



Water Industry Operators Association of Australia

2017 ANNUAL REVIEW & Members Information



communicate

encourage

protect

network

engage

Our Vision

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

Our Mission

To develop and support people in water industry operations.

Our Values

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

12.4% 

Conference
Attendance

0.7% 

In
Membership

4,031

WIOA
Members

59,733

Website
Hits

5,737

Attendees
at a WIOA Event

112

Certified
Operators

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Life
Members

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

*deceased

Chairman's Message



Members will most likely be aware of the high levels of activity and services provided around the country by WIOA in 2017, but a lot of work was also undertaken behind the scenes from a governance perspective.

After 10 consecutive years of outstanding service as Directors on the Board of WIOA Limited, both Tony Hourigan and Peter Tolsher decided it was time to step down to pursue other interests. At the AGM in February, the contribution made by both Tony and Peter was formally recognised. They were replaced by Adrian Rijnbeek and Jillian Busch, both high quality and well respected candidates, who were appointed to the Board for the first time.

Individual Directors, including both Adrian and Jill, have continued their personal and professional development programs by undertaking the Australian Institute of Company Director training courses. Participating in these courses is important as it enables the Board to keep abreast of business best practice and the latest thinking in the governance, risk and financial management areas.

To sustainably manage our growth and continue to deliver quality services and events, requires well structured support mechanisms. With the existing 2012-2017 strategic plan drawing to a close, development of the organisation's 2018-2022 plan was a high priority this year. Having a robust strategic plan is a key to our future success and we need to be able to adapt to new opportunities, technology and keep abreast of the changing needs and expectations of our members and stakeholders.

The new plan has been developed by the staff, Board and Committee over a number of workshops where issues and opportunities were identified and our capabilities examined.

The process included a review of our Vision, Mission and Values with some minor but important amendments made. Our existing business framework was also reviewed and considered appropriate. It consists of three high level Business Commitments, under which there are 6 Key Business Indicators i.e. Business (Governance, Operations), People (People, Relationships) and Sustainability (Finance, Managing Growth).

At the workshops we were able to identify then prioritise the goals and opportunities for the organisation, as well as setting timelines for delivery. The Board and Committee signed off the new Strategic Plan at a joint meeting in November. The new strategic plan will help guide our business planning and priorities so that we can continue to meet our vision and mission.

Financial sustainability is an important factor for the organisation and, while we aim for a balanced budget each year, WIOA has recorded a surplus in 2017. This is mainly as a result of revenue from conferences, seminars and sponsorships being above expected levels, and the reduction of expenditure, mainly due to the later than anticipated employment of our new Technical Operations Officer. The Board and Committee has endorsed the investment of some of our accumulated cash reserves into a range of new projects in 2018, designed to provide further benefits to our members and stakeholders into the future.

The continued success of WIOA is the result of the hard work by our staff, Directors and Committee along with the input of our members, stakeholders and with a special mention of appreciation to our army of volunteers.

Congratulations to all. We can confidently look forward to 2018 being another year of growth and success.

James Martin, Chairman



Managing Directors' Review

The calendar for 2017 was jam packed with events, activities and development opportunities for Members of the Water Industry Operators Association of Australia and our broader water industry stakeholders. After adding up the attendees at all our events, we were amazed to discover that we had interacted with almost 5,750 individuals over the course of the year.

After reaching 4,000 members for the first time at the end of 2016, it was pleasing to be able to consolidate this level of support and our member numbers increased to 4031 at the end of 2017. We look forward to continued membership growth as more individuals and organisations are exposed to WIOA and what we have to offer.

The WIOA staff team was bolstered late in the year with the inclusion of Dr Kathy Northcott into the newly created position of Technical Operations Officer. Kathy has hit the ground running and is already making her mark on the organisation with her broad knowledge, experience and valuable contacts across the industry. We are certain that with Kathy's input, we will be able to significantly increase our technical offerings going forward.

A number of new initiatives were developed or delivered during 2017.

In conjunction with **qldwater** and other Water Industry Skills Taskforce (WIST) members, we helped develop a draft Wastewater and Recycled Water Operator Certification Framework. After an industry consultation process, the Framework was endorsed by WIST in June 2017. Having appointed WIOA as the water treatment operator certifying body in 2016, WIST has also endorsed WIOA as the certifying body for wastewater and recycled water operators for the next 5 years. After working with a number of South East Queensland based water businesses, Certified Operator credentials were presented to the first 6 wastewater operators at a special presentation ceremony held at the WIOA Queensland Conference in June.

As part of an ongoing strategic review and update of our Information and Communications Technology (ICT) capabilities, numerous improvements were implemented. The WIOA website was updated to make it more user friendly and responsive, particularly for users of tablet or mobile devices. Whilst on the theme of ICT, we have moved across to Office 365 which has already provided data sharing and efficiency benefits. In December we staged our first ever webinar, specifically to provide information to individuals and organisations about operator recertification. To help break down the distance barriers and provide more information to members and industry stakeholders, we intend to utilise the webinar facility extensively in 2018 and beyond. A series of technical and more general information webinars are currently under development, that we believe our members will be keen to access.

The Network Operator Development Program (NODP) went from an idea of a few members, to a full blown and highly regarded program that delivered some great outcomes to the Victorian participants. The benefits of the NODP received strong endorsement from both the participants and their employers. The next cohort of participants have recently been confirmed for the 2018 program. The success of the NODP has highlighted the potential for offering a similar program in other states, as well as opportunities to develop programs for other

sectors of the water industry. These opportunities will be discussed further as part of the organisation's strategic planning process.

The main tapping competition was introduced into the Queensland and Victorian conference programs and was a hit with both the participants and spectators alike. Our thanks are extended to Logan City Council, Gold Coast Water, Coliban Water and sponsors Reece Civil and Ixom for helping organise, support and run things. As a result of the overwhelming interest in presenting a paper at the Victorian conference, a second papers room was established for the first time, allowing concurrent streams and even more participation in the event.

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

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

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

During National Water Week in October, we held the third staging of the Best Tasting Tap Water in Australia competition, where samples from the winners from each State were pitted against one another. Congratulations to Toowoomba Regional Council who were judged the winner. From the strong collaboration between Ixom and WIOA, the Taste Tests attracted local and national media coverage reaching an audience in excess of 2.5 million people including an entertaining interview aired nationally on The Project. It is great to be able to provide some positive media opportunities for our industry.

Our three main events, the Operations Conferences and Exhibitions in New South Wales, Queensland and Victoria were all extremely well supported. It was a pleasure to work with the teams from Icon Water, Seqwater plus Barwon Water, Goulburn Valley Water and Western Water as conference Hosts in 2017. The support and assistance of the NSW and Queensland Water Directorates and VicWater was also integral to the success of each event.

We achieved record attendances at both the Queensland and Victorian conferences, with a combined total of well over 3,000 attending the three events. Support for the exhibition at each conference was also strong with all three exhibitions sold out and each having a waiting list of companies hoping to participate.

Sponsoring partners are integral to the success of the conferences and it is important to acknowledge the outstanding contribution of

Membership

4,031 Members

our 2017 Prime Sponsors in Aeramix, Calix, Fusion, Hach, Hayward, Ixom and Xylem. The Association was also supported by a range of other companies who took up sponsorship opportunities at one or more of our conferences or other events. We greatly value the commitment of all our sponsors and we ask all Members to keep these companies in mind when purchasing products or services.

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

In conjunction with a number of generous sponsors, we have again been able to present a range of Awards and incentives at both a National and State level. It was great to be able to acknowledge the Operators of the Year from both Tasmania and South Australia for the first time in 2017. Details of all the conference and award sponsors, as well as the award winners appear later in this document. We congratulate all the winners and we know from past history that participation with WIOA is often the catalyst for operational staff to move on to achieving bigger and better things.

The activities arranged through our State based Advisory Committees are increasing and this in turn allows us to offer even more member engagement opportunities. The number of interest days and site tours is continuing to grow annually and members are becoming more proactive in letting us know about topics or issues to include, making the days even more relevant.

Our relationship and collaboration with a range of other water industry organisations has remained strong and we have continued to strengthen the relationship with our New Zealand cousins (WIOG). The operator tour to NZ in May, as well as the return visit by the Kiwis to Australian plants in September is a very special opportunity. We thank all involved from either side of the Tasman for their efforts in making the tours happen.

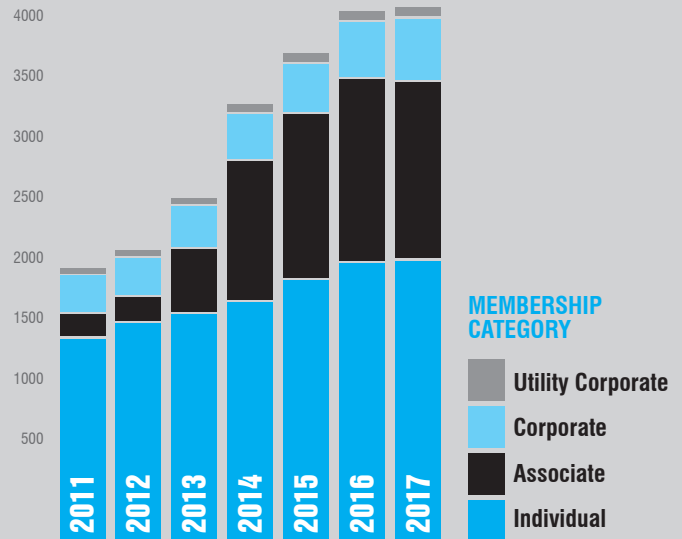
WIOA continues to actively represent our members on an increasing number of industry working groups, committees and projects. This advocacy role is not only being undertaken by staff. There are a number of individual members with expertise who are also representing the association and the industry on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

As this snapshot of our activities shows, through the efforts of our dedicated staff, along with the assistance of the Committee, Directors, Advisory Committees and our valued volunteer members, helpers and supporters, we have been able to deliver an enormous amount for our members and the industry in general.

The Association is in a very strong position financially which provides us the opportunity to continue to grow the range of services and benefits we are able to offer. We trust that you will enjoy reading the rest of this annual review as it contains much more detail on all our activities. Thank you to everyone who has supported or contributed to WIOA in 2017, and we look forward to making 2018 another outstanding year.



George Wall, Managing Director



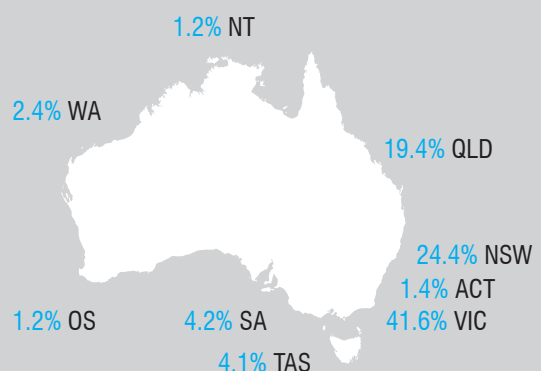
In 2017, Individual membership of the association increased by 97 (4.5%) to a total of 2,229 members, Utility Corporate Members remained steady at 66 organisations and Corporate Member numbers increased by 16 (3.8%) to 435.

The Associate Corporate member numbers reduced by 84 (6.1%) to 1,301 predominately due to the enforcement of the constituted maximum number of 10 individual nominees in this category for each Corporate Member. As Associate Corporate members receive limited benefits, there is an opportunity for them to become Individual members in the future, allowing them to access the full benefits of membership.

The overall result is that the Association's total membership at the end of 2017 is 4,031, a 0.7% increase across all categories.

Reaching the 4,000 member mark in 2016 was an exciting achievement and further growth above this level in 2017 indicates that there is a growing exposure and acceptance of why the association exists and what it does. We trust that all existing members will continue to spread the word about the benefits of membership to others in the operational side of the water industry and assist us to promote and grow the leading association working for operational employees.

Membership Distribution as at 31 December 2017.





President's Message

As 2018 gets underway, it is important to take some time to reflect on the events, highlights and achievements of the previous year! The 2017 year was extremely busy for the WIOA staff and Committee and we should all be proud of not only the successes, but the direction in which the association is moving. Once again, we have seen encouraging growth in our membership numbers with some 4031 members on board at the end of the year.

The first official event for 2017 was the weekend seminar and Annual General Meeting (AGM) in Eildon, Victoria. The WES provides WIOA members, Committee and Board an excellent networking opportunity in a relaxed environment. The event was informative with various presentations and plenty of interactive discussion amongst the group. If you have never attended a weekend seminar, I would highly recommend it. At the AGM, members approved some motions to amend the Constitution and we welcomed new Committee Members in Simon Page and Sally Taylor.

Like the Weekend Seminar, all the other events, activities, social opportunities and interest days are staged for the benefit and engagement of us, the members.

In 2017, WIOA presented three Conference and Exhibition events in Canberra (ACT), Logan (Queensland) and Bendigo (Victoria). This year I was fortunate enough to attend all three. It must be said, and I am certain everyone will agree, that these events continue to deliver year on year. An addition to the conference format this year was the Main Tapping competition at the Logan and Bendigo events. The tapping competition was fiercely contested by many operators and maintenance based teams. The competition provided some entertaining viewing, whilst showing off the polished skills of an often overlooked sector of the water industry's work-force.

It is always encouraging to see the high levels of enthusiasm and dedication shown by the WIOA staff, Committee and Board, along with the volunteers from the water businesses who actively participate at our events to ensure their ongoing success. We cannot thank you enough for the support, sponsorship, attendance, time and expertise offered. Every year numerous exhibitors, suppliers and water businesses provide much appreciated contributions and support allowing WIOA to continually deliver first class Conferences and Exhibitions for not only WIOA members, but the entire Water industry. Whether you were a delegate, visitor or exhibitor, I trust the experience was rewarding though the gaining of knowledge and personal development, networking with peers or even contributing a workplace case study as a paper or poster presentation.

This year at the Victorian Conference in Bendigo, Peter Tolsher was presented WIOA's highest individual award, Life Membership. Peter (or as he would prefer "Tolsh") became only the seventh member to be awarded this honour. Tolsh has been a tremendous contributor and member of the WIOA 'family' for over 20 years. Tolsh has always been a keen and strong advocate for the water industry, but even more so for WIOA and its values. He has for many years provided enormous guidance, support and purposeful encouragement to the younger generations to become involved in the water industry and 'have a go'. In every way Tolsh can be considered a mentor for many of us and has offered a springboard opportunity to enjoyable careers within the water industry. A much deserved congratulations and thanks, Tolsh.

The WIOA state based advisory committees again conducted many water interest days and technical seminars across the country. Thank you to the numerous WIOA members for assisting and contributing to the interest days. I would strongly encourage all members from every segment of the industry to be actively involved and participate in the association's activities. You never know who you might meet or what new innovation, technologies or practice you might discover.

Collectively, the Committee, Board, staff, State based Advisory Committees and volunteers are a sensational workforce. Thank you for your contributions and support during 2017. Throughout the year, the WIOA board and Committee has participated in a number of strategic planning sessions. These strategic sessions are pivotal in paving a clear and concise direction to allow the future success for WIOA, its members and industry stakeholders.

It has been an honour to serve as President of WIOA for 2017. I am excited and extremely encouraged by the positive direction the Association is taking. There are many fantastic opportunities ahead for WIOA its members and industry stakeholders. I look forward to being part of this journey. All the best and enjoy 2018.

Adrian Rijnbeek, WIOA President



Life Membership awarded to Peter Tolsher

At the Victorian Conference in Bendigo, WIOA presented Peter Tolsher our highest individual award, Life Membership. In receiving the award, Peter became the seventh Life Member of the Association and it was pleasing that five of the other six living Life Members were able to be present to congratulate him.

In his time as a Board and Committee member, Peter rarely missed attending a meeting. His input was always constructive, well thought out and valuable. When making decisions, Peter has the knack of being able to listen to all views on a topic and then contribute his own insightful and relevant comments, allowing an informed decision to be made.

Peter has been a regular attendee at WIOA events and with the support of his current and past employers, he has attended many interstate events and helped with the expansion of WIOA.

Through his enthusiasm, commitment, energy, personal qualities and friendly nurturing nature, Peter epitomises the values our organisation aims to display, and we are pleased to appoint him as the seventh Life Member in WIOA's 44 year history.



Peter's involvement with AWWOA, WIOA and the Water Industry

- 1982** Commenced employment in water industry with Tallangatta Shire Council, then Towong Council, Kiewa Murray Water and others, which eventually became North East Water.
- 1998** Joined WIOA as a member.
- 2001-04** Elected onto WIOA Committee.
- 2005-06** Elected Vice President.
- 2007-08** Elected President.
- 2009-11** Elected as a Committee member after finishing his term as President.
- 2007-17** One of 6 inaugural Directors of WIOA Ltd when constituted on 16 January 2007
- 2017** Resigned in February 2017 after ten years on the Board after being elected a Councillor for Towong Shire.

Achievements & Awards

- 1999** Awarded the Actizyme Award for Best Operator Paper at the Victorian conference.
- 2004** Awarded AWA – Wal Whiteside Operator of Year award.
- 2004** Presented paper at the Victorian conference on upgrades at the West Wodonga.
- 2009** Awarded the WITC Award for Best Operator Poster Paper at the Victorian conference.
- 2010** Inducted as an IDIOTS member.
- 2015** Awarded the Ecolab Award for Best Operator Paper at the Bendigo conference.

Other Service

- 2004 – 10** Responsible for organising the Weekend Seminar along with Cynthia Lim.
- 2004 – 11** Helped organise the Victorian conference competition
- 2010** Attended the NZ tour as a WIOA Committee/ Board member.
- 2013 – now** Represented WIOA on Standards Australia Sludge Committee.
 - 10 years as a Committee Member
 - 10 years as a Board Member.
 - Contributed numerous articles to Operator & WaterWorks.
 - Encouraged colleagues to contribute papers and posters for the conference



Financial Information

Summary of WIOA Financial Position

INCOME and EXPENDITURE for period 1 January to 31 December

INCOME (excluding GST)	2017	2016
Conference & Events income	\$ 1,542,300.85	\$ 1,288,834.49
Publications	\$ 18,616.52	\$ 29,315.09
Individual Membership	\$ 61,049.74	\$ 48,923.41
Corporate Membership	\$ 85,853.84	\$ 95,710.80
Services & Other Income	\$ 55,138.06	\$ 79,716.67
Petty Cash (opening balance)	\$ 385.65	\$ 1,380.90
Interest	\$ 8,345.41	\$ 8,875.44
GST refund on office purchase	\$ -	\$ 34,742.41
Total Income	\$ 1,773,707.07	\$ 1,587,499.21

EXPENDITURE (excluding GST)	2017	2016
Office & Administration Expenses	\$ 311,952.64	\$ 293,669.56
Employment Expenses	\$ 540,833.53	\$ 483,707.48
Property Services	\$ 30,535.82	\$ 11,907.40
Vehicles Maintenance & Operations	\$ 17,061.10	\$ 15,943.61
Events Expenditure	\$ 656,777.57	\$ 629,871.74
Closing Petty Cash Balance	\$ 114.55	\$ 385.65
Total Operating Expenditure	\$ 1,557,275.21	\$ 1,435,485.44

Operating Surplus/(Deficit)	\$ 216,431.86	\$ 152,013.77
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Asset Purchases	\$ 29,726.68	\$ 45,383.64
GST to ATO on purchases	\$ 147.85	\$ -
Total Expenditure	\$ 1,587,149.74	\$ 1,480,869.08

Net Trading Surplus/(Deficit)	\$ 186,557.33	\$ 106,630.13
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FUNDS HELD	2017	2016
Balance beginning of Year	\$ 471,177.54	\$ 364,547.41
Net Trading Surplus/(Deficit)	\$ 186,557.33	\$ 106,630.13
Balance at end of Year	\$ 657,734.87	\$ 471,177.54

Consolidated Financial Information 2017

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

The WIOA approach to all our operations is to provide maximum value to our members and stakeholders at the most affordable price.

Income in 2017 was 11.7% higher than 2016. Income from the exhibitions in NSW and Victoria was higher than budgeted due to the addition of extra sites, as was sponsorship and seminar income. Income from publications, membership and services were similar to 2016 levels.

Operating Expenditure increased by 8.5% in 2017. Employment expenses increased due to modest wage rises for existing staff and the employment of an additional staff member. On the property side, \$17,000 was spent on improvements to the office by bitumen sealing the driveway and carpark. Overall expenditure on events increased, predominately due to more attendees and some cost increases in areas such as catering and refreshments.

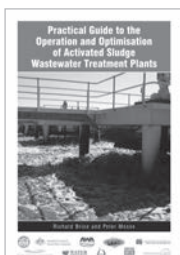
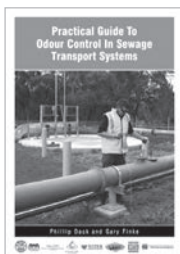
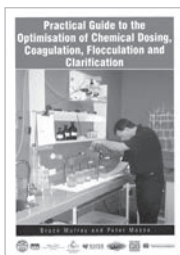
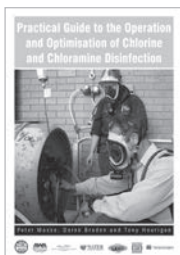
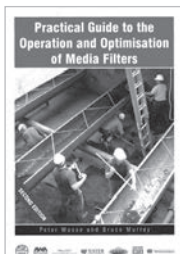
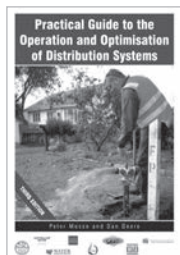
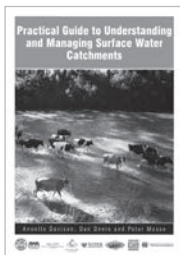
Expenditure on new assets of just under \$30,000 was made, including a replacement vehicle and some new computing equipment.

It should be noted that there is a staff provisions liability (Annual Leave, RDO's and Long Service Leave) of approximately \$98,000 that is not reflected in the Consolidated Financial Information presented here. The need for adequate cash reserves is particularly important when considering how reliant the Association is on income from our conferences and events. In these volatile financial times, cash reserves commensurate with the growth of the organisation and our risk profile are required to ensure our long term viability.

In summary, the Association has \$402,863 in operating cash accounts, \$254,872 held in term deposits, and fixed assets in the form of building, plant and equipment valued at around \$400,000 after depreciation.

The Association is in a strong financial position and has adequate funds to continue to provide member services at appropriate levels. This sound financial position will enable WIOA to develop and deliver an expanded range of operationally focussed events and services throughout 2018.

Publications



Practical Guides

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

Following on from the Water series of practical guides, a Wastewater series of books is being produced by water industry experts, all with significant practical operational experience in Australia.

Practical Guides to Water Treatment

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

Practical Guides to Wastewater Treatment

- Practical Guide to the Odour Control in Sewage Transport Systems
- Practical Guide to the Operation and Optimisation of Activated Sludge Wastewater Treatment Plants



WaterWorks Technical Journal

WaterWorks is the technical Journal of the association which is distributed in hard copy to all members in May and November annually. A copy of WaterWorks is also provided to all WIOA conference delegates and exhibitors. The technical articles published always have a distinctly operational and practical focus. Following a recent change in publisher, there is also an opportunity for our Corporate Members to supply a limited amount of advertorial material.

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



Operator Newsletter

Operator is WIOA's quarterly publication which includes individual and corporate member news, general interest stories, water industry news and more. Produced in February, May, August and November each year, it is an effective way of keeping the WIOA community in touch with industry developments.



Words

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

WIOA Structure

WIOA Incorporated - General Committee

The Association has a General Committee comprising both elected and appointed Members. The primary role of the Committee is to represent all members by determining and then communicating their views and needs to the rest of the Committee and to the Board of WIOA Ltd.

At the WIOA Incorporated Annual General Meeting held in Eildon in February 2017, Adrian Rijnbeek from Xylem was elected President. After a ballot between Heidi Josipovic from North East Water and Mark Samblebe from MBS Water, Heidi was elected Vice President and George Wall was elected Secretary/Treasurer. Outgoing President Ryan McGowan's contribution was acknowledged and he will continue to support the association through his role on the Board.

Following changes to the Constitution at the 2016 AGM, we welcomed the Chairs of each of the five State based Advisory Committees as automatically appointed Committee Members. They are Anthony Evans, Victoria; Lindsay Walsh, NSW; Colin Haynes, Queensland; Darren Lord, Tasmania; and Robran Cock, South Australia.

As the number of nominees for member elected positions exceeded the number the number of vacancies, a ballot was required to elect the General Committee members. The following members were elected: Ryan McGowan, Goulburn Valley Water; Stephen Wilson, Water Industry Training Consultants; Mark Samblebe, MBS Water; along with Simon Page from Cairns Regional Council and Sally Taylor, Amiad who were elected to the Committee for the first time. We appreciate the efforts of outgoing Committee members Jillian Busch who became a member of the WIOA Limited Board and Neil Crossing from AllWater in South Australia.



Adrian Rijnbeek
President
Xylem



Heidi Josipovic
Vice President
North East Water
Victoria



George Wall
Secretary/Treasurer
WIOA



Robran Cock
Trility
South Australia



Anthony Evans
Wannon Water
Victoria



Colin Haynes
Unity Water
Queensland



Darren Lord
TasWater
Tasmania



Lindsay Walsh
MidCoast Water
NSW



Ryan McGowan
Goulburn Valley Water



Simon Page
Cairns Regional Council



Mark Samblebe
Aeramix



Sally Taylor
Amiad



Stephen Wilson
Water Industry Training
Consultants

WIOA Limited - Board of Directors

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

Jim Martin was re-elected as Chairman of the Board at the AGM in February 2017. After both having served 10 continuous years as Board members, Tony Hourigan from Hydramet and Peter Tolsher from North East Water decided not to seek an additional term on the Board. They have both made a significant contribution to WIOA and this was acknowledged at the AGM. Their positions were filled by Jillian Busch from Aqualift Project Delivery and Adrian Rijnbeek from Xylem.

Staff

Day to day operations of the Association are managed by the WIOA staff team, led by Managing Director George Wall. In October, Dr Kathy Northcott joined the WIOA staff in the newly created position of Technical Operations Officer. With her broad knowledge, experience and valuable contacts across the industry, we look forward to her contribution to the Association into the future.

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



Jim Martin
Chairman



Russell Mack
Deputy Chairman



George Wall
Managing Director



Craig Mathisen
Chief Operations Officer



George Wall
Managing Director



Jillian Busch
Director



Kathy Northcott
Technical Operations Officer



Sherryn Wall
Administration



Adrian Rijnbeek
Director



Ryan McGowan
Director



Ann Austin
Administration



Marilyn Wall
Administration

Member Services

20 Year Members

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

This year fourteen Individual Members qualified for the 20 year recognition pin.

The recipients of the pin in 2017 are: Andy Ban Ho, John Day, Don Edwards, Anthony Evans, Robert Grimmer, Tony Hourigan, Paul Keating, Brian McCarthy, Robert Mills, Pat Monahan, Andrew Robbins, Peter Tolsher, Kay White and Wes Wittick.

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



WIOA Websites

Acting on Member feedback from the survey completed in late 2016, the WIOA websites underwent a major renewal project during 2017. It was suggested that a redesigned website should be a priority to help make WIOA's online presence more effective for members and to provide a responsive website that can be used across a wide range of devices, from desktop computer through to iPads and mobile phones.

WIOA staff ably led by COO Craig Mathisen undertook the upgrade work over a number of months, whilst still completing their normal tasks as well. The updated corporate website was launched as part of the WIOA 80th conference celebrations in Bendigo in September 2017 and it was received very well.

Since then, the formerly separate Certification and Conferences sites have also been migrated into the WIOA corporate site. The new website is much more user and device friendly, making it more attractive for a wide audience to utilise. It is also much easier to maintain which will enable staff to keep the content current and relevant, regardless of where they are in the country. We have plans to further develop the content and functionality of the site during 2018.

During 2017 the WIOA websites received a total of 59,733 unique views, almost exactly the same number of views as recorded in 2016. The sites did see a large increase of 28.6% of visitors accessing content through mobile or tablet devices which validates the site renewals project.

Our presence in social media channels also increased during 2017 with WIOA communicating with members via Twitter, Facebook, Linked In and on the WIOA YouTube channel. Across all the social media sites, there was an increase of users of 26.6%. Linked In provided the largest increase with the number of connections increasing by 44.8%.



WIOA Webcast

Our Members are spread right around this massive country and we recognise that it is not physically possible to be able to travel and attend all WIOA events. The Board and staff have been considering the option to utilise webinars for some time as a way of linking our remote members and providing more services without the need for travel.

In December, WIOA conducted our first online webcast to provide an update on the recertification scheme to certified operators and other interested parties. The webinar received over 60 registrations and enabled us to communicate with individuals from across Australia. Webinar participants logged in from Far North Queensland, South Australia and the Eastern states of Australia.

It is intended that the webinar facility will be utilised extensively in 2018 and beyond. A series of technical and more general information webinars are currently under development with a range of guest and expert speakers being arranged to talk on a variety of topics. We hope that our members will access the webinars when offered and we look forward to receiving input about potential future topics as well.

AFL & NRL Tipping Competitions

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

WIOA Vice President, Heidi Josipovic was victorious in our AFL footy tipping competition. Heidi ended the season in 4,974th place out of the 196,661 Australian wide entries, putting her in the top 2.5% of footy experts in the country. In the NRL it was Kirk Buckley from Xylem who took out the honour of WIOA's Best NRL tipster for 2017.



WIOA Certification Schemes

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

WIOA has continued to work with regulators, employers and operators in many States and we now have well over 100 operators from Victoria, Queensland, New South Wales and South Australia certified under either the Victorian or national Frameworks.

There continues to be two water treatment operator certification Frameworks administered by WIOA as the Certifying Body, the Victorian and national Certification schemes. Following the finalisation of the "Certification Framework 2017 - Operators within Wastewater and Recycled Water Treatment Systems" in June 2017, WIOA has now been appointed the Certifying body for these operators for the next 5 years as well.

Victoria

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

Although there appears to have been little progress made in 2017, DHHS recently confirmed their intention to finalise the Guideline review process in 2018.

There are now 69 operators certified under the Victorian Framework. The certified operators are responsible for the operation of 104 separate water supply systems. Importantly, there is still in excess of 100 water supply systems state wide that are not yet controlled by a certified operator.

National

There are now 36 operators certified under the national Water Treatment Framework.

WIOA worked cooperatively with AWA and a number of NSW employers to allow the operators from the Certification Pilot undertaken in NSW to be transferred over to WIOA. There are 22 operators who met the requirements of the national Framework allowing them to be certified, and numerous others are working towards the completion of units from NWP which were identified as skills gaps. We look forward to certifying many more operators in 2018 as they complete their training.

A special presentation ceremony was held on 11 May 2017 at the Bootawa Water Treatment Plant where the Certified Operator credentials were presented to 14 NSW water treatment operators. WIOA MD George Wall made the presentation to 10 operators from MidCoast Water and four from Kempsey Shire Council. Graham Watkins from MidCoast Water and Peter Anderson from Kempsey Shire Council spoke about how proud their organisations are of their highly skilled and well trained operators, and how being certified is helping raise the bar for the whole industry.

Wastewater & Recycled Water

In conjunction with *qldwater* and other Water Industry Skills Taskforce (WIST) members, WIOA assisted with the development of the draft "Certification Framework 2017 – Operators within Wastewater and Recycled Water Treatment Systems". The draft Framework was endorsed by WIST in June 2017, after an industry consultation process. The WIST has also endorsed WIOA as the certifying body for wastewater and recycled water operators for the next 5 years.

In conjunction with *qldwater*, and a number of Queensland water businesses, an implementation trial of the Queensland Wastewater Operator Certification Framework commenced in late 2016. After completing all the necessary gap training, Certified Operator credentials were presented to the first 6 wastewater operators at a presentation ceremony at the WIOA Queensland Conference in June. There are another 10 operators in the trail who are currently undertaking training. We hope to present the credentials to many of them at a presentation day in Queensland in early 2018.

Following the adoption of the national Wastewater and Recycled Water Framework, the operators certified under the Queensland Framework have been transferred to the national Scheme.

Recertification

With 112 operators now certified against either the water or wastewater and recycled water Frameworks, the attention of the certified operators is now on undertaking the recertification activities.

WIOA staged a webinar in December 2017 and invited all the certified operators along with the operations and human resources staff from all organisations currently participating in the certification scheme. The webinar was attended by around 60 representatives from businesses right across Australia.

The webinar provided an update on the status of the various certification Frameworks and the content and structure of the WIOA Continuing Professional Development (CPD) requirements. In addition, two case studies were presented about organisations that have completed the recertification process for their staff to showcase how they went about it. Using the webinar chat function, specific questions raised by attendees were also answered.

Finally on certification, WIOA has updated the certification section within our website. It contains all the information necessary to allow organisations and individuals to participate in either the Victorian or National processes. We recommend everyone take the time to look over the information.

Ixom Water Taste Tests

The Water Taste Tests are a fun and exciting way to raise awareness of the quality of drinking water and to recognise the efforts of local water service providers in delivering valuable water services to their communities on a day to day basis. We congratulate all the water treatment and water quality personnel who work tirelessly to ensure high quality, safe drinking water is continually supplied to the customer's tap.

In February 2017, as winners of the 2016 Ixom Best Tasting Tap Water in Australia competition, TasWater with their Barrington sample represented Australia in the Municipal Supply category at the Berkeley Springs International Water Tasting competition. Although it did not win a medal, it was right up there with the world's best. The 2017 Australian title now rests with Queensland's Toowoomba Regional Council and WIOA will work with the Toowoomba team to hopefully bring home gold for Australia in 2018.



NSW/ACT

Icon Water in Canberra was presented the trophy as the winner of the Ixom 2017 NSW/ACT Water Taste Test at the Awards Dinner of the WIOA NSW Conference.

The sample was supplied from the Mount Stromlo Water Treatment Plant which has capacity to produce up to 250 megalitres (ML) per day.

When accepting the award, shift operator Sam Bracken celebrated by doing a "shoeey" (drinking some of the ACT water from his boot), a task that has become the celebration of choice for Formula One driver Daniel Ricciardo. A highlight of the Taste Test was the invitation for the WIOA COO, Craig Mathisen to do an interview with the team from The Project. The segment aired on national television on Thursday 30 March and although light hearted in nature, it helped celebrate the great work that the operators do in supplying safe drinking water to our communities.

South Australia

Samples were submitted from 19 different water treatment plants across the state in the third Ixom South Australian Water Taste Test.

The winner was the sample taken from Peterborough, 250km north of Adelaide with the water supplied from the Morgan water treatment plant. The facility treats Murray River water, is owned and operated by SA Water and supplies more than 130,000 people in regional South Australia. With a capacity of 200 ML/day the plant employs conventional treatment, biological filtration and chloramination.

Congratulations to the operations staff at Morgan Water Treatment Plant for winning the competition two years in a row.

Tasmania

The fifth staging of the Ixom Tasmanian Water Taste Test was held in Launceston in conjunction with a water interest day organised by the WIOA Tasmanian Advisory Committee. Some 16 entries from across Tasmania were put under scrutiny by all those who attended the day.

The bar had been raised by last year's winner Barrington, which won Australia's best drop and then went on to represent Australia in the International taste test in the USA. After the first round of testing was complete it was down to the final four with one big surprise with last year's winner not making the cut.

While the Grand Final sampling was taking place, the tension was running high in the room. It was like a cross between the Academy awards and the Brownlow medal count.

The day belonged to Fenton-New Norfolk which came out on top, meaning that for the first time, bragging rights and honours had gone to the south of the State.

Victoria

Goulburn Valley Water (GVW) officially regained its title as the supplier of Victoria's best tasting drinking water by winning the Ixom 2017 Victorian Water Taste Test. This is the second time the GVW team has achieved this feat having previously won the award in 2015 with a sample from Marysville.

Ultimately it was the water from the Upper Delatite Water Treatment Plant in Merrijig that was recognised as the best tasting tap water in the state. The facility uses micro filtration technology to supply drinking water to the towns of Merrijig, Sawmill Settlement and Upper Delatite, with raw water for the plant sourced from the Delatite River.

GVW will install a Hydration Station at the water treatment plant which is situated near a popular walking track, to acknowledge the town's award-winning water and so that residents and visitors will have free access to the award winning drop.

- Icon Water
- MidCoast Water
- Port Macquarie Hastings Council

- Taillem Bend
- Morgan
- Little Para
- Happy Valley

- Forth
- White Hills
- Bryn Estyn
- Fenton-New Norfolk

- Goulburn Valley Water
- Coliban Water
- Falls Creek Resort Management
- Melbourne Water

Main Tapping Competitions

IXOM



Water of Origin

At the WIOA Queensland conference in Logan, the fifth staging of the Water of Origin taste test was undertaken. The sample from Toowoomba Regional Council's Mt Kynoch Water Treatment Plant represented Queensland up against Icon Water's Mount Stromlo WTP in Canberra representing NSW/ACT. For the 4th time in a row, the panel of judges awarded bragging rights to the Queenslanders over the NSW/ACT. Queensland now holds a 4-1 lead over its southern neighbour.

The Mt Kynoch Water Treatment Plant treats about 25 ML/day in cooler months and up to 53 ML/day in warmer months.

Australia's Best Tasting Tap Water

Launceston's Brisbane Street Mall provided the perfect backdrop for the Ixom Best Tasting Tap Water in Australia competition, held during National Water Week on 18 October. TasWater, the reigning national champion hosted the event that saw the winners of each of the 5 State based Taste Test competitions go up against each other.

Many of the State winners also sent across a staff member to help out on the day. They joined WIOA, Ixom and TasWater staff to help encourage members of the public to taste the samples and cast their vote.

From toddlers to tourists, students to seniors, members of the public were asked to try each blind sample of water from the separate schemes and note the different tastes present in the tap water. In all, more than 150 members of the public voted and Toowoomba Regional Council's Mt Kynoch WTP in Queensland took out the top drop this year.

Congratulations to Toowoomba who will go on to represent Australia at the Berkeley Springs International Water Tasting Competition to be held in West Virginia, USA in February 2018.

Queensland

Six teams went head to head in the Main Tapping Competition, held for the first time at this year's WIOA Queensland Conference. The City of Gold Coast team of Trent Roberts and Spencer Stacey finished ahead of teams from Queensland Urban Utilities, Logan City and Redland City Councils.

The winning time of 1 minute and 47 seconds was marginally ahead of the time the same team posted to win the inaugural competition hosted by *qldwater* in 2016.

Thanks to Reece Civil as the equipment sponsor along with Ixom who provided the trophy along with a \$1,000 donation to the winners nominated charity. The charity chosen was the Animal Welfare League's shelter at Coombabah.

The Logan City Council and City of Gold Coast made a huge effort in providing and setting up the water supply and all the pipework and facilities used, as well as assisting with running the competition.

Victoria

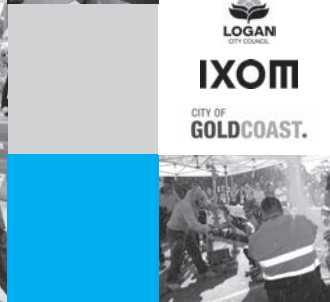
Following on from the success of the water main tapping competition in Queensland, the inaugural Victorian event was staged at the Bendigo conference in September. The competition was proudly sponsored by Reece Civil and Coliban Water. A big thank you is extended to both these organisations for supplying all the equipment for the competition.

The Committee and participants of the Network Operator Development Program were given the task of looking after and running the event and they did a fantastic job.

A large crowd assembled to see what all the fuss was about, and they weren't disappointed. A total of eight teams participated over 4 heats and they were all in the running to win the magnificent trophy put together by Sam Scuito from Goulburn Valley Water.

The competition came down to the very last heat that saw the eventual winners Heath Matheson and Denny Anderson from Central Highlands Water post a winning time of just over 2 minutes.

For winning the competition, Denny and Heath received the Perpetual trophy and the opportunity to donate \$1,000 supplied by sponsor Reece Civil to their chosen charity. They chose WaterAid as the recipient. We look forward to more teams entering next year.



Industry Involvement

As WIOA has grown over the years, through our staff, Committee and members, we have been able to develop or gain access to a wide variety of knowledge and expertise, particularly in relation to operational issues in the water industry.

As one of the Association's primary purposes is to disseminate knowledge and information, we have actively pursued opportunities to participate in activities for, and on behalf of, our members. We have consistently advocated for the introduction of operational risk improvement strategies such as operator certification. We have represented member views and made a positive contribution to a range of industry Committees and working groups. We have developed and implemented a suite of technical training resource materials and seminars to fill identified gaps and we have developed collaborative affiliations with numerous water industry organisations.



Advocacy

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

Representation

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

During 2017, WIOA staff or members have represented WIOA on the following committees and working groups or have provided information to a range of industry stakeholders.

- Australian Industry Standards - Water Industry Reference Committee.
- Water Industry Skills Taskforce - Member
- Certifying Body for Water Treatment Operators in Victoria and Nationally
- Certifying Body for Wastewater and Recycled Water Treatment Operators nationally
- Australian Standards Committee for Sludge recovery, recycling, treatment and disposal
- Australian Standards Committee for Service Activities - Water Supply and Wastewater Systems
- WaterRA Project on the Microbial Risks from Pipeline Repair or Renewal
- WaterRA Project on Operator Competency
- Wastewater Operator Certification project, Queensland

Peter Tolsher from North East Water currently sits on the Standards Australia Committee looking into management of BioSolids (WS-039) and Adrian Rijnbeek from Xylem sits on the Standards Australia mirror Committee (WS-041) - Working Group 10 which is looking into Flushables and Microproducts in sewer systems.



Water Industry Reference Committee

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

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

Industry References Committees (IRCs):

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

Following a review and update of the structure of the WIRC undertaken by the Australian Industry and Skills Committee, the first meeting of the new WIRC was held in October. At that meeting, John Harris from Wannon Water was appointed Chairperson with WIOA MD George Wall as Deputy Chair.

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

Water Industry Skills Taskforce

The Water Industry Skills Taskforce (WIST) was established in 2008 to promote and oversee a nationally coordinated effort to address the skills shortage in the water sector. The Taskforce comprises CEO-level representation from the water industry and related education and government sectors, including WIOA. Dave Cameron from **qldwater** is the current Chair and **qldwater** provides the secretariat services for WIST.

During 2017, further work on the project to develop a Wastewater and Recycled Water Treatment Operator Certification Framework was undertaken. After an industry consultation period, the final Framework was confirmed by WIST in June 2017. At the June meeting, the WIST also appointed WIOA as the Certifying Body for Wastewater and Recycled Water Treatment Operators for the next five years.

In the second half of 2017, a project to create a combined Certification Framework incorporating all the requirements for certification in the areas of water, wastewater and recycled water treatment was commenced. The combined document is proposed to be finalised in 2018.

Collaboration

With limited resources including staff and budget available, it is vital to avoid duplication of services or effort in order to deliver the best outcomes for our members and industry stakeholders. Wherever possible, WIOA has worked in a collegiate and collaborative manner with a range of water industry organisations on a number of operationally focussed projects and initiatives in 2017.

- Australian Industry Standards
- Australian Water Association (AWA)
- Backflow Prevention Association of Australia (BPAA)
- Bureau of Meteorology (BOM)
- Institute of Water Administration (Vic)
- Local Government Shires Associations (LGSA)
- NSW Water Directorate
- Queensland Water Directorate (**qldwater**)
- Regions of Councils (ROC)
- Standards Australia
- Various Government Departments responsible for water or wastewater regulation
- Victorian Water Industry Association (VicWater)
- Water Industry Alliance
- Water Industry Operations Group (New Zealand)
- Water Industry Skills Taskforce (WIST)
- Water Research Australia (WaterRA)
- Water Services Association of Australia (WSAA)

Advisory Committees



NSW

Lindsay Walsh
MidCoast Water

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

Advisory Committees focus on issues and actions relating to the provision of services, events, training and opportunities to recognise achievements in the operational sector of the water industry. They assist the Association to undertake a range of functions such as:

- Identifying the types, range and scope of services and events considered appropriate for water industry operational staff
- Assisting with the organisation, promotion and staging of events
- Providing information for inclusion in WIOA publications
- Encourage participation and knowledge sharing with water industry related personnel employed in the private sector.
- Informing WIOA of training issues or needs specific to operational staff.

Lindsay Walsh from MidCoast Water is Chairperson of the WIOA NSW Advisory Committee. Advisory committee members assisted with a range of activities to make the WIOA NSW Water Industry Operations Conference and Exhibition in Canberra a success. Water interest days and site tours were arranged in Yamba, Quirindi and Jugiong and all were well attended. Two distribution seminars were held in Wauchope with attendance by staff from a number of Councils in the region. In conjunction with the CENTROC operations group, a distribution seminar was also staged in Cowra.

2017 Advisory Committee Events

February

AGM and Weekend Seminar
Eildon, Victoria

March

Operations Interest Day
Bolivar, South Australia

Charity Bowls Day
Yandina, Queensland

NSW Conference and Exhibition
Canberra, ACT

Ixom NSW Water Taste
Canberra, ACT

May

WIOA tour to New Zealand
New Zealand

Water Interest Day
Mt Crosby, Queensland

Wastewater Interest Day
Yamba, NSW

Wastewater Interest Day
Ballarat, Victoria

June

Queensland Conference and Exhibition
Logan, Queensland

Ixom Water of Origin Taste Test
Logan, Queensland

July

Operations Interest Day
Tonsley, South Australia

Ixom South Australian Water Taste
Tonsley, South Australia

Advisory Committee Chairpersons



Queensland

Colin Haynes
Unity Water

Colin Haynes from Unity Water was elected Chairperson of the WIOA Queensland Advisory Committee. Our Queensland members supported WIOA's Annual Conference held in Logan in June and undertook a variety of tasks which assisted with the smooth running of this important event. The annual Charity Bowls Day was held in Yandina in March and very informative interest days were conducted at the Mount Crosby WTP and at Kingaroy. Members in Far North Queensland staged a water interest day in Cairns along with a charity bowls afternoon.

South Australia

Robran Cock
Trility

Robran Cock was elected the Chairperson of the South Australian WIOA Advisory Committee taking over from Neil Crossing. The South Australian Committee staged the annual Taste Test and interest day at Tonsley in July along with well attended interest days and tours at Bolivar STP and the Happy Valley WTP.

Tasmania

Darren Lord
TasWater

The Tasmanian Advisory Committee includes operational employees from TasWater with representatives from right across the state. The elected Chairperson of the committee is Darren Lord. The Committee helped stage the Tasmanian Water Taste Test and interest day in August in Launceston as well as a wastewater interest day in Longford. The Tasmanian Advisory Committee and staff from TasWater also hosted the Australian Best Tasting Tap Water competition during National Water Week in October in the Brisbane Street Mall in Launceston.

Victoria

Anthony Evans
Wannon Water

Anthony Evans from Wannon Water continued as Chairperson of the WIOA Victorian Advisory Committee in 2017. As well as assisting at the Victorian Conference and Exhibition in Bendigo in September, the Victorian Advisory Committee conducted activities that included interest days in Ballarat and at the Desalination Plant in Wonthaggi as well as a successful charity golf day in Tatura. In September, Anthony also acted as tour guide for the contingent of operators from New Zealand who visited various water and wastewater sites in Western and Central Victoria before attending the WIOA Victorian conference.

August

Operations Interest Day
Launceston, Tasmania
Ixom Tasmanian Water Taste
Launceston, Tasmania

September

Victorian Conference and Exhibition
Bendigo, Victoria
Hosted tour of various sites for NZ delegation
Western & Central Victoria, Victoria
Ixom Victorian Water Taste Test
Bendigo, Victoria

October

Far North Queensland Operations Interest Day
Cairns, Queensland
Far North Queensland Charity Bowls Day
Cairns, Queensland
Charity Golf Day
Tatura, Victoria
Wastewater Interest Day
Kingaroy, Queensland
Operations Interest Day
Quirindi, NSW
Ixom Australian Best Tap Water Competition
Launceston, Tasmania

November

Water Interest Day
Happy Valley, South Australia
Operations Interest Day
Jugiong, NSW
Operations Interest Day
Wonthaggi, Victoria

December

Wastewater Interest Day
Longford, Tasmania

Conferences

Water Industry Operations Conferences & Exhibitions

In 2017, WIOA conducted operationally focused conferences in NSW, Queensland and Victoria. With attendance numbers passing the previous records in Queensland and Victoria, attendees came from all states in Australia as well as from overseas. Overall some 3,039 people participated in the technical sessions or the exhibitions.

The conferences provide a forum for water industry operational employees to come together and discuss issues, share experiences, learn about the latest product and technology developments, and network with their peers.

WIOA conferences aim to:

- Distribute the latest operational, technical and research based information through platform and poster presentations.
- Update the knowledge and skills of operational staff through interaction with fellow water industry employees.
- Provide the opportunity to view and discuss the latest advances in technical equipment, products and services with suppliers and industry consultants.

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

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

2017 Conference Attendances

	NSW Canberra	Queensland Logan	Victoria Bendigo
Month	March	June	September
Exhibition Sites	130	112	204
Attendees	732	852	1455

Best Exhibition Sites

At each event, a panel of judges appointed by WIOA inspects and rates each exhibition site. In particular, they are looking for presentation and innovation, the use of interactive displays, the incorporation of novel ideas into the product display and the engagement of their staff with the delegates and visitors. The exhibitor that best meets all these criteria wins the Ron Bergmeier Award for the Best Exhibition Site. Each winner receives an advertisement in Utility magazine valued at more than \$2,000 and a WIOA corporate membership.

2017 Best Exhibition Site Winners

- NSW - Reece Group
- Queensland - Cadia Group
- Victoria - Southern Divers

Conference Sponsors

WIOA is able to provide quality events at affordable prices through the generosity of many of our corporate members taking up a wide range of sponsorship opportunities. WIOA appreciates the financial support provided by our sponsors, hosts and supporters, and thank all who have assisted us to stage our events throughout 2017.

Prime Sponsors



Host & Supporters



Sponsors



Conference Awards

New South Wales Conference Awards



**Best Paper Overall &
Best Paper by an Operator**
Brock Stone Gunnedah Shire Council



Best Poster by an Operator
Gary Perrin Singleton Council



Best Exhibition Site
Reece Group

Queensland Conference Awards



**Best Paper Overall &
Best Paper by an Operator**
Marcus Boyd Toowoomba Regional Council



Best Exhibition Site
Cadia Group

Victorian Conference Awards



**Best Paper Overall &
Best Paper by an Operator**
John Day North East Water

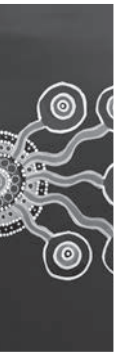


Best Poster by an Operator
Chris Orchard Central Highlands Water



Best Exhibition Site
Southern Divers

National Awards



Kwatye Prize
Max Gray
Trility

ThermoFisher
SCIENTIFIC

PASS Award
Marcus Boyd
Toowoomba Regional Council



Members Draw
Sylvain Momo



Kwatye Award

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

WIOA's national Kwatye Award has been generously sponsored by Thermo Fisher Scientific since 2006, providing a link to Australia's Indigenous community. The Award encourages water industry operational practitioners to nominate to undertake a professional development activity, project or opportunity.

The prestigious award was presented to Max Gray from Trility in South Australia at the WIOA conference in Bendigo.

Max identified a Research and Development project to investigate the applications and use of Remote Operated Vehicles in conjunction with high resolution and thermal imaging cameras in the water industry.

The project outputs will include a report detailing equipment effectiveness within each area investigated and if there are potential benefits for the industry to use this type of equipment to make the job easier and potentially safer.

Two user guides/checklists will be developed covering:

- The selection of technology and what to look for regarding a variety of applications
- The legal requirements for the operation of ROV's in all States of Australia

PASS Award

Marcus Boyd from the Toowoomba Regional Council was announced as the winner of the 2017 PASS (Problem Accepted Solution Supplied) Award at the WIOA NSW Conference in Canberra. The award creates an opportunity for water industry operational staff to share in-the-field innovations and/or fixes to problems so that others in the water industry can benefit.

Marcus in conjunction with the team of fitters at Toowoomba designed and developed a tool to allow replacement of the mixer baseplates in the BNR bioreactor, avoiding the need to take the plant offline. The resulting tool is estimated to have saved Toowoomba Regional Council around \$120,000.

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

Members Draw

Royce Water Technologies has generously supported WIOA for the last 8 years to attract new members by providing a fantastic prize for one lucky WIOA member annually. In 2017 Sylvain Momo was the lucky winner of a \$1,000 voucher, just for being a member of WIOA.

Major Awards

Operator of the Year Awards



Queensland
John Holmes
Whitsunday Regional Council



Victoria
Glenn Taggart
Central Highlands Water



Tasmania
Dave Stacey
TasWater



NSW
Shane Kimber
Shoalhaven Water



South Australia
Brendan Roesler
Trility

Young Operator of the Year Awards



Queensland
Harry Coleman
Toowoomba Regional Council



Victoria
Mae Jobson
Gippsland Water



Tasmania
Robert McDonald
TasWater



All Rounder / Networks Operator of the Year Awards



Queensland
Glenn Cook
Gladstone Regional Council



Victoria
Russell Sunderland
Goulburn Valley Water



Seminars & Events

Distribution Seminars

WIOA has developed a range of Technical Seminars, many of which expand on the information contained in the Practical Guide books. The most popular seminar is the one day interactive seminar on Water Quality Awareness and Distribution System Management. This particular seminar was staged on 12 separate occasions in 2017 alone. Seminars were staged for Gold Coast Water in Queensland, in Wauchope and Cowra NSW, and in Bendigo and Mildura in Victoria, with each limited to 40 participants.

The seminar content covers a variety of water quality issues related to the management and operation of distribution systems. It places particular emphasis on the importance of keeping pathogens out of the distribution network and helps identify where and how pathogens can enter a system. A number of case studies where issues have occurred which have impacted public health are discussed and explained.

These seminars are scheduled once a base demand is determined. Since the first Distribution seminar was developed and delivered in Victoria in 2004, WIOA has now staged 45 seminars with over 1,950 delegates attending.

Weekend Seminar

The 2017 WIOA Annual General Meeting and Weekend Seminar was held on the weekend of Saturday 27th and Sunday 28th February at Holmesglen in Eildon.

Attendees were treated to excellent technical and product presentations from Corporate members SECA, Metasphere and Control Components. The presentations were very informative and the hands on experience made it easy to understand the technology and ways in which they could be applied in the workplace.

Peter Tolsher and Adrian Rijnbeek presented on the work they are doing as part of some Standards Australia Committees where they both represent WIOA.

However, the highlight of the event was the Saturday evening dinner with WIOA's own version of a Las Eildon Casino Night, complete with an appearance from Elvis. Ryan "The King" McGowan showed his extravert side doing an amazingly energetic Elvis impersonation.

On Sunday morning we had the opportunity to tour the AGL Hydro Power Station based at the foot of the wall at Lake Eildon. The AGL team who conducted the tour were very informative and helpful in explaining the system and the process, how the use of water generates power, and how it supplies power for the large part of the state.

New Zealand Tour

The 2017 WIOA operators tour of New Zealand began in Christchurch and comprised visits to 11 water and wastewater treatment plants over 5 days, followed by attendance at the WIOG annual conference in beautiful Queenstown. In all 15 representatives from 5 Australian States made it one of the largest groups to date.

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

- Rolleston Wastewater Treatment Plant
- Timaru Wastewater Treatment Plant
- Peireora Water Treatment Plant
- Oamaru Water Treatment Plant
- Waikouaiti Water Treatment Plant
- Mount Grand Water Treatment Plant
- Balclutha Water Treatment Plant
- Alexandra Wastewater Treatment Plant

The WIOG conference was well attended and was themed 'Wellness in Operations'. Keynote speaker, Dr Kirsty McCulloch from Adelaide presented on fatigue management and its contribution to failures in system performance, whilst learning to manage fatigue in the modern "24/7" environment. Both operators and technical presenters alike did very well, and the format was great. Good to see the interesting initiatives being discussed and innovations in development.

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



Network Operator Development Program

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

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

The program commenced in February 2017 and involved one day each month over an eight month period, with sessions held at a variety of venues across the state.

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

To promote the NODP for 2018, during the Bendigo conference participants Jason Cass and Andrew Povey presented a summary of their experience gained from participating in the Program.

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

The first cohort of 13 participants completed the program in September 2017. They were presented their program completion certificates and a shirt at a special graduation ceremony at a dinner held on Tuesday 5 September. They were each presented their certificates by Mike Rankin from Water Training Australia and were acknowledged by all those present for their hard work and dedication.

The 2018 group of 14 participants were notified of their selection in December 2017. We look forward to watching the progress of this new group as they are exposed to how to identify and implement best practice approaches, increase productivity and enhance a professional culture within their respective organisations.



February	March	April	May	June	July	August	September
Leadership and the Water Industry	Water Quality	Water Reticulation Systems	Wastewater Collection Systems	Pumps and Pumping Systems	Asset Management	Evaluation, presenter support, field trip	WIOA Victorian Conference




Interest Days & Technical Seminars

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

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

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



1	QLD	GOLD COAST
7 MAR		Distribution Seminar
		

6	QLD	GOLD COAST
7+8 JUN		Distribution Seminar
		

11	QLD	GOLD COAST
14 SEP		Distribution Seminar
		

16	QLD	KINGARROY
26 OCT		<ul style="list-style-type: none"> Plant design and Nereda Recycled water system Sludge handling system
		

21	TAS	LONGFORD
6 DEC		<ul style="list-style-type: none"> MgOH dosing into pump stations TasWater optimisation group projects Works undertaken at Longford STP
		

2	SA	BOLIVAR	8 MAR	<ul style="list-style-type: none"> High Salinity Conceter Power Generation Lagoons Midge Fly Control 	
3	QLD	MT CROSBY	11 MAY	<ul style="list-style-type: none"> Maintenance Chemical storage Centrifuge Colour and turbidity in water 	
4	NSW	YAMBA	11 MAY	<ul style="list-style-type: none"> Yamba STP Ballina Recycled Water Project Backflow & cross connection Weir design Biosolids 	
5	VIC	BALLARAT	17 MAY	<ul style="list-style-type: none"> History of Ballarat South WWTP Digester upgrade Clarifier construction 	
7	QLD	GOLD COAST	6 JUL	Distribution Seminar	
8	SA	TONSLEY	13 JUL	<ul style="list-style-type: none"> NZ tour Send in the drone Water shutdowns Blackwater again Taste and odour Management plans 	
9	TAS	LAUNCESTON	2 AUG	<ul style="list-style-type: none"> Intelligent Water Networks NZ tour Lagoon sludge Taste & odour Water quality Wastewater drug sampling 	
10	NSW	WAUCHOPE	22+23 AUG	Distribution Seminars	
12	NSW	COWRA	14 SEP	Distribution Seminar	
13	QLD	CAIRNS	6 OCT	<ul style="list-style-type: none"> Send in the drone Desludging lagoons Iron & manganese in bores Nutrient analysers Remote reservoir cleaning 	
14	VIC	MILDURA	25 OCT	Distribution Seminar	
15	NSW	QUIRINDI	26 OCT	<ul style="list-style-type: none"> LPSC water supply scheme Certification Lagoon nutrient reduction trial Filter optimisation Pump station operation 	
17	VIC	BENDIGO	9 NOV	Distribution Seminar	
18	NSW	JUGIONG	14 NOV	<ul style="list-style-type: none"> GWCC and the Jugiong WTP NSW Health operational monitoring Asset inspections using drones Internet of things 	
19	SA	HAPPY VALLEY	23 NOV	<ul style="list-style-type: none"> Carp virus Sodium percarbonate Electrolytic chlorination Happy Valley filter refurbishment 	
20	VIC	WONTHAGGI	28 NOV	<ul style="list-style-type: none"> Desalination Membranes monitoring, autopsies & operations Risk management of chemical deliveries 	
22	QLD	GOLD COAST	13+14 DEC	Distribution Seminars	

Hosts & Interest Day Supporters



WIOA Charity Events

Queensland Charity Bowls Day

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

The weather was hot and humid, but this did not deter a keen field of over 40 bowlers who put their best foot forward in pursuit of meeting new people, catching up with old mates, raising funds for charity, and ultimately, attaining lawn bowling glory. The event also coincided with St Patrick’s Day, and we had a few bowlers dress accordingly. As the day progressed, it didn’t take long to realise that the luck of the Irish didn’t help too many bowlers!

This year, it was the NETZSCH Australia team captained by Steve Weir that took home the Tradies Cup in a thrilling Grand Final by defeating the reigning champions Xylem, captained by Cameron Gilchrist. The team from Fusion took out the infamous Bunny Ears for finishing in last place.

Of course, the real winners of the day was WaterAid, the recipient of the donation of over \$2,000 that was raised by attendees. The cheque was presented at the WIOA Queensland Conference in Logan. The event was generously supported by a number of companies, including: Gold Sponsors Fusion, McBerns, Pensar, Thermo Fisher Scientific and Xylem and also to our other sponsors of the day in Aqseptence, Evoqua, NETZSCH Australia and Royce Water Technologies.



Victorian Charity Golf Day

The Annual WIOA Victorian Charity Golf Day was held at the Hill Top Golf and Country Club in Tatura in October.

The much sought after Tradies Cup was delivered by defending champions MJK led by Noel Stewart and they were confident of being able to defend their title. However, it proved to be a day for the girls who produced the best score for the day. The team of Trish Mathisen, Robyn Woodhouse, Tanya Nightingale and Karen Hall had a terrific score of 56.8 to win by almost 2 shots.

The team from North East Water of Peter Tolsher, Ian Butler and Mick Fleming came in second, just ahead of the team from Willprint. The Willprint team however had the last laugh. As a gold sponsor of the day and ably led by skipper Ian Almond who teamed up with Peter Curtis and Jeremy Patt, they were clearly the best score of the sponsors teams and were duly awarded the coveted Tradies Cup.

Charity events like this do not occur without the generous support of sponsors. Our thanks are extended to Dial Before You Dig, our naming rights sponsor and Gold sponsors including the Hill Top Golf Club, PAAS and Willprint. The day received fantastic corporate support from ADC Plastics, Coffee Storm, Harry the Hirer, Kirra Promotions, LuminUltra, MJK, Nordical Diving, Southern Divers and Two Sisters Catering.

Through the support of all the sponsors and participants, over \$2,700 was raised for charity over a friendly, relaxed game of golf.

Far North Queensland Charity Bowls Day

In conjunction with an operations interest day, more than 60 water and wastewater staff from far northern councils and equipment suppliers attended what was not only a very technically informative day, but a great opportunity to network socially over an afternoon of lawn bowls. The technical part of the day was sponsored by Bergmeier Environmental, Kelly’s Australia and Cairns Regional Council.

The heat was not an issue with the bowls occurring under cover on the amazingly fast greens at the West Cairns Bowls Club. After an awesome lunch, those that had time stayed on for the Charity Bowls afternoon.

The winner of the Tradies Cup was the team from Bergmeier Environmental which included Ron Bergmeier, Mick McLeod from Aurukun Council and Morris Hammill from Mareeba Shire Council. The long bowl from corner to corner was won by Hayley Paton from Cassowary Coast Regional Council.

Trility was naming rights sponsor and David Ollerton helped present the prizes to the various winners at the end of the afternoon. Other sponsors of the bowls afternoon included Factor UTB, Xylem, Reece Civil, Thermo Fisher Scientific, Glacier Filtration, Merck, Grundfos, HP Agency and Water Treatment Services.

Each year WIOA has rotated the responsibility for nominating a charity to receive the proceeds from the Bowls afternoon and this year it was Cairns Regional Council’s turn. The cheque for \$1,700 was allocated to the Cairns Mayor’s Christmas Appeal.

In 2017 WIOA donated \$13,000 to the following charities

\$8,800	Water Aid
\$1,700	Cairns Mayor’s Christmas Appeal
\$1,500	Kids in Care ACT
\$1,000	Animal Welfare League

Since making our first ever donation in 1999, WIOA has contributed over \$107,000 to worthwhile charities across Australia. Money is raised through the conduct of charity events and fundraising at conferences.



Frequently Asked Questions

How do I join, how much is membership and how can I pay?

You can join by completing and submitting an application form, (which doubles as a Tax Invoice) with your payment to WIOA. There is an application form in the back of this booklet and more forms can be downloaded from the WIOA website.

WIOA has three membership categories, Individual, Corporate and Utility Corporate. The fees are \$30 (individual), \$260 (Corporate) and \$30 per member (Utility Corporate - must have 8 members or pay a minimum of \$260 to be eligible for this category). Payment can be made by cash, cheque, money order, credit card (Visa & Mastercard only) or by EFT. Payment can also be made in person at any Westpac branch using the BSB/account details from your invoice.

What dates does the membership year cover and is a pro-rata fee available?

The membership year runs from 1 January to 31 December annually. A pro-rata membership fee is available, but only to Corporate members joining after 1 July annually. Individual members joining after 1 September annually receive the balance of that year plus all of the next calendar year for their \$30 fee.

What benefits do I receive as an Individual Member?

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

What benefits do I receive as a Corporate Member?

Corporate Members receive all the items listed above plus:

- Discounted exhibition fees at WIOA conferences
- Rights of individual membership is afforded to the nominated person only
- Company details listed in the Corporate member section of the WIOA website
- Access to WIOA members via product brochure mail outs with only a small postage fee
- Editorial promotional space in "Words", "Operator" or possibly "WaterWorks"
- Recognition at the Annual Conferences
- Preference given to Corporate members for mini trade shows at specific issues seminars
- Copies of the WIOA handbook to distribute

What benefits do I receive as a Utility Corporate Member?

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

What events does WIOA run?

Weekend Seminar & AGM

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

Annual Conferences

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

Special Interest Seminars

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

Water Taste Tests

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

Charity Events

WIOA holds a number of charity events such as Bowls and Golf Days across Australia with proceeds donated to charity. In recent years we have also sold hats and collected money for charity via raffles at our events. To date we have distributed more than \$107,000 to worthy charities.

I have an operational problem, can WIOA help?

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

How do I update my Member details or website listing?

All members can update their contact or other personal details by contacting the WIOA office at any time.

Does WIOA have a Privacy Policy and how will my personal details be used?

WIOA has a Privacy Policy which is available from the WIOA website. This policy outlines what information will be collected from Members, how it will be used and under what circumstances. WIOA has a policy of not providing personal details to anyone without prior approval from the Member.

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

WIOA members can choose to receive all correspondence either electronically (by email) or by hard copy (via Australia Post). Sending information by email is more environmentally friendly, efficient, cost effective and is WIOA's preferred method.

If you wish to receive information electronically, you can indicate this on the Membership application form. If you are an existing member and would like to change to email, contact us and we will update your mail preference.

I have a position vacant, can WIOA advertise it?

WIOA will place all relevant Position Vacant advertisements onto the WIOA website free of charge.

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

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

How do I obtain a copy of the WIOA Constitution?

The Constitution is included on our website and can be accessed at: <http://wioa.org.au/about-wioa/constitution-rules-of-association/>

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 January. The Committee is elected at the AGM held in conjunction with the Weekend Seminar. We have established Advisory Committees in Tasmania, Queensland, NSW, Victoria and South Australia to assist us to run our various events. If you don't want to be on the national Committee but would like to help out, just contact us and we can look to add you to a State based group.



Water Industry Operators Association of Australia

MEMBERSHIP APPLICATION / RENEWAL

ABN 27 302 677 808

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

Date ____/____/____

MEMBERSHIP CATEGORY

Please tick the appropriate box

- ☐ **1 Year Individual Membership** \$30 (inc. GST) 2018 only
- ☐ **3 Year Individual Membership** \$90 (inc. GST) 2018, 2019 & 2020 membership
- ☐ **Corporate Membership** \$260 (inc. GST)

MEMBERSHIP DETAILS

Name: Mr / Ms

Postal Address

(Individual members please provide your private mailing address.)

Suburb State Postcode

Date of Birth DD MM YEAR

Employer

Position

Telephone Fax

Mobile phone

E-mail

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

Signature

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

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

PAYMENT OPTIONS

EFT BANKING DETAILS

BSB: 033-254

A/C: 327-012

The following must be included on your payment:

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

CREDIT CARD PAYMENTS

☐ Visa ☐ Mastercard

Cardholders Name

Card Number

Expiry Date

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

Signature

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

Office Use Only

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

IDIOTS Award

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

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

2017 IDIOTS INDUCTEES



Ian Cuthbertson & David Sheehan

2017

David Sheehan
Ian Cuthbertson

2016

Marcus Boyd
Lindsay Walsh
Kathy Northcott

2015

John Granzien

2014

Peter Mosse

2013

Jill Busch
John Day

2012

Anthony Evans
Tim Sells

2011

John Paulger
Graham Thomson

2010

David Barry
Peter Tolsher

2009

Leigh Strange
John Park
Brian Davis

2008

Owen Braybrook
Ian Bicknell

2007

Peter Jackson
Cynthia Lim
Stephen Wilson

2006

Ken Herbert
Pat Davis
John Harris

2005

Mal Farnham
Neil Healey
Russell Mack

2004

Barry Waddell
Ron Bergmeier
George Wall
Richard Greenhough
Tony Hourigan





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