



We would like
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Institute of Water
Administration



IWA June Conference

*Doing business
in a disrupted future
#Innovation*

22–23 June 2017

Melbourne Convention
and Exhibition Centre
1 Convention Centre Place
South Wharf VIC 3006



Doing business in a disrupted future #Innovation

8:45am Registration and Coffee

9:10am Welcome and Context: **David Ryan**, IWA President 2016/17

9:20am Sponsor's address: **Kumar R Parakala**, Global Digital Leader, GHD

9:30am Keynote address: **Dr Peter Ellyard**, Australia's most prominent futurist

10:30am Morning Tea

11:00am *Session 1 – Connected Customers and Communities*

- > Lighthouse volunteer program, **Vicki Scott**, Goulburn Valley Water
- > Kickstarter internship program, **Cassia Colbeck**, Goulburn-Murray Water
- > Beating the HULA blues, **Stuart Roberts** and **Sophea Eng**, City West Water
- > Begonia Festival, **Lise Eagan Bales**, Central Highlands Water
- > "Your Water Your Say", **Ann Telford**, North East Water

11:50am *Session 2 – Digital Future*

- > Success and Failures in Drone Technology, **Mick Hawtin**, Lower Murray Water and **Andrea Pogue**, Goulburn Murray Water
- > IWN Flagship Program – Data analytics and visualisation to assist decision making and reporting, **Brett Millington** and **Andrew Todd**, Intelligent Water Networks
- > Customer Portal, **Andrew Cherry**, Grampians Wimmera Mallee Water
- > Big Data, **Simon Hall**, City West Water

> TAGGLE Colac digital metering programme, **Sandra Brady**, Barwon Water

12:40pm Lunch

1:30pm *Session 3 – Culture and Leadership*

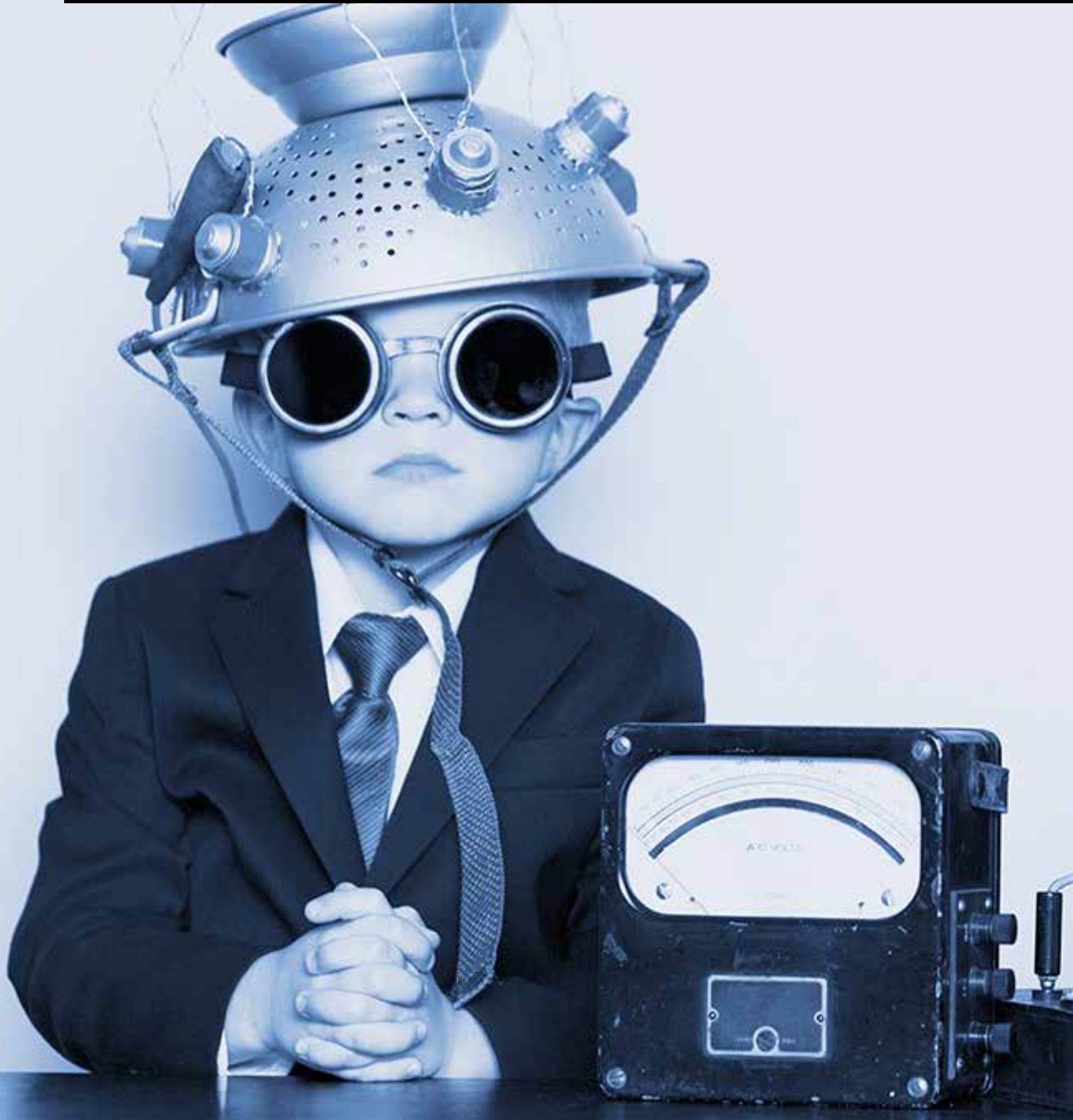
- > Barwon Water Transformation, **Tracey Slatter**, Barwon Water
- > School-based internship program – getting young women into water, **John Day**, North East Water
- > Technology transition, **Iain McDougall**, East Gippsland Water
- > Innovative approaches to achieving cultural transformation in a customer contact centre, **Mareena Corbett**, Yarra Valley Water
- > Developing our Information Management Strategy, **Amanda Finnis**, Coliban Water

2:20pm *Session 4 – Low Tech Innovation*

- > Septic tank management, **Jon Theobald**, South East Water
- > Process and Instrumentation Diagram (PID) Search Library, **David Chambers**, Gippsland Water
- > A step towards Pro-active Grease Trap Compliance, **Lachie Sadler**, City West Water
- > Innovative technology to provide rapid response to microbial risk using LuminUltra, **Rebecca Chapman**, Western Water

3:00pm Closing Comments – **David Ryan**, IWA President 2016/17

3:10pm Depart



In conjunction with this Conference, the following Special Interest Groups of the IWA will be meeting on the above date. For details of these meetings please contact the Convenors listed below:

Special Interest Group and Convenor:

- > **Corporate Governance** **Chris Dalton**, Goulburn Valley Water
(03) 5826 3514 chris.dalton@gmwater.com.au
- > **Customer Service** **Rosemary Lowe**, Western Water
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- > **Communications and Engagement** **Nicole Cooper**, Western Water
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- > **Energy and Greenhouse** **Megan Kreutzer**, Coliban Water
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- > **Executive Assistants** **Joanne McBain**, Wannon Water
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- > **Human Resources** **Rebecca Jhonston**, North East Water
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- > **Information Technology** **Craig Lindley**, Yarra Valley Water
0417 351 114 craig.lindley@yvw.com.au
- > **Technical Services** **Nicola Belcher**, Barwon Water
(03) 9872 1898 Nicola.Belcher@yvw.com.au

Please note, the Finance and Educator SIG's will not meet in June. For further information please contact Finance Convenor, Nicholas Moore, (02) 6022 0509, nmoore@newater.com.au or Educator Convenor, Katrina Knight, (03) 5956 4175, KKnight@westernportwater.com.au.

CONFERENCE KEYNOTE



Peter Ellyard



Peter is Australia's most prominent futurist and a highly interesting and motivated speaker. His area of expertise lies in the qualitative rather than the quantitative area of futures planning. He looks at longer term positioning, specifically emerging markets, jobs, values, energies, new industries and global shifts.

The global financial system in a more generalized sense to 2025. How to position for success and what are some of the ingredients needed to become successful.

CONFERENCE REGISTRATION

Registrations are available online via the IWA website. Please click below to register for the conference by Friday 16th June 2017.

[REGISTER](#)

CONFERENCE DINNER

Proudly sponsored by



Join us for the Conference Dinner:

Date: Thursday 22nd June, 2017

Time: 6:30pm Pre Dinner Drinks, 7:00pm start

Venue: MCEC Clarendon Rooms,
Level 5, 1 Convention Centre Place,
South Wharf, Melbourne

Dress: After 5 attire

PROSTATE CANCER FOUNDATION OF AUSTRALIA RAFFLE



In memory of Laurie Gleeson, (past MD of Goulburn Valle Water and past President and Executive Member of the IWA) and the thousands who die each year from prostate cancer we will be holding a raffle to raise money for the Prostate Cancer Foundation. Please bring your wallets along to go into the draw to win some fantastic prizes and support this very worthwhile foundation.

ENTERTAINMENT

Dave Thornton has built a global reputation for his honest, engaging, whip-smart and damn funny comedy. He's stormed the world's three major comedy festivals – *Melbourne International Comedy Festival*, *Edinburgh Fringe* and the invitation-only *Just For Laughs* in Montréal. Back home Dave is a hot ticket across the country, filling thousands of seats with a growing army of fans. Dave has also appeared on the small screens landing roles in Channel 9's smash hit *House Husbands* and ABC TV's *Upper Middle Bogan*. Dave is also co-host with Fifi Box on the popular hit morning breakfast show with Fox FM. Don't miss a night of laughs with Dave.



ACCOMMODATION



We have arranged a group accommodation block at the Crown Metropol with special rates for delegates.

Please click on the link below to be directed to IWA's personalised booking page to book your accommodation online.

[Crown Metropol](#)

NEXT IWA CONFERENCE

16 – 17 November, 2017

Venue: Crown Melbourne

