our three major events throughout 2013.

Prime Sponsors



Host & Supporters



Sponsors



Brian Davis' memory honoured in Queensland

Sadly, Brian Davis, a stalwart of the Queensland water industry and strong supporter of WIOA, operators and the operations conference, passed away in October 2012 from pancreatic cancer. In recognition of his outstanding contribution, from 2013 the Best Paper Overall presented at the Queensland Conference annually will be known as the "Brian Davis Award". Jim Coonan from Toowoomba Regional Council had the honour of being the inaugural recipient of the award.



Jim Coonan was the inaugural winner of the "Brian Davis Award" with Brian's wife Debbie and daughter Lisa Davis.

Seminars & Events

Weekend Seminar

The annual WIOA weekend seminar & Annual General Meeting (AGM) was conducted at the Ramada Resort on Phillip Island on the 2nd & 3rd March 2013.

A “survivor” theme was used across the seminar to engage attendees who were placed into random tribes as they registered and were confronted with a number of challenges over the weekend.

The AGM of WIOA was followed by corporate presentations by Rad-Tel, Iota and C-Tech Services informing participants of new products and services they have brought to market. An open forum discussing innovation in the workplace promoted a great deal of interactive discussions between attendees and expert presenters.

David Lourdes provided an enlightening perspective on evolving the human potential over dinner on Saturday evening and the weekend fished with a tour of Westernport Water’s Candowie Reservoir Upgrade Project on the Sunday morning.

New Zealand Tour 2013

WIOA conducted another successful tour of New Zealand in May with 16 members from Victoria, New South Wales and Queensland participating. The tour included inspections of a number of water and wastewater facilities including the Alexandra WWTP, Cromwell WTP, Lumsden WTP, TeAnau WTP, Invercargill WTP and WWTP, Milton WTP and Dunedin WWTP. The tour also visited the Manapouri Power Station which is an impressive piece of infrastructure. Touring the facilities provided an insight into the challenges faced by operators in New Zealand and also the similarities and differences in how they run their plants.

A highlight of the tour was attending the Water Industry Operators Group of New Zealand (WIOG), “People First” operations conference in Invercargill. The conference was very well organised with a lot of excellent, informative papers presented. There was also the opportunity for some leisure activities such as bungy jumping and jet boating for the brave in Queenstown and a rugby match in Dunedin.

Planning for the 2014 tour of New Zealand that includes the WIOG, 2014 “Productivity from Innovation” conference to be held at Wairakei, Taupo on 7 - 9th May is under way.

In September, 5 New Zealand WIOG members including Chairman Mike Monaghan and Executive Officer John Clemens travelled through Victoria visiting a number of treatment plants before joining us at the Victorian conference and exhibition in Bendigo. The tours included Wodonga, Hume Dam, Beechworth, Shepparton, Castlemaine and Hoppers Crossing where they were hosted by WIOA members.

One Day Seminars

- March** Weekend Seminar & AGM, Phillip Island, Victoria
Membranes Seminar, Melbourne Victoria
- May** Introduction to Water Seminar, Cairns, Queensland
Introduction to Water Seminar, Biloela, Queensland
- June** Distribution Seminar, Mackay, Queensland
Distribution Seminar, Kingaroy, Queensland
- July** Introduction to Water Seminar, Cooktown, Queensland
Introduction to Water Seminar, Napranum (Weipa), Queensland
- October** Introduction to Membranes Seminar, Cairns, Queensland
- November** Microfiltration Management & Maintenance Seminar, Castlemaine, Victoria

Introductory Water Seminars Project in Queensland

WIOA was contracted by the Queensland Department of Local Government, Community Recovery and Resilience (DLGCRR) to develop and deliver a number of introductory water and wastewater seminars for operators in remote and aboriginal communities in far north Queensland.

The project was funded under the Water for the Future initiative for the implementation of the COAG Strategy on Water and Wastewater Services in Remote (including Indigenous) Communities - Queensland Capacity Building Program.

The intent of the program was to ensure that operators of water and wastewater operations are given the opportunity to gain new skills and refresh existing knowledge. The Department’s aim in capacity building is to strengthen the ability of communities to deliver sustainable water and wastewater services.

In developing the program for seminar, we were able to draw on the content of a number of our own existing seminars but a substantial amount of new material was also sourced and developed.

The seminars conducted in Cairns, Biloela, Cooktown and Napranum near Weipa were all very well received.

With the support of Veolia Water and Water Equipment Plus, an Introduction to Membranes seminar was also developed and delivered in Cairns as part of the DLGCRR project. We intend to further investigate options that will allow us to assist operators in these areas long after the DLGCRR project concludes in 2014.

WIOA Charity Events

WIOA has been able to contribute over \$58,500 to worthwhile charities through fundraising at conferences and the conduct of charity events. In 2013 WIOA was pleased to support the following charities.

\$3,500	WaterAid, Victoria
\$1,500	Queensland Flood Appeal
\$ 500	Salvation Army Red Shield Appeal for South East Queensland
\$1,500	Abundant Water, NSW
\$1,000	Tasmanian Bush Fire Appeal (Campbell Town Fire Brigade)



Victorian Charity Golf Day

WIOA conducted its 15th Annual Charity Golf Day in October at the Euroa Golf Club. As usual, all competitors had an enjoyable day and if a prize was not won there was still the satisfaction of contributing to the success of the day. Over \$2000 was raised for charity.

The winner of the coveted "Tradies Cup" was the Water Infrastructure Group team represented by David Aitken, Kevin Freeman and Roy Corteses. Their score of 63.8 narrowly defeated a number of rival groups. The team name will now join other illustrious winners on the perpetual WIOA trophy.

Our thanks are extended to the Euroa Golf Club for ensuring a great day, to all the sponsors of the event and most importantly to all the participants who helped raise funds for charity and took the opportunity to network over a friendly, relaxed game of golf.



Tasmanian Charity Golf Day

Mother nature provided sunny skies for the very first social networking day organised by the Tasmanian Advisory committee on 22 February 2013. Around 20 WIOA members and supporters got together to contest a round of golf at the Campbell Town Golf Club.

The overall winner of the "Tasmanian Tradies Cup" was the team representing Piping and Automation Systems (PAAS), captained by PAAS Director, Nigel Langridge and included Terry Clare and Darren Lord.

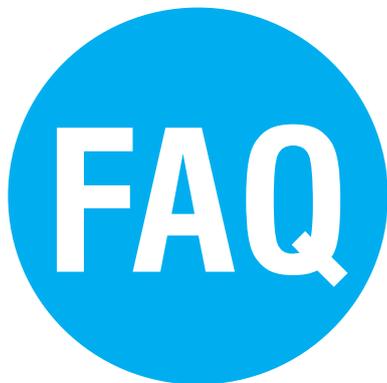
Money raised on the day saw a \$1000 cheque donated to the Campbell Town Volunteer Fire Brigade for the bush fires appeal, a much needed cause.



Queensland Charity Bowls Day

Originally scheduled for February, the Queensland Flood Crisis that hit the region early in 2013 required the event to be postponed. The event was conducted on 15 March 2013 at the Yandina Bowls Club and more than 30 water industry professionals battled the heat and enjoyed a great day of lawn bowls and networking in a relaxed, friendly environment.

Team McBerns captained by Noel Southern, was awarded the "Queensland Tradies Cup" for winning the day and corporate support helped us raise \$2000 for charity.



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 book and more forms can be downloaded from the WIOA website.

WIOA has three membership categories, Individual, Corporate and Utility Corporate. The fees are \$25 (individual), \$220 (Corporate) and \$25 per member (Utility Corporate - must have 8 members to be eligible for this category). 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.

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 \$25 fee.

What benefits do I receive as an Individual Member?

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

What benefits do I receive as a Corporate Member?

Corporate Members receive all the items listed above plus the following:

- Discounted exhibition fees at WIOA conferences
- Rights of individual membership is afforded to the nominated person only
- Company details listed in the Corporate member section of the WIOA website
- Access to WIOA's members via product brochure mail outs with only a small postage fee
- Editorial promotional space in "Words", "Operator" or "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. All employees receive all the benefits of an individual member and the employer will receive a free corporate membership, all the benefits of corporate membership plus a complimentary copy of any new release WIOA publication for the company library.

What events does WIOA run?

Weekend Seminar & AGM

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

Annual Conferences

WIOA organises and annually stages an operationally focussed conference and 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

WIOA holds a number of charity events such as Bowls Days and Golf Days across Australia 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 \$50,000 which has all been donated to charity.

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 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 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 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, contact us and we will update your 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. WIOA advertised over 100 positions vacant in 2013.

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

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

How do I obtain a copy of the WIOA Constitution?

The Constitution is included on our website and can be accessed at: www.wioa.org.au/wioa/constitution.htm

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

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

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

The Committee is elected by the Members annually and if you wish to be considered, just complete and return the Committee Nomination form which usually comes out each February. The Committee is elected at the AGM held in conjunction with the Weekend Seminar. We have established working groups in Tasmania, Queensland, 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 State based group.



Water Industry Operators Association of Australia MEMBERSHIP APPLICATION / RENEWAL

ABN 27 302 677 808

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

Date ____/____/____

MEMBERSHIP CATEGORY

Please tick the appropriate box

- 1 Year Individual Membership** \$25 (inc. GST) 2014 only
- 3 Year Individual Membership** \$75 (inc. GST) 2014, 2015 & 2016 membership
- Corporate Membership** \$220 (inc. GST) Corporate members please complete both sides of the page.

MEMBERSHIP DETAILS

Name: Mr / Ms

Postal Address

(Individual members please provide your private mailing address.)

Suburb State Postcode

Date of Birth

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

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

PAYMENT OPTIONS

<p>EFT BANKING DETAILS</p> <p>BSB: 033-254</p> <p>A/C: 327-012</p> <p>The following must be included on your payment:</p> <ul style="list-style-type: none"> • New members: Full name • Renewing members: Invoice number and name 	<p>CREDIT CARD PAYMENTS <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard</p> <p>Cardholders Name <input type="text"/></p> <p>Card Number _____ / _____ / _____ / _____</p> <p>Expiry Date: ____ / ____</p> <p>Amount (please circle): \$25 / \$75 / \$220</p> <p>Signature: <input type="text"/></p>
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RETURN BY: Post PO Box 6012, Shepparton, Victoria, 3632 **Fax** 03 5821 6033 **Email** sherryn@wioa.org.au

Office Use Only

New Renewal Date Paid: Rec No:



Water Industry Operators Association of Australia

MEMBERSHIP APPLICATION / RENEWAL

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.

Join the list of WIOA Corporate Supporters which includes a complimentary entry in the Corporate Members section of the WIOA website www.wioa.org.au/membership

Email a company profile (approximately 200 words) about your organisation's business, products or services to sherryn@wioa.org.au - this will appear in our Members Web directory. You are also invited to include a logo for the website.

If you have any queries regarding your corporate entry please contact WIOA on 03 5821 6744.

MEMBERSHIP DETAILS

Organisation:

Web Address:

NOMINATED REPRESENTATIVE (for website listing and will receive all correspondence).

Name:

Position:

E-mail:

Telephone:

Mobile phone:

Fax:

ADDRESS LISTING FOR WEBSITE:

Same as front page or complete the following section

Address:

Suburb: State: Postcode:

Telephone: Fax:

OTHER CONTACTS

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

Name:

Position:

E-mail:

Name:

Position:

E-mail:

IDIOTS Award

The IDIOTS (Inducted as Delegates of the Inextricably Obstructed Tap Society) award was introduced as a way to recognise the services of individuals to the Association. The award is designed to complement Life Membership, the Association's most prestigious honour. The IDIOTS award is presented to an individual in recognition of their commitment to the vision and philosophies of the Association and the active promotion of WIOA through distinguished service to the Association. To be eligible, a person must have demonstrated their commitment to the Association over a minimum period of five years, either as an Individual Member or as an employee of a Corporate member.



**IDIOTS
INDUCTEE**
Jill Busch



**IDIOTS
INDUCTEE**
John Day



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

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

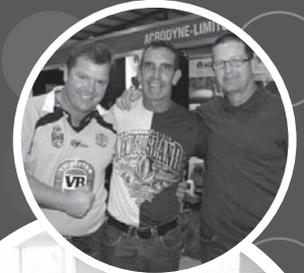
2005

Mal Farnham
Neil Healey
Russell Mack

2004

Barry Waddell
Ron Bergmeier
George Wall
Richard Greenhough
Tony Hourigan

2013 Pictorial





Water Industry Operators Association of Australia (WIOA)

PO Box 6012, Shepparton 3632
22 Wyndham Street, Shepparton 3630

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