



Institute of Water
Administration

IWA Annual Report 2009/2010



Table of Contents

- 2. President's Report
- 3. Special Interest Group Reports
- 13. IWA Study Tour
- 17. Executive Council 2009/10
- 18. Conference Sponsors and Presenters
- 20. Membership Register
- 22. Financial Statements
- 24. Audit Opinion
- 26. Past Presidents, Secretaries and Treasurers

Objectives

- To advance the science of water and wastewater administration by providing the opportunity for members to elevate their professional and general knowledge.
- To increase the proficiency of water industry management.
- To promote the highest standard of integrity in the work of Institute members.
- To foster efficiency and effectiveness in water resources utilisation and development through professional management.
- To maintain high standards of service from the water industry to the community generally.
- To ensure members participate in and contribute to future directions in the water industry.

Presidents Report

During the year, the Executive Council in collaboration with our Special Interest Group convenors and representatives from our key partners VicWater and the Australian Water Association have spent some time thinking about the future directions for the IWA. We resolved that the Institute exists, as it has since inception in the 1960's, to provide a forum for sharing information, networking and professional development across the Victorian water sector.

What differentiates the IWA, is that as well as providing a forum for interaction at the very senior levels around strategic issues, we also now provide great value to practitioners and current and aspiring managers of a range of business and technical functions, through the Special Interest Groups.

The SIG's take the core purpose of the Institute beyond the executive management level and drills it down and across the businesses to provide opportunities to subject specialists. This is great for the individuals, and also for water businesses, because we have people sharing and learning from each other and adopting best practice wherever it emerges across the sector.

The number of SIG's is growing and we currently have groups formed around Customer Service, Information Technology, Finance, Technical Services, Human Resources and Public Relations/Communications. More recently the Executive Council has received very worthy submissions for the IWA to auspice Special Interest Groups for the Executive Assistants of water corporations across the State, and also from a group of Corporate Secretaries looking at governance type issues.

The SIG groups have brought much greater participation and a more balanced set of demographics to the Institute, they have tremendous energy and momentum and we look forward to them being at the heart of the IWA's activities in the future.

The institute has run three very successful conferences again this year, two in Melbourne in November and June and with our regional conference at Phillip Island in February.

The IWA also organised a study tour in June 2010 which visited sites in Melbourne, Adelaide, Perth, the Northern Territory and Singapore. The delegates agreed that what was learnt on tour, along with the contacts and friendships made will provide a solid foundation for improving how work is planned and done, and the benefits to the water industry will be experienced for years to come.

I want to recognise and thank our partner organizations, VicWater and the Victorian branch of the Australian Water Association. The relationship and cooperation we enjoy with these partners with respect to scheduling and program development, and providing a pathway for policy development emerging from the SIG's is really good.

I thank the members of the Executive Council for their input and support, the Special Interest Group convenors for their work in making those groups tick. I should also recognise the role of Sarah Johnston & Kim Calvi in the operation of our Institute. Sarah and Kim are the people who really make it happen and the Institute would not function without the work that they do.

Finally, I should thank the members of the Institute for the opportunity to hold the position as President over the past year. I am very proud of the value IWA brings to our members and the industry and it's been a privilege to undertake the role.



Peter Quinn
IWA President 2010

Special Interest Group (SIG) Reports

IWA CUSTOMER SERVICE SPECIAL INTEREST GROUP ANNUAL REPORT 2009-10

Membership

The IWA Customer Service Special Interest Group (SIG) has again had a very productive year. Membership of the group remains strong, with regular attendees representing all Urban and some Rural Corporations. This year also saw the group expand to include members from Tasmania.

Group Committee

The current committee comprises: Stephen Carter (Central Highlands Water) Convenor; John Morris (North East Water) Deputy Convenor; Kerri Carr (Coliban Water); Chris McLeod (Barwon Water); John Robertson (South East Water); Carol Ross (East Gippsland Water); and, Murray Cornwall (Gippsland Water).

Meetings

The meetings of the group continue to have very full agendas. A wide variety of topics relevant to customer interaction have been raised for discussion in 2010, with the salient matters including:

Smart Metering - Presentation from SEWL on developments and case studies;

Regulatory Reform Processes – Presentation on timing and inputs to decision making (DSE);

Save Water Alliance – Overview of Easyfill™ and other Programs;

Water Restrictions – Updates from Members;

High Usage & Leak Allowance Guideline – SIG Sub-Committee developed guideline;
Outsourced customer contact centre systems and strategies – National Credit Management;

Whole of Government Standards for Forms Project – Presentation (Office of Small Business);

EWOV – Update on new and planned developments (Deputy Ombudsman);

Performance Reports , Hardship GSL, Trade Waste Code, Performance Indicators and Complaints matters (Essential Services Commission);

Performance measures for delivery of Government Concessions – (DSE, Centrelink & ESC);

Building Services Platform (DIIRD); and,

Member specific issues – There were approximately 20 issues raised by members for discussion including: billing; after-hours coverage; maintenance arrangements; service providers; and government programs.

Key Issues and Benefits

An industry guideline pertaining to higher than normal customer accounts from unexplained or hard to detect leaks has been developed to promote consistency in managing these types of customer requests. This guideline, which mirrors the practises of the much of the industry, has now been approved by VicWater and distributed to Water Corporations.

Matters pertaining to customers in financial hardship continue to be a focus with the approaches taken by various corporations being shared amongst the group at its meetings.

Meetings of the group have provided an efficient means for various companies providing services for the industry to promote their offerings, and for members to discuss and provide feedback about the company and others offering similar products and services.

The meetings have also provided an opportunity for members to provide feedback to the Water Industry Representative on the EWOV's Case Advisory Handling Committee regarding any opportunities for the EWOV and the Industry to improve the management of complaints.

An ongoing key outcome of the group is the peer support for customer service managers and staff working in water corporations. The mutual trust and openness in relation to information sharing is highly valued by members of the group. The active email communications culture assists group members seeking information on policies or practices on a particular issue.

The group will continue to lobby regulatory authorities in relation to matters of common concern.

The group thanks the IWA for support given to all SIGs, and welcomes the opportunity to continue to grow and develop in the coming years.

Stephen Carter
Customer Relations Officer
Central Highlands Water
IWA Customer Service Special Interest
Group Convenor

Information Technology Special Interest Group

The Information Technology Special Interest Group (IT SIG) has continued to build upon the value delivered to its members, providing valuable networking opportunities, allowing its members to share information, and to assist in further enhancing the delivery of IT services throughout the industry.

The SIG met three times during the year, with meetings held in November 2009, February 2010 and again June 2010. Attendance has continued to remain strong with more than 25 attendees from around the state attending the IT SIG sessions.

November's IT SIG focused on the future state of technology, and featured a presentation from Gartner analyst Andy Roswell-Jones on emerging trends in technology. In addition, Microsoft Account Manager Mike Stone, and technology specialist Rainier Bryce gave a presentation on the latest features of SharePoint 2010. A final presentation from IWA Member Ryan McGowan (GVW) demonstrated the effect of losing the Kilmore Water Treatment Plant during the bush fires on Black Saturday.

February's regional meeting held in San Remo focused on Supervisory Control And Data Acquisitions (SCADA), with an insightful presentation from IWA member Ryan McGowan (GVW) on Industrial Control Systems – Cyber Security as well as a presentation from industry specialist Tony Poole of Parasyn, on Managing SCADA Sourced Information Systems.

June's IT SIG meeting was hosted by Telstra at their Global Operations Centre (GOC) located in Clayton. The meeting included a tour of the global operations centre, as well as providing a summary of their operations, concluding with a series of presentations

from Telstra with updates on product roadmaps for key products including Next-G, as well as other offerings to further assist in streamlining IT operations. The day concluded with presentations on intelligent network design, and South East Water's PMO from IWA member Penny Dent (SEWL).

The meetings also provide an opportunity for the group to discuss their respective companies IT projects and initiatives, sharing valuable insights into the issues they face, providing an opportunity for the community to ask questions of their peers, and to learn from the collective experience of the group. This, combined with networking opportunities, is considered highly valuable to the group. A number of water businesses have adopted or shared IT solutions based on discussions at this, and previous year's SIG events. Overall the IT SIG events are working very well and continue to be held in high regard by the members.

Marcus Darbyshire
Chief Information Officer
South East Water
IWA IT SIG Convenor

Technical Services SIG

The Technical Services Special Interest Group is comprised predominantly from regional urban water business technical and engineering managers. Very few metropolitan engineering or technical managers attend the sessions.

Attendance ranged from a low of 12 to a high of 17 during the course of the year. The June meeting of the TSSIG meeting was cancelled due to lack of numbers.

Issues addressed during the year

1. Telstra Network Protection Plans and the manner in which Telstra conducts its business was raised by Goulburn Valley Water. It was observed that the insurance and fees required to work around Telstra assets far outweighed the risks to the Telstra assets. This is expected to become increasingly problematic with the roll-out of the National Broadband Network.
2. Septic Tank Management was raised generally by the group. It was observed that the inability of some Councils to effectively manage Septic Tanks in their jurisdictions is leading to a suspicion that the task may be required to be taken over by Water Authorities. The Water Authorities should be aware of what this task may involve in order to engage in a debate on the topic. The issue will be raised as part of the EPA Industry Strategy being prepared in advance of Water Plan III.
3. The Plumbing Industry Commission (PIC) presented to the group and answered questions regarding the effectiveness of the PIC in regional areas. Further dialogue is sought with the PIC in an effort to improve the quality of private plumbing assets (which directly

affect the operation of water authority systems).

4. The EPA presented to the group on their reuse guidelines, and the implications on water authority recycling activities.
5. The Technical Services group joined with the Customer Services Group to receive a presentation from DIIRD regarding the Smart Forms project designed to make application for government services simpler and more efficient.
6. The chairmanship of the group passed from Owen Phillis to Dean Boyd.

Matters outstanding

1. The scope of the group remains unclear. Technical services now touches on topics as broad as Capital Works, Information Technology, Regulation, Strategy, and Human Resources. There is an ongoing desire to structure the discussions of the group in such a way as to account for this diversity.
2. The purpose of the group remains unclear. The group has identified two main tasks that it may choose to fulfil. The first task is to transfer information on pertinent matters to managers who may be facing similar challenges elsewhere in the State. The second task is to act as an agent for change and to attempt to influence policy. The two tasks require different processes and group structure.

The group intends to clarify its purpose at the next IWA session (February 2011), and revise its processes/charter to account for the above two outstanding issues.

Owen Phillis

Manager – Sewerage Strategy and Resources Strategic Planning

Melbourne Water

IWA Tech Services SIG Convenor

FINANCE SIG

Meetings:

1. 12 November 2009. Melbourne


The Melbourne meeting in November was held away from the RACV Club to ease the meeting room accommodation shortage so it was held at Cliftons training Rooms. This assisted the TechOne user group to meet in the morning at the same venue. There were 28 attendees from 15 water corporations, plus DSE.

There were six presentations:

1. CPA Australia provided an update on the changes to the CPA Program for graduates.
2. Valuer General's Office gave advance warning to plan well ahead for the 2010-11 revaluation cycle, as well as the upcoming infrastructure valuation.
3. Wannon Water presented on how their strategic purchasing policy was providing benefits some two years after implementation.
4. DTF provided an overview of the Public Finance Accountability Bill, which will replace four existing Acts. The most notable change will be the 30 September date for tabling of Annual Reports each year, not just in election years.
5. Victoria Auditor General's Office advised there were no qualified financial statements or performance statements in the water sector for 2008-09. There was some room for improvement on how water corporations gathered and presented data to the auditors for the Performance Reports.
6. DSE presented on how they were implementing a Performance Framework to monitor performance of water corporations. This presentation had been individually delivered to all water corporations over recent months. Emphasis was made that it was a tool for DSE to pull together data that was already gathered by them and other stakeholders (ESC).

7. In addition, DSE was seeking feedback on the issue of Penalty Interest on water accounts. We wish to welcome Matthew Scott of East Gippsland Water as the new Finance SIG convenor for 2011.

There was a shortage of agenda items for the Cowes meeting in February, and some suggested topics were to be discussed at the VicWater Finance Issues Workshop in May so there was no February meeting.



David Thomas
Manager Finance
Western Water
IWA Finance SIG Convenor
23 Nov 10

Human Resources SIG

The year started with a journey to the Silverwater Resort near Phillip Island in February. Twelve water corporations were in attendance with fifteen attendees in total.

Steve Wilson and Rob Wall were our main presenters representing Meerkin and Apel. The major point of discussion was about the Water Industry Award Modernisation and an update on Enterprise Agreement negotiations.

Terry McConvill from Workforce Victoria spoke about the Public Sector Policy Manual 2010, which also included a lively discussion about whether water corporations were constitutional corporations.

Katrina Baddeley from CHWater gave an update on the collaborative work done in conjunction with the State Services Authority towards the People Matter in Water Survey 2010.

Mark Wilkin, GVWater and Peter Drummond GMMWater gave an update on the VicWater training project being undertaken by Paul O'Brien from VicWater.

Open discussion then took place in the afternoon with topics such as the proposed water treatment operator guidelines and the certification requirements being proposed by WIOA.

Colleen Rose from Wannon Water was also nominated as the HR representative on the Vision Super consultative committee.

The next meeting was in June at the RACV Club in Melbourne. Fourteen corporations were in attendance which included sixteen attendees in total.

David Moxon, Fund Development Manager

with Vision Super spoke about the Henry Tax Reform, superannuation clearing houses, defined benefit funding plans and the merger of Equip and Vision super.

Bernadette Fallon from SSA then spoke about the implementation of People Metrics and some of the toolkits that have been developed by the SSA.

The Managing Director of SACS, Andrew Marty then presented on "What is Wellbeing". This included topics such as individual morale, workgroup morale, individual stress and workgroup distress. Andrew supports a wellbeing program that delivers on empathy, clarity, engagement and learning.

Bernard Kelly and Robin Mullen from GSERP reported on executive contracts and bonuses.

The round table discussion in the afternoon discussed issues such as the WICD conference in Adelaide, the Water Industry Training Package, VicWater Masterclass Leadership Program, DoH Water Treatment Plant Operators Guidelines.

The November meeting in Melbourne was again well attended by thirteen corporations and the themes continued with updates on industrial relations issues and the release of the Water Treatment Operator Guidelines.

David Sheehan from DoH and George Wall from WIOA discussed the new guidelines and the certification process.

Terry McConvill from Workforce Victoria spoke about the new Paid Parental Leave Scheme, Long Service Leave and the National Employment Standards.

Kerin Leonard, Manager of Legal Unit with the Human Rights and Equal Opportunity Commission gave an update on the new

Act 2010 which comes into effect in August 2011.

The HR SIG has been in discussions for some time about sourcing reliable remuneration data. The current independent remuneration advisors tend to have industry specific data, but not state based or public sector. A proposal was put to Geoff Nunn, who is an independent remuneration consultant, to provide such a report for the Victorian Water Corporations to utilize.

Representatives from Meerkin and Apel, discussed how the Fair Work Commission is interpreting Unfair Dismissal cases.

Mike Rankin from Water Training Australia discussed the opportunity to work collaboratively with small numbers of staff wishing to undertake the Cert III in Water Operations and other updates in regard to vocational education in the water industry.

In open discussions the Terms of Reference for the Learning and Development Network were distributed. These have been collated with a regional focus but some of

the metropolitan corporations indicated that they were keen to participate in these groups in the future.

The IWA HR SIG has certainly been well attended again this year and is a highly beneficial networking opportunity for all of the participants. It is strongly supported by both the regional and metropolitan corporations.

There has been a turnover of HR staff in some corporations this year and the HR SIG provides the ideal opportunity for the new members to quickly get up to speed on relevant water industry issues.

All the corporations are to be congratulated for supporting the SIG concept and the individuals for the generous camaraderie, information and knowledge sharing that exists within the group.

Peter Drummond
Manager People and Culture
GWMWater
IWA Human Resources SIG Convenor

PR/Communications SIG

Now in its third year of operation, the PR/Comms SIG continues to provide an important forum for communication specialists to explore common challenges and issues.

Attendees have mainly been from rural and regional water businesses and topics have ranged broadly, including: internal communications, strategic planning, stakeholder and community engagement and new media and its challenges, through social media.

Outcomes

The value of the development of the PR/Comms SIG extends well beyond the three meetings a year with development of a network of communicators who regularly email others in the group, using the breadth of knowledge and experience to solve individual queries.

From inception of the group, attendance has predominantly been rural and regional water businesses. This year, the invitation was extended to urban businesses to present to the group, helping to leverage what is usually bigger budgets and specialist knowledge to increase the discipline of communications to smaller rural and regional groups who by necessity, are generalist in nature.

Representation on the PR/Comms SIG of DSE's water communications team members is fostering closer links between DSE communication planning and IWA SIG members.

Future actions

The IWA SIG has been consulted to contribute to the further development of a whole of industry symposium on community engagement.

Meetings

November 2009

- **Community Engagement** – approach, successes and failures of two rural water businesses. Presented by Helen Friend (Grampians Wimmera Mallee Water) and Mary Connelly-Gale (Goulburn Valley Water)
- **Essential Services Commission and customers** – expectations of community engagement and tips for the future for the next Water Plan. Presented by Angelina Garces – Acting Director Water ESC & Gavin Clancy – Communication Manager (ESC)
- **Annual Report debrief** – improvements needed and new direction for annual reporting requirements. Presented by Grant Watkinson – Manager Water Industry Governance. (Department Sustainability and Environment)
- **Water Supply Situation during a bushfire** – communications and improvements post Black Saturday fires. Presented by Simone Gandur Director of Communications (Department Sustainability and Environment)

February 2010

- **Moving towards a customer focussed organisation** – concepts of customer orientation and inclusion in the strategic planning. Presented by Sarah Milford (Barwon Water)

- **The challenge of Stakeholder relations** – Mapping Goulburn Murray Water stakeholders, demographic profiling and appropriate communication tools to engage a difficult community cohort presented by Linda Nieuwenhuizen (Goulburn Murray Water)
- **Northern Region Sustainable Water Strategy** – the process of formulation of the strategy, its victories and challenges and insights for regions yet to have a sustainable water strategy developed. Presented by Jane Ryan (Department Sustainability and Environment)
- **Writing for the masses** – plain speaking and making communications better impart the message. Presented by Janet Wilcox-Granger (Southern Rural Water)
- **What's been happening in your region?** - Facilitated by Ros Griggs (Gippsland Water) this is an invaluable opportunity to share challenges and successes of different water businesses throughout Victoria.
- social media space.
- **A story about a blogging MD** – Coliban Water's move into the blogging space and the introduction of online forums, delivered by Roslyn Salmon (Coliban Water)
- **What's been happening in your region?** – Facilitated by Ros Griggs (Gippsland Water) as per February's meeting.

Brigid Wenn
Manager Communications
Western Water
IWA PR/Comms SIG Convenor

June 2010 – The new space of social media

- **Social media at DSE** – learnings were shared by DSE social media officer about directions in YouTube and Twitter as well as DSE staff policy for social media.
- **Update from DSE** -- Director Communications DSE, Simone Gandur discussed advertising guidelines and central agency purchasing.
- **Melbourne Water Social Media** – Andrew McGuiness (Melbourne Water) discussed social media strategy and guidelines at Melbourne Water and the introduction of more appropriate casual language for the

IWA Study Tour 15th-26th June 2010: Adelaide, Perth, Darwin and Singapore.

Integrated Water Supply Solutions – Recycled, desalinated, storm, ground and reservoir water.

Overview

Ten water industry delegates recently stepped outside of Victoria to discover how similar challenges are being faced by their counterparts in South Australia, Western Australia, Northern Territory and Singapore. All aspects of managing the integration of a variety of water sources, including desalination, stormwater, groundwater, surface water and recycled water were studied. Innovation and integration of diverse water resources were explored in both large and small scale projects. Topics ranged from strategy to action planning, operations to administration, corporate culture to customer communication, technology to risk management; as well as legal and financial considerations.

Challenges for tomorrow explored

Urban water resources are becoming scarce, especially if the quality of life expected by the increasing population is to be met. Forecast population growth and the expansion of current metropolitan areas are compounding the impacts of climate change. To combat and manage these changes and ensure our quality of life will be improved and maintained by easy access to fresh water supplies in the future, the study tour explored several emerging challenges:

- The variety of water supply modes available and their impact on communities, catchment management and infrastructure planning (including managed aquifer

recharge, stormwater harvesting, desalination, greywater, rainwater, recycled water).

- Strategies for the provision of water security in the face of climate change and uncertainty; cost effectiveness and sustainable management.
- Seawater desalination – is it an insurance policy only? If so, what is the premium for this insurance?
- Incorporation of water sensitive urban design principles, addressing the environmental impacts of integrating water supplies and developing appropriate alternative energy solutions.
- Understanding urbanised landscapes as water catchment areas, and harnessing the diversity of water supplies in light of competing demands for water of varying quality and volumes.
- Managing impacts of modified water signatures (a consequence of desalinated water) in a water grid on infrastructure and water quality.
- Water quality challenges associated with capacity management and the blending of a variety of scarce water sources
- Communication and customer service challenges, issues and opportunities relating to public relations, community engagement, customer perceptions, education and uptake.

Melbourne highlights

The tour started with a welcome dinner which set the scene for the journey to follow. Delegates had the opportunity to gain an Australian perspective on integrated water supply and use over dinner and a round table discussion with the CEO of WSAA, Ross Young. Ross shared some of his views on future water trading opportunities and

limitations, the connected Water-Energy challenges, and potential industry impacts of any future emissions trading scheme.

Adelaide highlights

SA Water and the State Government has placed significant focus on planning and the development of infrastructure, systems and schemes to support the significant population growth projections and the associated demand for quality water supplies anticipated.

Delegates learnt about and spoke frankly with people in charge of programs such as the:

- Network Water Security Program which provides infrastructure planning for the next 20 years to address limited connectivity issues and on optimising the use of existing infrastructure. The development of the North South Interconnection System Project is a significant part of this program and aims to connect Adelaide's northern and southern water supply networks to allow:
 - o Enhanced security of supply
 - o Optimal use of assets
 - o Flexible long term management of current and future water resources
 - Water for Good is a comprehensive, robust plan for South Australian water security to 2050. Released in June 2009, the plan incorporates:
 - o future supply demand scenarios
 - o diversity of supply
 - o adaptability in planning
 - o legislative, regulatory, and pricing reform
 - o education and community awareness
 - o innovation and increasing opportunities for competition.
 - 30 year plan for Greater Adelaide – This vision for Adelaide's development for the next three decades is the biggest project of its type undertaken since the 1962 metropolitan plan. The plan looks at a wide range of initiatives including mandating water sensitive urban design and sustainability.
- Delegates visited a number of sites where they could see the results and implications of this extensive planning including:
- The construction site of the Adelaide Desalination plant which will serve over 1.5 million South Australians with a capacity to provide up to 50% of Adelaide's drinking water in future.
 - Aldinga Managed Aquifer Recharge Scheme – storing recycled water for use by irrigators in summer months. A leading technology and research site which may enable this technology to be used in other remote SA locations in future.
 - SA Water house – New 6 star Green Building. Utilising the opportunity to align with sustainability values and address cultural and operational issues. Achieved significant cultural change goals along with water, energy and operational efficiencies; if you are ever in Adelaide you have to go and see this building!
 - Lochiel Park – leading example of water sensitive urban design integrating stormwater, water sensitive urban design and water recycling.
 - Mawsons Lakes – understanding use of recycled water and stormwater for public open space irrigation and third pipe supply to houses for toilet flushing and garden watering.
 - City of Salisbury – stormwater reuse using wetland treatment and aquifer storage and recovery (ASR) storage.
 - Glenelg to Adelaide Parkland Scheme

- recycled water used from Glenelg STP to provide water for Adelaide Parklands and other CBD water recycling initiatives replacing water from the Murray, Hills and River Torrens catchments and groundwater.
- Bolivar STP & Virginia Pipeline – Bolivar STP provides high quality 'Class A' recycled water (Fit for irrigation of fresh vegetables) for use in The Virginia Pipeline for irrigation. The water from Bolivar is also used at Mawsons Lake and Parafield Wetland. The Virginia Pipeline Scheme is the first and largest recycled water scheme of its type in Australia and now has more than 240 contracts using more than 15,000 mega litres of reclaimed water for irrigation each year.

Perth & Rottnest Island highlights

Tour delegates took a boat trip to Rottnest Island, where they experienced first-hand the challenges of managing water and energy supplies in a small reasonably inaccessible community. Ingenuity, a focus on sustainability and a direct relationship between wind power and seawater desalination resulted in 40% efficiency due to the reliable nature of the wind on Rottnest (power is supplemented with diesel generators).

Delegates also visited Perth's operational seawater desalination plant – the first of its kind to provide desalinated water for large scale public consumption and also the nearby Kwinana Water Reclamation plant which provides recycled water for industry use, saving 6 GL per year of potable water supply.

Gaining insight into strategies used by the Water Corporation to provide water security in the face of climate uncertainty the delegates were provided with a number

of presentations:

- Water Forever – 50 yr plan aiming to make Perth and surrounding areas more climate resilient to ensure sufficient and sustainable water supplies for Western Australia. It incorporates 3 key strategies. By 2030, they plan to:
 - o Reduce water use by 15%
 - o Recycle 30% of all water
 - o Develop 70 – 100 GL of new water sources
- The Integrated Water Supply System (IWSS)
 - o Delivering water to 1.6 million people across Perth, the South West, Kalgoorlie-Boulder and the Wheatbelt and Goldfields Agricultural regions.
- Groundwater replenishment
 - o A future water source for WA where water from a wastewater treatment plant undergoes further treatment and is then recharged to groundwater.
- Land applications of biosolids
 - o insight into the success and challenges associated with one of the most successful schemes in Australia

Darwin and Bathurst Island highlights

Significantly different issues are faced in NT. Delegates had the opportunity to explore issues associated with wet vs. dry seasons and the impact on wastewater treatment and reuse as evidenced by the Alice Springs Recycled Water Scheme. They were also faced with the issues and complexities associated with culture, water quality, management and supply options to outstations and remote communities when they visited the community of Nguuiu, Bathurst Island.

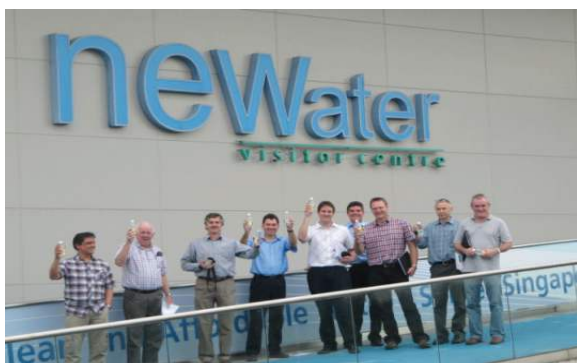
The tour also joined the NT AWA Branch for a seminar on the supply of water to

remote communities in NT meeting many representative of the Water industry in NT, and sharing with the NT Branch some Victorian perspectives on recycled water pricing.

Singapore highlights

Significantly different issues are faced in The delegates explored world leading water resource management in Singapore with visits to:

- PUB (Public Utilities Board) which has 1.2million customers and manages their 4 national taps which include: local catchment, imported water (from Malaysia), 'NEWater' and desalinated water. NEWater is treated used water that has undergone stringent purification and treatment process using advanced dual-membrane (microfiltration and reverse osmosis) and ultraviolet technologies. NEWater could be mixed and blended with reservoir water and then undergo conventional water treatment to produce drinking water (a procedure known as Planned Indirect Potable Use or Planned IPU). There are currently 4 NEWater plants in Singapore and significant education and public relations campaigns are conducted within the community to ensure support for this 'tap'. Delegates visited their impressive visitor centre.



- The Marina Barrage (Singapore's 15th reservoir and the first in the heart of the city) has a catchment area of 10,000 hectares it offers 3 benefits, water supply, flood control and a lifestyle amenity.
- ABC Waters Program (Active Beautiful Clean Waters). These sites are transforming Singapore's drains, canals and reservoirs into vibrant, clean and aesthetically-pleasing streams, rivers and lakes. This is part of PUB's strategic objective to bring Singaporeans closer to water so that they can better appreciate and cherish this precious resource and help improve their quality of life.
- Chestnut Avenue Water Works is a protected jungle catchment - the last remaining jungle catchment in Singapore. It is one of the largest immersed membrane plants in the world producing drinking water. Fish bio-monitoring is undertaken here to enable quick response to pollution or contamination.

After the study tour several participants stayed onto attend Singapore's International Water Week, 'Exploring Sustainable Water Solutions for Cities'.

By the end of the 11 days on tour delegates were exhausted from the pace of the tour, yet amazed by the variety of methods utilised to manage integrated water supply systems and the enormous amount of innovative solutions they had studied. Appreciation for the time, enthusiasm and willingness to share information with the delegates is extended to all representatives at each of the sites and companies visited. Their openness, question answering and time given to help educate and share their experiences with delegates was astounding! A number of the delegates agreed that what was learnt on tour, along with the contacts and friendships made will provide

a solid foundation for improving how work is done in the future. The benefits to the IWA delegates who went “on tour” and the water industry will be experienced for years to come.

Key Messages

Some key take home messages in relation to integrating water source management from participants were:

Community and Culture

- Respect the environment, culture, community and history
- Seek to understand social considerations when investing in water projects - Community consultation is critical; collaboration between water corporations and the local community is crucial
- SA Building of Life is a Conduit of Culture (enhancing cultural change within an organisation) illustrating that improved productivity and cultural benefits can co-exist
- Education for all ages is the key
- The right work culture is critical - You must embrace a can do attitude

Industry Collaboration

- A collaborative approach is required enabling water projects to be developed that support a coordinated 50 year plan
- The need to communicate and share industry knowledge is paramount
- Encouragement of Innovation is required We need to “Go for it”,

Future Drivers

- Stormwater integration is part of the solution
- Optimisation of system quality, quantity and energy use
- Need to diversify water supply risk re:

- o Climate change impacts
- o Opportunities to manage stormwater
- With money and the right drivers anything is possible, however, you need to bring the community along
- Appropriate Water pricing is essential to encourage investment and innovation in water projects
- Energy is “the next big thing” and there needs to be a cooperative industry effort
- Strong project management skills are essential

IWA wishes to acknowledge the contributions of Daryl Stevens and Jodie Hannaford from Atura Pty Ltd for their work in organizing a memorable study tour for all delegates.

Les McLean

IWA Executive member and Study Tour Co-ordinator

Executive Council 2009/2010

PRESIDENT:

Peter Quinn AAPI, CPV, MBA(Exec), FIWA, MAICD
Managing Director
Goulburn Valley Water

PUBLIC OFFICER:

Sarah Johnston BCom, BLaw, ASA
Project Manager
VicWater

Kim Calvi

Information Services Infrastructure Coordinator
City West Water

TREASURER:

David Cappellari CPA, BBus (Acc), A.Fin
Manager Treasury & Financial Analysis
South East Water

MEMBERS:

Neil Brennan Grad Dip Mgt, MBus, FIWA
Managing Director
Central Highlands Water

Les Mathieson B. Arts, Dip. Frontline Man, FIWA, MAIM, FACID
Managing Director
East Gippsland Water

John Wilkinson BCom, FCPA, RCA, FIWA, FAICD
Managing Director
Western Water

Ian Johnson B Eng (Civil), Grad Dip Business Admin, AIWA
Manager Water Resource Strategy
South East Water

David Heeps BE(Agric), MEngSci, Grad Dip App Corp Gov, FIWA
Chief Executive Officer, Essential Services Commission
City West Water

Michael Malouf FIPAA, FAICD, FIEA, MIWA
Managing Director
Barwon Water

Grant Green MBA, Grad. Dip. Man., Dip. BS (Acc.), FCPA, MAICD, AIWA
Managing Director
Wannon Water

Steve Evans Dip.Eng (Mech), FAIM, MAICD, AIWA
Managing Director
South Gippsland Water

Les Mclean BBus, FCPA, FIWA, GAICD
General Manager Commercial Services
Western Water

Conference Sponsors and Presenters

JOINT IWA/AWA CONFERENCE

“New Resources, New Issues and New Ideas”

12TH & 13TH November 2009

RACV CLUB, 501 Bourke Street Melbourne

Proudly sponsored by IBM with a special thanks to AECOM for sponsoring the Dinner



- Mike Jury
Chief Operations Officer, Degremont
- **Desalination**
- Cameron FitzGerald,
Manager - Demand Contingencies
Taskforce, City West Water
- **Target 155 - Processes -
Announcements - Achievements**
- Jayne Godfrey, Director of Water
Accounting Standards Board,
Monash University
- **Water Accounting Standards**
- Mr Kevin Hennessy
– Principal Research Scientist, CSIRO
Marine & Atmospheric Research
- **Climate change evidence, causes,
projections and risk management**

- Allan McPherson, Executive Director
of the Water Industry,
Office of Water
- **Smart Water Meters**
- Peter Bryant, General Manager
AMI Services Citipower Pty
& Powercor Aust. Ltd
- **Water Energy Opportunities**
- Stephanie Gillespie
and Victoria Leavold
- *IWA 2008/09 Development
Award winners*

JOINT IWA/AWA CONFERENCE

25th & 26th February 2010

SILVERWATER Resort, San Remo

Proudly sponsored by Westernport Water



- David Downie,
General Manager Office of Water
- **Government’s role in responding
to water scarcity**
- Murray Jackson, Managing Director,
Westernport Water
- **Meeting the Challenges of Supply
and Demand**

- Llew Vale, Chair,
South Gippsland Water
- **Gippsland SWS**
- Jon Dee, Chairman and Founder of
"Do Something" - **'Go Tap!'**
- Clinton Rodda, Managing Director,
Southern Rural Water
- **Groundwater issues**
- Jean- Michel Seillier,
Regional Manager Victoria,
VEOLIA Water and Elisa Hunter
Principal Engineer- Water AECOM.
- **Aquifer Storage Recovery (ASR)**
- Tony Arnel, Victorian Building and
Plumbing Commissioner, Chair of
World Green Building Council, Chair
Green Building Council of Australia.
- **Water and energy sensitive design
of our buildings and communities**
- Peter Quinn, Managing Director,
Goulburn Valley Water
- **IWA Vision and Strategy**
- Peter Seamer,
CEO Growth Areas Authority
- **Planning suburbs of the future.**
- Tony Wong, Director, Ecological and
Environmental Planning, AECOM,
Director & Chief Executive,
Centre for Water Sensitive Cities,
Monash University
- **design of water sensitive cities in
building resilience to future
uncertainties in water supplies**
- Keith Johnson, Project Director,
Integrated Water Management
Strategy, South East Water
- **The importance of community
engagement in delivering an
Integrated Water Management
future**

JOINT IWA/AWA CONFERENCE

24th & 25th June 2010

RACV Club, 501 Bourke St, Melbourne

*The Conference was proudly sponsored
by Western Water with a special thanks
to Deloitte for sponsoring the Thursday
Dinner*



Deloitte.

- The Hon. Justin Madden MLC,
Minister for Planning and Minister
for the Respect Agenda.
- **Sustainability and water sensitive
urban design developments**

Membership Register 30 June 2010

FELLOWS - (HON. LIFE)	FELLOWS - (HON. LIFE RET.)	Mary	Connelly-Gale	Goulburn Valley Water
Robin Fletcher	Jack Austin	Murray Cornwall		Gippsland Water
Barry Leach	Mijo Darveniza	Stephen Costley		
John Maglen	Ron Dudley	Jason Dagger		Goulburn Valley Water
David Roberts	Laurie Gleeson	Andrew Dilley		Wannon Water
	Robert Jordan	Phillipe Du Plessis		South Gippsland Water
	Robert Leslie	Peter Everist		Water Infrastructure Group
	Jim Martin	Nigel Finney		Savewater Alliance
FELLOWS		Thomas Fricke		GHD Pty. Ltd.
Mick Bourke	CFA	Darren Heritage		Coliban Water
Neil Brennan	Central Highlands Water	Anthony Hernan		North East Water
Dennis Cavagna	ESC	Daniel Hogan		Goulburn Valley Water
David Heeps	ESC	Paul Houlihan		Central Highlands Water
Ronald Leamon	Lower Murray Urban & Rural Water	John Huf		Wannon Water
	East Gippsland Water	Peter Jacob		Marsden Jacob Associates
Leslie Mathieson		Andrew Jeffers		Wannon Water
Jeff Mayo	Western Water	Les Johnson		Wannon Water
Les McLean	SMEC Australia	Jenni Kalstrom		Coliban Water
Barry Norman	Wannon Water	Lynley Keene		Gippsland Water
Damien O'Doherty	Goulburn Valley Water	Paul Kerrins		Goulburn Valley Water
Peter Quinn	Western Water	Andrew Kneebone		Cradle Mountain Water
John Wilkinson	Watertight	Victoria Leavold		VicUrban
Russell Worland		Tony Leonard		Westernport Water
FELLOW (RET.)		Michael Malouf		Barwon Water
Robert Illig	Central Highlands Water	John Morris		North East Water
Geoff Michell	Lower Murray Water	Chris Murdoch		Goulburn Valley Water
ASSOCIATES		Kevin Murphy		Lower Murray Water
Glenn Bewicke	Goulburn Valley Water	Anthony Norrish		GHD
Kerri Carr	Coliban Water	Paul O'Donahue		Central Highlands Water
Loris Davis	Lower Murray Urban & Rural Water	Andrew Osborne		Osbourne Management
	Western Water	Peter Prevos		Coliban Water
Peter Donlon	South Gippsland Water	Roslyn Salmon		Coliban Water
Stephen Evans	Goulburn Valley Water	Greg Sharpley		Sharp Coefficient
Allen Gale	Wannon Water	Michael Smit		Savewater Alliance
Grant Green	Goulburn Valley Water	Malcolm Speirs		SMEC Australia
Bruce Hammond	North East Water	David Thomas		Western Water
Craig Heiner	DSE	Meryl Todd		Westernport Water
Andrew Hunt	South East Water	Donald Vincent		GHD
Ian Johnson	Goulburn Valley Water	George Wall		Water Industry Operators Association
Graeme Jolly	Barwon Water	Ian Watson		Coliban Water
Chris McLeod	Aecom Engineering	Mark Wilkin		Goulburn Valley Water
Peter Robinson	Goulburn Valley Water	Joe El Zein		Tyco Water
Noel Squires	North East Water	Frank McShane		East Gippsland Water
Eamonn Tobin	Central Highlands Water	David Cappellari		South East Water
Nick Varnis	Grampians-Wimmera Mallee Water	Andre Kersting		City West Water
Colin White	Central Highlands Water			
Mark Williams	Central Highlands Water	RETIRED MEMBERSHIP		
Tony Wright		Peter Dorling		Committee for Geelong
MEMBERS		John Dyer		
Katrina Baddely	Central Highlands Water	Terence Larkins		
David Both	United Water – Ballarat Region	Vernon Robson		
Stephen Carter	Central Highlands Water	Malcolm Taylor		
Andrew Chapman	South East Water	Merv Hair		
		Peter Wood		
		HONORARY MEMBERS		
		Bernie Cummins		

CORPORATE MEMBERS

- Barwon Region Water
- Central Gippsland Water
- Central Highlands Water
- Coliban Water
- City West Water
- Department of Sustainability and Environment
- East Gippsland Water
- Ecowise Environmental
- Local Authorities Solutions Civica Pty Ltd
- Goulburn Valley Water
- Grampians Water
- GHD
- IBM
- Lower Murray Water
- MAPS Group
- Aecom
- North East Water
- PBJ & Associates
- Russell Kennedy Solicitors
- South East Water Ltd
- South Gippsland Water
- Water Infrastructure Group
- United Water
- VWIA
- Wannon Water
- Western Water
- Westernport Water
- Yarra Valley Water
- RMCG- RM Consulting Group

MEMBERSHIP OF THE INSTITUTE AS AT 30/6/2010

Members	
Members	103
Corporate Members	30

Made up of:

Honorary Life Fellows	4
Honory Members	1
Honory Life Fellows Retired	7
Fellows	13
Retired Fellows	2
Associates	20
Retired Members	7
Members	49

Total Members	133
----------------------	------------

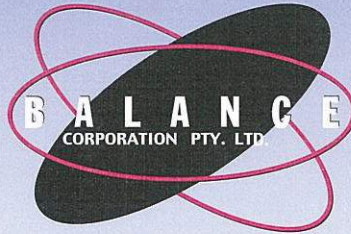
Financial Statements

Institute of Water Administration Inc.

Financial Position as at 30 June

	2010	2009
ASSETS	\$	\$
Current Assets		
Chequing/Savings		
Cheque Account - Westpac	3,115.06	1,323.31
Investment Bonus Account	114,591.63	128,088.27
Trading Account - Westpac	0.00	2,072.74
Total Chequing/Savings	<u>117,706.69</u>	<u>131,484.32</u>
Accounts Receivable		
Accounts Receivable		
Sundry Debtors	0.00	2,648.00
Accounts Receivable - Other	21,953.50	17,166.51
Total Accounts Receivable	<u>21,953.50</u>	<u>19,814.51</u>
Total Accounts Receivable	21,953.50	19,814.51
Other Current Assets		
Prepayments	1,818.18	1,818.18
Undeposited Funds	1,383.00	0.00
Total Other Current Assets	<u>3,201.18</u>	<u>1,818.18</u>
Total Current Assets	<u>142,861.37</u>	<u>153,117.01</u>
TOTAL ASSETS	<u>142,861.37</u>	<u>153,117.01</u>
LIABILITIES		
Current Liabilities		
Accounts Payable		
Sundry Creditors	8,300.00	6,545.75
Total Accounts Payable	<u>8,300.00</u>	<u>6,545.75</u>
Other Current Liabilities		
Tax Payable	-904.85	-1,355.54
Total Other Current Liabilities	<u>-904.85</u>	<u>-1,355.54</u>
Total Current Liabilities	<u>7,395.15</u>	<u>5,190.21</u>
TOTAL LIABILITIES	<u>7,395.15</u>	<u>5,190.21</u>
NET ASSETS	<u>135,466.22</u>	<u>147,926.80</u>
EQUITY		
Opening Bal Equity	118,062.02	118,062.02
Retained Earnings	29,864.78	31,465.41
Net Income (Loss)	-\$12,460.58	-\$1,600.63
TOTAL EQUITY	<u>135,466.22</u>	<u>147,926.80</u>

Results of the operation for the year ended 30 June	2010	2009
	\$	\$
Income		
Conference - February Revenue		
Cost Recovery - F	1,705.48	937.50
Registration Fees - F	24,490.82	22,527.37
Sponsorships - F	2,754.55	2,700.00
Total Conference - February Revenue	28,950.85	26,164.87
Conference - June Revenue		
Cost Recovery - J	2,152.27	1,743.64
Registration Fees - J	22,090.78	18,654.60
Sponsorships - J	4,931.82	2,700.00
Total Conference - June Revenue	29,174.87	23,098.24
Conference - November Revenue		
Cost Recovery - N	2,469.76	1,359.09
Registration Fees - N	20,729.83	20,658.30
Sponsorships - N	4,354.54	2,700.00
Total Conference - November Revenue	27,554.13	24,717.39
Interest Received	4,168.07	6,325.07
Membership Dues		
Subscriptions - Company	12,118.21	11,836.42
Subscriptions - Individuals	6,262.20	6,322.05
Subscriptions - Retired	147.24	147.24
Total Membership Dues	18,527.65	18,305.71
Miscellaneous Income	576.30	0.28
Sponsors - Development Awards	0.00	1,973.78
Total Income	108,951.87	100,585.34
Expense		
Audit Fees	350.00	340.00
Awards and Certificates		
Awards - Development	0.00	10,000.00
Awards - Operators	2,000.00	2,000.00
Awards & Certificates - Other	5,000.00	95.45
Total Awards and Certificates	7,000.00	12,095.45
Bank Service Charges	125.25	81.25
Conference - February Expenses		
Guest Speakers - February	5,533.65	2,259.00
Meeting Expenses - February	26,896.96	19,772.91
Total Conference - February Expenses	32,430.61	22,031.91
Conference - June Expenses		
Guest Speakers - June	5,000.00	7,000.00
Meeting Expenses - June	26,215.29	23,516.47
Total Conference - June Expenses	31,215.29	30,516.47
Conference - November Expenses		
Guest Speakers - November	5,048.64	5,000.71
Meeting Expenses - November	26,999.03	20,799.58
Total Conference - November Expenses	32,047.67	25,800.29
Honoraria	2,250.00	2,400.00
Miscellaneous	482.53	61.04
Office Supplies	11.73	354.57
Printing and Reproduction		
Annual Report	201.00	-250.00
Printing and Reproduction - Other	336.00	0.00
Total Printing and Reproduction	537.00	-250.00
Reconciliation Discrepancies	0.00	0.00
Software Expense	180.91	0.00
Study Tour 2009	10,770.00	5,850.00
Subscriptions	0.00	180.45
Travel & Ent	4,011.46	2,724.54
Total Expense	121,412.45	102,185.97
Net Ordinary Income (Loss)	-12,460.58	-1,600.63



CHARTERED ACCOUNTANTS

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
INSTITUTE OF WATER ADMINISTRATION INC.**

Scope

I have audited the financial report, being a special purpose financial report, of Institute of Water Administration for the year ended 30 June 2010. The Committee is responsible for the financial report and has determined that the accounting policies used in the financial statements are appropriate to meet the requirements of the Associations Incorporation Act Victoria and are appropriate to meet the needs of the members. I have conducted an independent audit of this financial report in order to express an opinion on it to the members of Institute of Water Administration. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporation Act Victoria. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies to present a view which is consistent with our understanding of the Association's financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

In our opinion, the financial report of Institute of Water Administration presents a true and fair view of the financial position of Institute of Water Administration as at 30 June 2010 and the results of its operations and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

The special purpose financial report and committee's responsibility

The special purpose financial report comprises the balance sheet, income statement, accompanying notes to the financial statements, and the statement by members of the committee for Institute of Water Administration (the association), for the year ended 30 June 2010.

The committee of the association is responsible for the preparation and true and fair presentation of the financial report and have determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the Associations Incorporation Act Victoria and are appropriate to meet the needs of the members. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

144 Cochranes Road
Moorabbin VIC 3189

Tel: 03 9532 6111
Fax: 03 9532 6133
ABN 20 514 522 995

Christopher Falkingham FCA FCPA
Email: cfalkingham@balcorp.com.au

P. O. Box 8502 Heatherton VIC 3202
Email: reception@balcorp.com.au
www.balcorp.com.au



Liability limited by a scheme
approved under Professional
Standards Legislation.

Michael McClaren CPA
Email: mmcclaren@balcorp.com.au

The special purpose financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting requirements under the Associations Incorporation Act Victoria. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Audit Approach

I conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

I performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the accounting policies, so as to present a view which is consistent with our understanding of the association's financial position, and of its performance as represented by the results of its operations. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia. No opinion is expressed as to whether the accounting policies used are appropriate for the needs of the members.

I formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the committee.

While I considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

Independence

In conducting our audit, I followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of Institute of Water Administration presents a true and fair view in accordance with the accounting policies to the financial statements, of the financial position of Institute of Water Administration as at 30 June 2010 and the results of its operations and its cash flows for the year then ended.


Christopher Falkingham FCA & FCPA

Date 5th November 2010

Address 144 Cochranes Road, Moorabbin Vic 3189

Past Presidents, Secretaries and Treasurers

YEAR	PRESIDENT	SECRETARY/PUBLIC OFFICER	TREASURER
1967-68	J.C.G. Aplin	I.M. Symington	-
1968-69	A.P. Brumley	R.H. Leslie	-
1969-70	A. Dewar	R.A. Fletcher	-
1970-71	A.L. Carr	R.A. Fletcher	-
1971-72	N.P. Haymes	F.D. Trainor	-
1972-73	E.J. Austin	J.C. G. Aplin	-
1973-74	R.H. Leslie	C.J. Paterson	-
1974-75	R.A. Fletcher	A.L. Carr	J.C. Maglen
1975-76	F.D. Trainor	G.G. Scott	J.C. Maglen
1976-77	J.C. Maglen	G.G. Scott	G.J. Kerr
1977-78	E.J. Robbins	A.R. Edwards	G.J. Kerr
1978-79	B.E. Leach	A.R. Edwards	G.J. Kerr
1979-80	R.E. Dudley	N.R. Illig	E.J. Robbins
1980-81	A.R. Edwards	B.E. Leach	E.J. Robbins
1981-82	E.J. Austin A.R. Edwards	B.E. Leach	E.J. Robbins
1982-83	J.C. Maglan	B.E. Leach	E.J. Robbins
1983-84	L.C. Spitty	B.E. Leach	E.J. Robbins
1984-85	D.J. Roberts	B.E. Leach	L.J. Gleeson
1985-86	J.T. Wilkinson	B.E. Leach	L.J. Gleeson
1986-87	R.E. Dudley	B.E. Leach	J.C. Maglen
1987-88	L.J. Gleeson	B.E. Leach	J.C. Maglen
1988-89	R.A. Jordon	B.E. Leach	J.C. Maglen
1989-90	J.B. O'Brien	B.E. Leach	J.C. Maglen
1990-91	M.W. Brown	B.E. Leach	G.J. Kerr
1991-92	W.J. Hobson R.A. Fletcher	B.E. Leach	G.J. Kerr
1992-93	G.I. Keith	R.A. Fletcher	G.J. Kerr
1993-94	J.F. Martin	R.A. Fletcher	G.J. Kerr / J.T. Wilkinson
1994-95	N.P. Brennan	R.A. Fletcher / D.R. O'Doherty	J.T. Wilkinson
1995-96	R.A. Jordan	D.R. O'Doherty/R.D. Anderson	J.T. Wilkinson
1996-97	J.T. Wilkinson	R.D. Anderson	R.A. Jordan
1997-98	L.J. Gleeson	R.D. Anderson	R.A. Jordan
1998-99	D.J. Roberts	R.D. Anderson	R.A. Jordan
1999-2000	J.F. Martin	M.J. Wooten	R.A. Jordan
2000-01	D. Cavagna	M.J. Wooten	L.B. McLean
2001-02	R. Leamon	M.J. Wooten / P.A. Quinn	L.B. McLean
2002-03	R. Worland	P.A. Quinn	L.B. McLean
2003-04	L. Gleeson	P.A. Quinn	L.B. McLean / A. Hunt
2004-05	J.T. Wilkinson	P.A. Quinn	A. Hunt
2005-06	D. Heeps	P.A. Quinn	A. Hunt
2006-07	L.B. Mclean	P.A. Quinn	A. Hunt
2007-08	L. Mathieson	P.A. Quinn	A. Hunt
2008-09	I. Johnson	S. Johnston / K. Calvi	A. Hunt / D. Cappellari
2009-10	P. Quinn	S. Johnston / K. Calvi	D. Cappellari



**Institute of Water
Administration**