



Institute of Water
Administration



Annual Report

2014/2015



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About Us

History

The Institute of Water Administration (IWA) has a proud history, commencing life as a group of Water and Sewerage Trust Secretaries in Gippsland getting together in 1967 to share ideas and experiences to improve their individual and collective administrative capability and performance.

The IWA's primary objective is to advance the standards of management within the water sector and making an active contribution to the future directions of the industry. The IWA achieves this through providing a forum for sharing information, networking and professional development in the Victorian water industry.

The services include:

- Regular conferences addressing strategic and contemporary issues of interest to our target audience;
- Ten Special Interest Groups convened by volunteers which focus on a range of business functions including Finance, Technical Services, Customer Service, Information Systems, Human Resources and PR/Communications, Executive Assistants, Electricity and Greenhouse, Governance and Education;
- Distinguished Service and Professional Development Awards.

The IWA's services are achieved through an Executive Council; this Council consists of ten elected representatives in addition to a nominated Treasurer and Public Officer from amongst the water industry. The Councillors volunteer their time and expertise in order to deliver the IWA's services.

The IWA is a not for profit association and has strong links to both the Victorian Water Industry Association and the Victorian branch of the Australian Water Association.





Presidents Annual Report 2014/2015

It is my pleasure to present this year's Annual General Report for the Institute of Water Administration Inc. (IWA); a year in which we celebrated the inaugural Biggest Ever Dinner for Prostate Cancer – 'The Laurie Gleeson Dinner' and were able to raise in excess of \$70,000 for the Prostate Cancer Foundation of Australia (PCFA). It was a fantastic evening that created awareness amongst the Water Industry fraternity of the impacts of prostate cancer and more importantly, how we can encourage an early diagnosis to help prevent the loss of our friends and loved ones. Laurie would have been extremely proud of the way that our Industry gathered together to support the event and I would like to thank all of the generous sponsors of the evening, particularly the events major sponsor Vision Super.

In its 49th year, the IWA has continued to provide an exciting forum for its members and supporters. Collaboration across the conferences, Special Interest Groups and other networking opportunities continues to be a major focus and benefit to individuals and businesses alike.

As in past years, we ran three successful conferences (2 being hosted in Melbourne and 1 regionally in Torquay) with over 100 delegates attending each dinner and conference and the meetings of our 10 Special Interest Groups (SIGs) attracting over 700 attendees over the course of the year. These SIG's continue to provide invaluable networking and Industry wide collaboration, going from strength to strength.

A review noting the highlights from each of the Conferences and SIG meetings are presented within this report and I encourage you to take time to read them. The continued support of the Conferences and growth of the SIGs reinforces that these events are seen as vitally important elements of the Victorian Water Industry and the IWA is pleased to support this continuing development. As part of the ongoing co-ordination of topics of interest, the IWA's Executive Council meet regularly with the SIG convenors throughout the year with plans to further expand these links and support as we move forward.

Being a voluntary organisation however does present challenges for resourcing and support. We continue to be ably supported by a number of organisations and volunteers including VicWater (Kerrie Scott, Tony Wright and Fiona Ould), AWA Victorian Branch (Mark Bartley and Gail Reardon) and David Thomas, who as the Honorary Treasurer keeps a strong overview of the finances and reporting. I save particular thanks for Rebekah Fraser, our Public Officer who has been tireless and continues to operate at the highest level.

The support of my fellow Executive Council members; Peter Robinson, Peter Quinn, Joe Adamski, Neil Brennan, Paul O'Donohue, Ian Johnson, David Ryan, Pat McCafferty and Sarah Johnston has certainly made my job easier and their professional input has been very much appreciated. A special mention to Les McLean for his contribution to the IWA over a significant period must also be made, retiring shortly into my time as President.

Support and sponsors in any form are important and here at the IWA we are fortunate to have many allied and industry companies that see fit to commit resources to support the Conferences and the Institute. During 2014/15 these have included many of the Water Corporations (and particularly Barwon Water, Trility, VicWater, Programmed Facility Maintenance, GHD, Russell Kennedy and MWH Global.

The annual "Laurie Gleeson" Development Award presented at the November conference continues to be a prestigious award within our Industry. This year we were pleased to announce Lara Caplygin as the worthy recipient of this award for 2015. Lara has since returned from Scotland after researching international lessons in their experience in providing services to customers in large cities as well as remote communities whilst achieving significant savings in operational and capital expenditure.



... Presidents Annual Report 2014/2015

Our thanks again to MWH Global and Russell Kennedy for supporting this annual award and we look forward to hearing of Lara's findings at one of the 2016 conferences once she has returned from parental leave. We wish her all the best with the pending arrival!

As always, we must express our special thanks to the Industry for the invaluable support provided to both myself as President and the IWA in general throughout 2014/15.

As we move into our 50th year and the variety of celebrations that will coincide with this milestone, I would sincerely like to wish Joe Adamski as the incoming President every success. The IWA continues to be a relevant and important part of the Victorian Water Industry, showing leadership and developing leaders for the future.

Brett Millington
President 2014/15





Executive Council 2014/15

The current members of the IWA Executive Council are:

- PRESIDENT:** **Brett Millington** B.Sc (Hons), Grad Dip. BA, GAICD, MIWA
Executive Manager Corporate Development and Services
East Gippsland Water
- SECRETARY/PUBLIC OFFICER:** **Rebekah Fraser** Adv Dip Bus. Mgt/HR, Cert Gov. Practice, MGIA, MIWA
Executive Assistant to Managing Director
Central Highlands Water
- TREASURER:** **David Thomas** CPA, BComm, SA Fin, GAICD, AIWA
Manager Finance
Western Water
- MEMBERS:** **Joe Adamski** Dip.Appl.Sc(InfoSys), B.Sc(InfoSys), Grad.Dip.Tech(Risk Mgt)
Managing Director
Barwon Water
- Paul O'Donohue** Grad Dip (BM), BA (Mgt), Dip (L'ship) AIWA, GAICD
Managing Director
Central Highlands Water
- Neil Brennan** Grad Dip Mgt, MBus, FIWA
Managing Director
Western Water
- Pat McCafferty** BBus (Acc), EMBA, FWCLP, GAICD, FCSIA, MIWA
Managing Director
Yarra Valley Water
- Peter Quinn** AAPI, CPV, MBA(Exec), FIWA, MAICD
Managing Director
Goulburn Valley Water
- Ian Johnson** BEng(Civil) Grad Dip Business Admin, AIWA
Manager Water Resource Strategy
South East Water
- Peter Robinson** BEng(Civil), Grad Dip Business (Marketing), Grad Dip Ind.
Rel, FIWA, Life Member AWA
National Business Development and Strategy Manager
MWH Global
- David Ryan** MIWA
General Manager, Waterways Group
Melbourne Water
- Sarah Johnston** BCom, BLaw, CPA, FIWA
Executive and Board Operations Officer
East Gippsland Water

2014/15 Conference Overview



The first conference of the 2014/15 financial year was held on the 20th and 21st November 2014 at the RACV City Cub in Melbourne. The conference theme, events and presentations were based on the theme of 'Embracing Industry Change in the Digital Age' and was proudly sponsored by VicWater as our Conference sponsor and Trility as the conference dinner sponsor for the first time.

Attendees at the conference dinner were entertained during the evening by one of Australia's funniest women Denise 'Scotty' Scott who shared numerous stories of life, parenting and everything that happens in between.

The following day conference delegates received insightful presentations from the following speakers;

- ◆ Cheryl Bagatol Chair, Environment Protection Authority - *From a regulatory perspective*. In her capacity as the Chair of the EPA, Cheryl highlighted the current policy and planning matters that the EPA is dealing with and the opportunities that are presenting themselves via the digital medium to maintain and improve customer service.
- ◆ Dr Melita Stevens - Principal Scientist, Melbourne Water - *Flow on effects from future water quality guidelines – what will health based targets mean for utilities?* Melita discussed the current direction within the water industry to adopt health-based targets as a tool to manage drinking water safety.
- ◆ Chaired by Neil Brennan, Managing Director, Western Water - Intelligent Water Networks (IWN) Panel: Delegates heard from several IWN project specialists from within the Water Industry who highlighted the ongoing trends and outcomes related to the innovations via such examples as Low Cost Leak Detection, Pipe Rover Program and Intelligent Metering and Analytics Projects.
- ◆ Robert Considine - Manager, Water Services Planning, Melbourne Water - *Enhancing our Dandenong Creek – understanding regulatory intent to deliver customer value*. Rob spoke about how a shared value approach is leading to improved liveability and ecological benefits at a lower cost than conventional sewer capacity upgrades.
- ◆ Cynthia Gebert, Energy and Water Ombudsman (Victoria) - *Supporting our vulnerable customers today, tomorrow and beyond*. As leader of the EWOV team, Cynthia shared her strategies and long term vision for providing innovative mechanisms and processes to ensure our most vulnerable communities are supported moving forward.
- ◆ Ciara Sterling –Yarra Valley Water - *2013/14 IWA Laurie Gleeson Award winner*. As the 2013/14 Laurie Gleeson Award winner, Ciara share some of the international lessons she learned as part of recent experience in dealing with vulnerable communities.



2014/15 Conference Overview



The IWA's second conference for the year was hosted in conjunction with the AWA Victorian Branch and held on the 26th and 27th February 2015 at the stunning RACV Resort Torquay on the Great Ocean Road. With breathtaking ocean views and several attendees taking advantage of the idyllic Victorian summer weather to enjoy a casual 9 holes on the award winning adjoining golf course between meetings.

Up to 65 conference attendees accepted the opportunity from Barwon Water to participate in a technical tour of the Black Rock Environmental Precinct – Barwon Water's largest treatment site. Our thanks to Barwon Water staff for coordinating this tour for delegates.

The conference dinner as proudly sponsored by Barwon Water provided an excellent networking opportunity for attendees with the highlight of the evening being a guest presentation from Mr Ian Cover known to many ABC radio listeners as one of the 'Coodabeen Champions'.

The Friday conference program as themed as 'The new Agenda' and featured presentations from:

- ◆ Dr Jane Doolan, Commissioner, National Water Commission provided the opening address for the day setting the scene post results of the recent Government election and an emerging environmental climate that we must all be aware of.
- ◆ Conrad Amos, Business Leader, Asia Pacific, JMW Consultants Australia Pty Ltd - *Leadership in a dynamic environment*. An expert in leadership within a global business consultancy, Conrad Amos who works with leaders of blue-chip and multi-national organisations outlines what it takes to be an industry leader.
- ◆ Tony Overman and Nicole Sexton, Strategy and Sustainability, Barwon Water - *Urban Water Cycle Planning Guide*. The Urban Water Cycle Planning Guide is a new online resource to help developers, consultants and planners design new urban subdivisions according to Whole of Water Cycle Management (WWCM) principles.
- ◆ Tim Hellsten, Manager Planning Strategy and Urban Growth, City of Greater Geelong - *G21 Regional Growth Plan*. Tim presented to delegates on the G21 Regional Growth Plan and associated Implementation Plan which provides a regional-level planning framework to manage future housing and employment growth.
- ◆ Graham Hawke, Deputy Director, Environment and Research, Bureau of Meteorology - *Changing climate impacts on catchments*. Graham provided the latest insights on our changing climate from the Bureau.



- ◆ Frank Costa, OAM - *Values, character and leadership*. A lifetime resident of Geelong, Frank Costa, 2015 Australia Day recipient of the Officer of the Order of Australia and former president of the Geelong Football Club, will present on values, character and leadership.

The IWA was proud to welcome Programmed Facility management as first time conference sponsors and we look forward to working with Programmed again at a future IWA conference.

2014/15 Conference Overview



The final IWA conference held during the 2014/15 year was successfully run on the 25th and 26th June 2015 at the RACV City Club in Melbourne.

As previously mentioned within this report, the June Conference dinner this year was replaced with a special event celebrating 'The Biggest Ever Laurie Gleeson Dinner'. The dinner event was coordinated as a joint project between the IWA and VicWater with additional support of many other organisations and event coordination provided by the Essendon Football Club. An outstanding \$70,000 in funds were raised from the evening which was proudly donated to the Prostate Cancer Foundation of Australia.

The following day saw the third conference for the year held under the theme of '*Wellbeing: Our People, Our Future*'. An aptly themed program which resonated many of the key messages of the importance of health and wellbeing in the workplace from the previous evenings event, delegates received insightful and in some cases very personal stories from the following presenters;

- ◆ Darren Flanagan, Explosives Expert, Beaconsfield Mine disaster - '*A story about human endurance and triumph more than just a story about a rescue*'. For this miner, life changed vastly after the Beaconsfield mine disaster. The South Coast explosives expert became an overnight hero when he used an untried, risky procedure to blast through layers of rock, saving trapped miners Todd Russell and Brant Webb. Mr Flanagan's talk highly engaging and passionate recount of his experience focussed on airing mental health issues and encouraging people to seek help.
- ◆ Kenan Hibberd - Executive Manager People, Culture and Safety from Unity Water - '*Unity Water case study: health and safety*'. Kenan provided delegates with an insight into how Unity Water are achieving impressive results in health and safety performance.
- ◆ Andrew Howlett - General Manager, Reform our Letters Service, Australia Post - '*Responding to changing technology and markets*'. Andrew presented on how Australia Post is supporting its workforce in response to changing technology and markets.
- ◆ Boris Bielert, CEO, Jimmy Possum, Kylie Row, Manager, Enterprise Change & Capability, Yarra Valley Water & Jim Grant, Partner, Dattner Grant - '*Panel discussion: Attracting, developing and retaining staff*'. Panel members will provided brief presentations on 'engagement and retention in a successful regional enterprise', 'attraction and engagement of staff' and 'strategies for people in career transition in an ageing workforce', before taking questions as a panel.
- ◆ Maria Katsonis - Department of Premier and Cabinet, Beyond Blue Ambassador and author - '*Thinking about mental health in the workplace*'. As the final speaker for the conference, Maria spoke to delegates about mental health from a range of perspectives including sharing her own very personal challenges with mental illness within the corporate world.





Special Interest Group (SIG) Reports 2014/15 Overview

Customer Special Interest Group

Brief overview of:

- The Customer SIG exists to provide a forum for sharing information, networking and professional development in the Victorian water industry.
- The SIG is always well attended with between 20 and 30 participants at each meeting. There are 62 members on the Customer SIG mailing list.
- Attendees were a cross section of managers and practitioners in customer facing and customer service roles. Most were from regional water corps but with a good number of metros representatives at each meeting.
- The major challenges the Customer SIG dealt with included: Changing customer expectations, effective complaint management, sharing best practice.
- EWOV and DHS (now DHHS) were the major organisation we dealt with.

Meetings

Throughout the 2014/15 year, the Customers SIG meetings covered a range of topics, as shown below:

November 2014

- Vulnerable Customers: Ciara Sterling, Laurie Gleeson Award Winner 2014.
- Housing Call Centre in the Department of Human Services: Kathy Geisler, Service Delivery Manager and Jenny Smith, Call Centre Manager.
- VCAT Civil Claims List: Deputy President Ian Lulham
- Latest update on electronic settlement PEXA: Tracy Longo, General Manager Operations.

February 2015

- Reducing the cost of customer care in Water Utilities: Mark Smith, National Practice Lead Dynamics CRM.
- Opportunities for EWOV and Water Corporations via the Customer SIG to work together on improving customer outcomes: Cynthia Gerbet Energy and Water Ombudsman (Victoria).

June 2015

- Contact Centre best practice: Sharon Melamed, Managing Director Matchboard.
- How SEW's Customer Strategy was developed: Hamish Reid, Customer Services GM South East Water.
- Customer Strategies – SIG participant workshop.
- Pay24 pp mobile payment platform- Liz Henderson, Principal.

Customer SIG Convenor

Grant Colling
Manager, Service Transformation
Yarra Valley Water



Special Interest Group (SIG) Reports 2014/15 Overview

Communications & Engagement Special Interest Group

Brief overview of:

- ◆ **SIG purpose:** To connect and engage with other Victorian Water Corporation communications professionals and discuss issues surrounding the industry.
- ◆ **Attendance:** Approximately 20 water corporation attendees and several guests attended each SIG meeting (well attended)
- ◆ **Attendees and demographic:** estimated half regional and half metro-based Communications representatives
- ◆ **Major challenges:** Challenges include accessibility for all Water Corporations' communications professionals, due to travel
- ◆ **Major stakeholders/organisations with close linkages:** DELWP, EWOV and OLV

Meetings:

Throughout the 2014/15 year, the Communications & Engagement SIG meetings covered a range of topics, as shown below:

November 2014

Topic – Communication update from Minister's Office and OLV

Speakers- Wendy Milsom / Mandy Smith (DEPI) and Luke Ouvaroff (OLV)

Topic – Group discussion about becoming involved in the Intelligent Water Networks (IWN) project

Speaker – Bethany Colban, Western Water

Topic – Focussed discussion about communicating with customers during bushfire and/or emergencies

Speakers – Jamie McDonald (CHW), Paul Harris (CFA), Stephan Delatovic (SES)

February 2015

Topic – Communications and Annual Report updates from Minister's Office

Speakers - Beth Richens and Mandy Smith / Binhur Sappideen (DELWP)

Topic – Internal Communications Initiatives including the use of video

Speakers - Matt Balfe (Yarra Valley Water), Garrath Darkin (Wannon Water)

Topic – Discussion about EWOV's quarterly publication, *Res Online*, and how Water Corps and EWOV can work more closely together for mutual benefit.

Speakers – Matt Helme (EWOV)

June 2015

Topic – Communications and Annual Report updates from Minister's Office

Speakers - Wendy Milsom and Geoff Fraser / Binhur Sappideen (DELWP)

Topic – Engaging with customers in need

Speakers – Sue Fraser (Kildonan Care) / Margaret Guthrie (Public Tenants Association of Victoria)

Topic – Focussed discussion about “boil water alert” notices

Speakers – Emma Carden / Rebecca Grant (DHHS) and Beth Richens / Konrad Gill (DELWP)



Special Interest Group (SIG) Reports 2014/15 Overview

We would like to thank the IWA for supporting the SIG's, and we are looking forward to another successful year.

Communications and Engagement SIG Convenor

Michael Grant (*Current convenor: February and June 2015 SIG*)

Communication and Media Coordinator

Gippsland Water

Jamie McDonald (*Previous convenor: November 2014 SIG*)

Manager Community Engagement and Marketing

Central Highlands Water

Educators Special Interest Group

Brief overview:

The VicWater Educators Network was formed in 2005 to formalise education activities in the water sector, and provide a forum for water educators across the state to network with other water educators and build their individual programs. In June 2014, the network was accepted into IWA as the Education SIG. The Educators SIG met officially for the first time on June 24, 2014.

Members share ideas, discuss topics of interest, and collaborate on common projects to ensure the education programs add value to their business and remain aligned to strategic drivers and the national curriculum. Collectively, the group have a rich diversity of skills and experience including teaching, public affairs, stakeholder engagement, media relations and marketing. The network includes members from metro and regional water authorities, as well as DELWP and Catchment Management Authorities. Membership currently stands at 60.

The main challenge currently facing the group is the difficulty faced by some members in attending the meetings. The reason for non-attendance is due to dual roles within their organisations. Often education staff are also responsible for internal and external communications and social media. These members are thus having to split their time between the Educators SIG and the Comms SIG. Since joining with IWA and becoming a SIG, attendance at our meetings has declined by approximately 50%. Discussions with the IWA executive group have commenced to identify options to address this issue.

Meetings

Throughout the 2014/15 year, the Educators SIG meetings covered a range of topics, as shown below:

November 2014

- ◆ Choose Tap update – How are water corps incorporating the initiative into their programs.
- ◆ Discussion on the 2014 National Water Week poster competition online judging.
- ◆ Discussion on setting up an online group forum.
- ◆ Presentation from Ben Liu – Learning and engagement coordinator, Zoos Vic.
- ◆ New South East Water education website demo.
- ◆ Schools water efficiency program (SWEF) update.
- ◆ General networking and sharing of ideas and programs.



Special Interest Group (SIG) Reports 2014/15 Overview

February 2015

- ◆ Introduction to Tas Waters Education Program.
- ◆ DELWP update.
- ◆ AWA curriculum project.
- ◆ H2Only schools program.
- ◆ Technical tour – Black Rock water reclamation plant.
- ◆ National Water Week 2015 – discussion on theme and poster.
- ◆ SWEP update.
- ◆ General networking and sharing of ideas and programs.

June 2015

- ◆ Choose Tap update.
- ◆ National Water Week 20th anniversary activities/event ideas.
- ◆ That Sugar Film – presentation and discussion with film producers.
- ◆ SIG meeting format discussion.
- ◆ Australian curriculum project update.
- ◆ City West Water – community engagement program presentation.
- ◆ SWEP update.
- ◆ DELWP update.
- ◆ Ideas/topics for future meetings.
- ◆ General networking and sharing of ideas and programs.

Educators SIG Convenors

Jenny Kenshole (*November 2014*)
Education Program Manager
Yarra Valley Water

Kristy Elrington (*February 2015*)
Education Officer
Goulburn Valley Water

Zoe Burnett (*June 2015*)
Environment and Education Officer
East Gippsland Water

Energy and Greenhouse Special Interest Group

Brief overview:

- ◆ To provide a forum to share information regarding energy and greenhouse gas management in the Victoria Water Industry.
- ◆ Approximately 10-12 participants at each meeting with the majority of the metropolitan water corporations in attendance with the regional water corporations well represented.
- ◆ Major challenges identified throughout the year include:
 - ◆ Changes in both State and Federal Government policy
 - ◆ Australian Renewable Energy Agency (ARENA) have identified the Water Industry with high potential to adopt and develop renewable energy technologies
 - ◆ Participation in the Emissions Reduction Fund still poses significant hurdles for the water industry.
 - ◆ The Energy and Greenhouse SIG has formed a relationship with the Technical Services SIG in relation to the Intelligent Water Network's Energy Efficiency and Asset Optimisation Program. We have continued to engage with DELWP, WSAA, ARENA, Smart Water Fund and industry representatives.



Special Interest Group (SIG) Reports 2014/15 Overview

Meetings

Throughout the 2014/15 year, the Energy and Greenhouse SIG meetings covered a range of topics, as shown below:

November 2014

- ◆ OLV Metro Framework Key Performance Indicators (Steve Reddington - Barwon Water)
- ◆ IWN Energy Efficiency Program (Technical Services SIG)
- ◆ Methane and NOx metering (Draco Scientific)
- ◆ Electricity Metering (Peter Eben - Seed advisory)
- ◆ Emission Reduction Fund Update (Elisa de Wit - Norton Rose Fulbright)
- ◆ WSAA Update (Jennifer Bartle-Smith)
- ◆

February 2015

- ◆ Environmental Offsets Framework (Damien Connell - Smart Water Fund)
- ◆ Innovation Platforms and Programs (Wannon Water, Western Water, Coliban Water)
- ◆ Real Time Energy Management initiatives (Prakash Rao - City West Water)

June 2015

- ◆ IWN Asset Optimisation and energy Efficiency Program (John Day - North East Water)
- ◆ Renewable Energy R&D needs in the water industry (ARENA/Beca)
- ◆ Innovation and Collaboration (Jason Cotton - Nucleus)
- ◆ WSAA Update (Jennifer Bartle-Smith)

Energy and Greenhouse SIG Convenor

Megan Kreutzer

**Manager Business Innovation and Sustainability
Coliban Water**

Executive Assistant Special Interest Group

Brief overview:

- ◆ The Executive Assistant Special Interest Group (EA SIG) was established to facilitate Executive/ Personal Assistants to Chairs, CEOs/MDs and Executive Management within the Victorian Water Industry by providing a forum for this high level group to regularly meet, share industry best practice, knowledge transfer and professional development opportunities.
- ◆ Attendance numbers fluctuated between the 3 meetings held during the financial year with the June 2015 meeting recording the highest member attendance. Out of session group discussion via email remains to be our strongest and most effective 'real time' communication tool throughout the year for the majority of members. The EA SIG is represented by a mix of metro and regional water corporations as well as the CMAs.
- ◆ Following a previously identified challenge shared by the EA and Governance SIG's related to the occasional overlap of discussion topics between these Groups, all 3 EA SIG meetings held during 2014-15 were held concurrently with the Governance SIG meetings to allow members to attend both if relevant and provide maximum benefit from these networking and information sharing opportunities.
- ◆ Developing agendas to engage all EA's within the industry irrespective of the wide range of reporting mechanisms that this type of role can involve from one business to another remains an ongoing challenge for our SIG however substantial effort was committed to this as part of the June 2015 meeting/planning workshop.



Special Interest Group (SIG) Reports 2014/15 Overview

Meetings

Throughout the 2014/15 year, the EA SIG meetings covered a range of topics, as shown below:

November 2014

- ◆ Regional roundup of key projects and emerging issues from within each business.
- ◆ Trouble shooting session: coordination of corporate functions, electronic board approvals, drug and alcohol policies.
- ◆ EA SIG Charter review.
- ◆ Gifts and Hospitality policies and procedures.

February 2015

- ◆ Regional roundup of key projects and emerging issues from within each business.
- ◆ Presentation from Adam Cunningham Barwon Water presented the project plan for Barwon Water's head office redevelopment project.
- ◆ Future planning of group - revisiting our key objectives and setting the future direction.

June 2015

- ◆ Prior to this meeting, all SIG members participated in an online survey to identify the changing needs of the group and to provide valuable feedback to assist in planning the future direction of the group.
- ◆ Results of the survey were workshopped by attending members with some positive outcomes and renewed enthusiasm generated for the group.
- ◆ Joanne McBain from Wannon Water offered to assume the role of convenor for the 2015-17 financial years allowing for Rebekah Fraser to step down from the role serving as Convenor for the past 2 years.

Executive Assistant SIG Convenor

Rebekah Fraser

**Executive Assistant to Managing Director
Central Highlands Water**

Finance Special Interest Group

Brief overview:

The purpose of the Finance SIG is to provide members with an opportunity to share progress on issues of mutual concern and for organisations to provide feedback.

SIGs have been well-attended with between 20-30 people coming to the various SIGs from all points of Victoria. The SIGs have focussed on enabling a greater opportunity for the individual businesses to share concerns or seek feedback from other businesses.

THE SIG works closely with a range of key government's organisations such as who have all willingly attended over the past 12 months. These include:

- ◆ VAGO (Victorian Auditor General Office);
- ◆ DTF (Department of Treasury & Finance)
- ◆ ESC (Essential Services Commission)
- ◆ DELWP (Department of Environment, Land, Water & Planning)



Special Interest Group (SIG) Reports 2014/15 Overview

Meetings

Throughout the 2014/15 year, the EA SIG meetings covered a range of topics, as shown below:

November 2014

- ◆ Fairer Water Bill Update & Discussion - Tony Wright – CEO Vic Water
- ◆ Reporting module software - Rob Carlesso
- ◆ TCV - Funding & Debt options - Neil D’Vauz
- ◆ VAGO – Feedback on 2013/14 - Roberta Skiloros

February 2015

- ◆ Update on Fair Water Initiatives - Deloitte, Jon Ma, Paul Liggins
- ◆ Update on work program and the approach to the new pricing framework - ESC, Jason Fitts
- ◆ DEPI/OLV Update - Binhur Sappideen
- ◆ Running a deregulated business in a regulated world - Mark Heffernan
- ◆ Department of Treasury & Finance - Fotos Andreou

June 2015

No meeting was held in lieu of the Annual VicWater Finance Conference held in May 2015.

Finance SIG Convenor

Michael Clamp
Gippsland Water

Governance Special Interest Group

Brief overview:

- ◆ The purpose of the Governance Special Interest Group (SIG) is to provide a forum to enhance the standard of governance in the Victorian Water Industry.
- ◆ The Governance SIG meetings were well attended with an average of 16 people attending each meeting.
- ◆ The majority of attendees are from Water Corporations based closer to Melbourne, however a number of the regional providers are represented. Grant Watkinson, DELWP was a regular attendee and valued by the group for providing relevant departmental information.
- ◆ The Governance SIG has a close linkage to the Executive Assistants SIG and the Department of Environment, Land, Water and Planning.

Throughout the 2014/15 year, the Governance SIG meetings covered a range of topics, as shown below:

November 2014

- ◆ Overarching Structure of Organisational Policies and Management Policies
- ◆ Register of Interests
- ◆ Update on Office of Living Victoria (OLV) Structure
- ◆ State Election and Caretaker Conventions
- ◆ Acting Managing Director under the Water Act
- ◆ Privacy and Data Protection Act
- ◆ Legal Services

Presentations

- ◆ Corporate Risks – presented Frank Portelli, Yarra Valley Water
- ◆ Visit to Thames Water – presented by Sarah Johnston , East Gippsland Water



Special Interest Group (SIG) Reports 2014/15 Overview

February 2015

- ◆ Governance SIG Charter
- ◆ Director Appointment Process
- ◆ Director Induction Process
- ◆ Director Training Requirements
- ◆ Board/Management Committee & Membership
- ◆ Appointment of Internal Auditors
- ◆ Workers Compensation Insurance
- ◆ Privacy and Data Protection Act
- ◆ VicWater Deed of Access and Insurance & Updated Ministerial Delegations

Presentations

- ◆ IBAC Update – Protected Disclosures – presented by Elisa Hesling and Peter Gannoni from FOI Solutions

June 2015

- ◆ Director Appointment Process
- ◆ Internal Audit Tender Process
- ◆ Presentation – Annual Report 2014-15
- ◆ OLV Review Recommendations
- ◆ Privacy and Data Protection Act
- ◆ Changes in Code of Conduct
- ◆ Annotations on Board Papers
- ◆ Cloud Computing in the Victorian Public Sector

Presentations

- ◆ Annual Reports 2014-15 – presented by Binhur Sappideen, DELWP

Governance SIG Convenor

Jo-Ann Riley

Manager Governance

North East Water

Human Resources Special Interest Group

Brief overview:

- ◆ **HR SIG PURPOSE:** The Human Resources SIG exists to provide a forum for sharing information, networking and professional development in the Victorian Water Industry.
- ◆ Attendance patterns for each meeting over 2014-2015 were as follows:
 - ◆ 20th November 2014 – 15 attended and 7 were apologies
 - ◆ 26th February 2015 – 15 attended and 8 were apologies
 - ◆ 25th June 2015 – 19 attended and 6 were apologies.
- ◆ Attendees and demographic - The attendees are made up of mainly regional Water Organisations (85% on average) with an increase in participants from metropolitan water organisations (15% on average).
- ◆ Major challenges for the group is keeping everyone interested on all the topics. In addition we are all at different stages of EA negotiations however this is a real value add to be able to discuss approaches to this process.
- ◆ We have workshopped our learning needs as a group. These include learning focus on: HR Metrics, Performance Management systems, Learning and Development programs and systems, HR Information Systems, Strategic Capabilities, Capability Frameworks, Creativity and Innovation, Workforce Planning, Leadership Drivers, Industry Skills Gap analysis, Preferred Leadership Characteristics and approaches, Ageing Workforce, Challenges of geographical locations for Corporations, Diversity.



Special Interest Group (SIG) Reports 2014/15 Overview

- Major stakeholders/organisations with close linkages include: DELWP, Victorian Public Sector Commission, WSAA, VicWater, IT SIG, Finance SIG, Communications SIG, Meerkin and Apel Lawyers and VIC Super.

Meetings

Throughout the 2014/15 year, the HR SIG meetings covered a range of topics, as shown below:

November 2014

- VicSuper Presentation – Scott Johnson
- DEPI Presentation – LSL Regulation Changes – Colin Henry Manager Workplace Relations and Sujay Kapoor- Senior Consultant Workplace Relations
- Presentation re: IWA – Brett Millington and Neil Brennan IWA
- Fleet Policy Changes and Decision - Anthony Hernan GM Corporate Services North East Water
- EBA updates – round table discussion
- Workshop regarding HR training needs for the SIG group– Christina Bassani Facilitated. Topics discussed included: Increasing skills and knowledge regarding strategic development; Focussing on Negotiation and Influence; Technical Expertise and understanding of systems; Leadership Program; Recognition Awards; Conflict Management; Coaching; Performance; Capability Frameworks.
- Survey distributed between meetings to prioritise learning for group (select top 5). In addition the group were asked to flag where they had expertise. This would enable people within the group to deliver their expertise next to the topics being presented where possible.

February 2015

- Feedback from group regarding their top 5 priorities. Recognition of who could deliver in the area of their expertise. – Christina Bassani Facilitated
- Learning Management Systems discussion with the group – Christina Bassani Facilitated
- Enterprise Agreement Updates and discussion with the group
- Update from WSAA People and Capability Network Committee – Peter Gee
- National Remuneration Centre Update – Henry Warren
- Emotional Intelligence Workshop - Viren Thakrar & Kate Robinson – Hudson Consulting
- General Business discussion and focus for the next meeting
- Themes/Items identified to include in IWA conferences: Leadership; Diversity; Safety and wellbeing/mental health; Creativity and Innovation.

June 2015

- Industrial Relations Policy Update from government – Colin Henry and Sujay Capoor – DELWP
- EA round table discussion and questions
- HR and Safety Metrics Workshop – Robyn Clarke/Simon Fleming
- Future State Integrating HR Systems – Gerard Barwell – Silverdrop consulting
- Other items– facilitated by Christina Bassani
- Meditation session – Angie O’Toole – Brahma Kumaris Australia
- General discussion – facilitated by Christina Bassani

HR SIG Convenor

**Christina Bassani
Manager People and Wellbeing
Goulburn Valley Water**



Special Interest Group (SIG) Reports 2014/15 Overview

Information Technology Special Interest Group

Brief overview:

- The purpose of the SIG is to facilitate knowledge sharing between SIG members, present on new and emerging trends within the IT industry and provide updates for current vendors on product development. The IT SIG also acts as an advocacy group from time to time on matters of interest to all members.
- The IT SIG also runs a community portal to assist in knowledge sharing and providing advice between meetings to members. The portal has 83 registered members.
- The IT SIG is well supported with an average of 20 attendees per session and there is usually an attendee from each metro and rural Water Corporation.
- The Information Technology SIG facilitated a combined presentation with the Governance SIG and invited the Customer SIG to another session. This is an efficient way to share knowledge between the SIG's and promote further discussion and working groups.
- There are no major external stakeholders with an interest in the IT SIG.
- The IT SIG faced no major challenges of note.

Meetings

- Throughout the 2014/15 year, the Information Technology SIG meetings covered a range of topics, as shown below:

November 2014

- Craig Subocz from Russell Kennedy presented on Embarking on the Agile Journey - Contracting for Agile
- Brent Valle, from NGAGE presented on the Advantages of Flash Storage
- Cindy Loon, SEW & Rhubesh Goomiah from Atlis Consulting presented on Delivering business value with BI
- Damian Heffernan from YVW presented on Enterprise Data Modelling
- Neal Wise from Assurance presented on Software Defined Radio threats to Voice and Data Systems

February 2015

- Mike Taylor from Microsoft presented on "Connectivity to Azure Services"
- Jacinta Thomson, Assistant Commissioner and Jeannette van den Bulk, from the Office of Commissioner for Privacy and Data Security presented on the "Privacy by Design" to a joint session of the Governance SIG and IT SIG.
- Mel Gray, Fujitsu Australia presented on "The Changing Role of the CIO in a Digital World"
- Jeff Ward from CDM presented on "Intelligent Systems and the Internet of Things"
- Shekar Verada, YVW and Suneel Dhingra from Dynatrace, presented a case study on "The value of the application performance monitoring at Yarra Valley Water".

June 2015

- Travis Mason from Dimension Data gave a presentation on the Global Call Centre Survey Results and Omni Channel Call Centres.
- Muhammed Faisal from Content Security presented on Application Whitelisting. The VAGO has announced they will be auditing all agencies against the Australia Signals Directorate top 4 cyber intrusion mitigation strategies in 2016/17.
- Bard Papegaaij from Gartner ran a workshop on improving conversation skills, which was very well received.
- Michael O'Keefe from Microsoft provided an update on productivity, cloud and mobility.

Information Technology SIG Convenor

Craig Lindley
Manager IT Operations
Yarra Valley Water



Special Interest Group (SIG) Reports 2014/15 Overview

Technical Services Special Interest Group

Brief overview:

The Technical Services Special Interest Group exists to provide a forum for sharing information, networking and professional development in a wide range of technical areas related to the Victorian water industry. In 2014/15, these subject areas included asset management, water quality, land development, sewerage networks, hard waste management and system optimisation.

Meetings were again well attended with an average of 30 attendees representing both water authorities and consultants. Greater representation of metropolitan water authorities will be focus over the coming year.

A strategic review was undertaken at the February 2015 meeting where feedback centred on keeping meeting agendas contemporary and linking in more with regulators and other industry groups such as WSAA. Forming small working groups to work on hot topics was also favoured and will be developed further in 2015/16.

Meetings

The following is a list of some of the topics covered at Technical Services SIG meetings over the 2014/15 year:

November 2014

- ◆ Asset Performance and Energy Optimisation – a joint presentation with the Energy SIG
- ◆ Water Act recovery claim – Andrew Sherman (Russell Kennedy)
- ◆ Consultancy Agreement Clauses – Glenn Bewicke (Goulburn Valley Water)
- ◆ Draft Asset Management Accountability Framework – Svetla Petkova (Gippsland Water)
- ◆ Safe Drinking Water Regulations – the Regulatory Impact Statement – John Day (North-East Water)
- ◆ Localityworks and Crisisworks – presentation of solutions used by YVW and WW

February 2015

- ◆ Strategic Review of the TS SIG
- ◆ GWV Enforceable Undertaking – Hard Waste Management – Alan Tyson, Erin Downes (Goulburn Valley Water), Stefan Fiedler (Russell Kennedy)
- ◆ Land Development Framework – Geoff Harris (Gippsland Water)
- ◆ Sewering of Poowong, Loch and Nyora – Rob McKaige, Graeme Watkins (South Gippsland Water)
- ◆ Barwon Water Operations Efficiency Program – Shaun Cumming (Barwon Water)

June 2015

- ◆ Update on WSAA Asset Management Activities and Projects – Greg Ryan (WSAA)
- ◆ Water Infrastructure on Private Land – Rowena Scheffer & Sabrina Teodorowski (DELWP)
- ◆ EPA Update – Tim Eaton (EPA)
- ◆ North East Water's Journey with Health Based Targets – John Day, Jason Mullins (North East Water)
- ◆ New Sewer Code – MRWA – Robert Jagger (City West Water)

Thank you to those Technical Services SIG members who either presented topics or helped arrange guest presenters over the course of the year. And a very big thank you to former convenor Svetla Petkova for convening the Technical Services SIG over the last 3 years (and for filling-in for the new convenor at the June 2015 meetings as well).

Technical Services SIG Convenors

Paul Northey (*current convenor*)
GM Infrastructure Services
Barwon Water

Svetla Petkova (*past convenor*)
GM Asset Mgt, Planning & Delivery
Gippsland Water

IWA Awards 2014/15

The Barry E Leach Prestige Award

The Barry E Leach Prestige Award is awarded occasionally to a person who has given exceptional service to the Institute and the Victorian water industry over a long period of time. Barry E Leach was a member of the Institute for 18 years, including being President in 1978-1979 and Secretary from 1980-1992.

Barry was awarded Life membership for his outstanding contribution to the Institute. At the IWA's Conference dinner held in Melbourne on 20 November 2014, Les McLean was presented with the Institute's highest honour as the Barry E Leach award recipient for 2014 in recognition of his dedicated service to the Institute over the past 14 years. During this time, Les served as the IWA Treasurer from 2000 - 2004 and was IWA President for 2 terms between 2006-07 and again in 2001-12.



Pictured: IWA President Brett Millington and 2014 Barry Leach Award Recipient Les McLean

Recipients of the Barry E Leach Prestige Award to date are:

- ◆ 1997 John Maglen
- ◆ 1998 John Wilkinson
- ◆ 2004 Laurie Gleeson
- ◆ 2007 Neil Brennan
- ◆ 2007 Jim Martin
- ◆ 2007 Dennis Cavagna
- ◆ 2012 Les Mathieson
- ◆ 2014 Les McLean

The John Robbins Memorial Award

The John Robbins Memorial Award is awarded to a member of the Institute to recognise their distinguished contribution to the Institute and the Victorian water industry.

John Robbins was a foundation member of the Institute and was President in 1977-78 and Treasurer from 1979-80 to 1983-84. John was made a life member in 1983.

At the IWA's Conference dinner held in Melbourne on 20 November 2014, Rebekah Fraser was presented with the John Robbins Memorial Award recognising her distinguished contribution to the Institute and the industry after stepping up to assist the IWA in coordination and administration of the Conferences and Special Interest Groups.



Pictured: IWA President Brett Millington and 2014 John Robbins Award Recipient Rebekah Fraser

Recipients of the John Robbins Memorial Awards to date are:

- 1997 Jim Martin
- 1998 Robert Illig
- 1999 Brian Grogan
- 2006 Peter McManamon
- 2007 Dennis Brockenshire
- 2012 Graeme Jolly
- 2012 Sarah Johnston
- 2014 Rebekah Fraser

Laurie Gleeson Professional Development Award 2015

Laurie Gleeson was Managing Director of Goulburn Valley Water for 28 years from 1980 to 2008. A keen advocate for reform, efficiency and high standards of customer service, Laurie played an active role in enhancing the performance of the water sector. He was a strong supporter of the IWA and the role it plays in contributing to professional development and collaboration in the Victorian Water Industry.

In honour of Laurie's significant contribution to both the Institute and the Industry, the Laurie Gleeson Professional Development Award was created at the IWA's 45th anniversary dinner in June 2012. This award is open to all members of the IWA to pursue an area of interest that will not only contribute to the individual's development, but to the success of the water industry. Our special thanks to the awards long term joint sponsors Russell Kennedy Solicitors and MWH Global (both of whom are great supporters of the IWA).

The award comprises a grant of \$5,000 to fund the proposed development activity and applications are judged based on the alignment with the individual's area of work and topics or themes that are of contemporary interest across the Victorian water sector.

The 2015 Laurie Gleeson Award was presented at the November 2014 conference dinner to **Lara Caplygin**, Treatment Manager from East Gippsland Water.

Lara's proposed professional development activity comprised of a 4 week study tour of Scottish Waters facilities in order to understand their business, facilities, efficiency programs and new business opportunities.

Scottish water is one of the largest water companies in the UK and services 5.3 million people. They are also a publicly owned business that drives innovation and efficiency having reduced operating costs by 40% since 2002. They are active in numerous subsidiary businesses and use various innovative technologies to generate other income streams which is particularly relevant to East Gippsland Water and the industry as a whole in our current climate. Another strong synergy is their provision of services to remote areas with small populations, which is a particular issue across regional Victoria.

In addition, the study tour would help bolster relationships with a water business that shares numerous synergies with us here in Victoria, and has a proven track record of success in productivity, efficiency and in turn cost reduction.

The IWA looks forward to hearing of Lara's learnings from her international travels at a future IWA Conference once she has returned from family leave in 2016.

The IWA thanks the following award sponsors:

 **RUSSELL KENNEDY**
MEMBER OF THE KENNEDY STRANG LEGAL GROUP



Pictured: Andrew Sherman (Russell Kennedy), Lara Caplygin, Paul Kersley (MWH) and Brett Millington (2014/15 IWA President)

Biggest Ever (Laurie Gleeson) Dinner

The IWA Executive took a decision to honour our colleague and past IWA Executive Member Laurie Gleeson's passing through a dinner to raise funds for the Australian Prostate Cancer Foundation (APCF).

The **Biggest Ever (Laurie Gleeson) Dinner** event was held on the 25th June 2015 at the prestigious Medallion Club at Etihad Stadium Melbourne and coincided with Men's Health Week.

From the generosity of over 500 guests who attended the event, the organising Committee as led by Neil Brennan returned a profit of \$70,343 which was presented to the APCF from the IWA. This was a truly magnificent effort from the IWA and the broader Water Industry and exceeded all expectations of what we'd had hoped that night would deliver. The donated funds total also included the IWA's donation via foregone profit from the scheduled dinner conference.

Attendees were thoroughly entertained with a great mix of humour, stories and key messages for good health by guest speakers including Sam Kekovich, Terry Daniher, David Parkin, Eloise Southby and Dr Bernie Crimmins.

The event would not have happened without the tremendous support of our generous sponsors. A special thank you to Major Sponsor Eco Catalyst, Premium Partners Vision Super and Goulburn Valley Water and the following supporting partners; Coliban Water, Integrity Governance, NHP, Rockwell Automation, Marsden Jacob Associates and the Essendon Football Club.

A little about Laurie and the Australian Prostate Cancer Foundation

Laurie was Managing Director of Goulburn Valley Water for 28 years and was passionate about promoting water industry reform, customer service and efficiency. He was also a champion of the Goulburn Valley food industry. When Laurie was diagnosed with prostate cancer only a few short years ago, rather than accepting defeat, he instead took a stand for all Prostate Cancer sufferers in Australia and successfully lobbied the Federal Government to include the life extending drug Zytiga on the Pharmaceutical Benefits Scheme.

Annually almost 20,000 Australian men are diagnosed with prostate cancer and more than 3,300 will lose their life to this disease each year.

Laurie sadly lost his battle in January 2015 and in recognition of his service to both the Water Industry and the Australian Prostate Cancer Foundation, the Biggest Ever Dinner was born. Laurie was also posthumously awarded an Order of Australia Medal for his services to the water industry on Australia Day this year.



*Pictured: David Parkin,
Mrs Lois Gleeson, Eloise Southby
and Sam Kekovich.*



Membership of the Institute as at 30 June 2015

Members

| | |
|-------------------|-----|
| Corporate Members | 29 |
| Members | 115 |

Members made up of:

| | |
|-------------------------------|------------|
| Honorary Life Fellows Retired | 7 |
| Honorary Life Fellows | 5 |
| Honorary Members | 1 |
| Fellows | 16 |
| Retired Fellows | 3 |
| Associates | 25 |
| Retired Associates | 1 |
| Retired Members | 3 |
| Individual Members | 54 |
| Total Members | 144 |



Membership Register 30 June 2015

FELLOW (HON. LIFE)

Robin Fletcher
John Maglen
David Roberts

FELLOW (HON. LIFE RET.)

Jack Austin
Ron Dudley
Laurie Gleeson
Robert Jordan
Robert Leslie
Jim Martin
John Wilkinson
Barry Leach
Leslie Mathieson

FELLOW (RET.)

Barry Norman

FELLOW

| | |
|------------------|-----------------------|
| Damien O'Doherty | Wannon Water |
| David Heeps | ESC |
| David Cappellari | South East Water |
| Dennis Cavagna | ESC |
| Geoff Michell | |
| Glenn Bewicke | Goulburn Valley Water |
| Graeme Jolly | Goulburn Valley Water |
| Ian Johnson | South East Water |
| Jeff Mayo | |
| Les McLean | |
| Mick Bourke | |
| Neil Brennan | Western Water |
| Pat McCafferty | Yarra Valley Water |
| Peter Robinson | MWH Global |
| Peter Quinn | Goulburn Valley Water |
| Russell Worland | |

ASSOCIATE

| | |
|---------------------|----------------------------|
| Ann McCurly | Gippsland Water |
| Brett Millington | East Gippsland Water |
| Bruce Hammond | East Gippsland Water |
| Chris McLeod | Barwon Water |
| Colin White | |
| Craig Heiner | North East Water |
| Daniel Hogan | Goulburn Valley Water |
| David Thomas | Western Water |
| Donald Vincent | GHD |
| Eamonn Tobin | |
| Grant Green | Wannon Water |
| Greg Sharpley | Sharp Coefficient |
| Joe Adamski | Barwon Water |
| John Morris | North East Water |
| Loris Davis | Lower Murray Water |
| Mark Williams | G-WM Water |
| Mathew Scott | East Gippsland Water |
| Michael Malouf | Malouf Management Services |
| Paul O'Donohue | Central Highlands Water |
| Peter Donlon | |
| Phillipe Du Plessis | South Gippsland Water |
| Sarah Johnston | East Gippsland Water |
| Svetla Petkova | Gippsland Water |
| Thomas Fricke | GHD Pty. Ltd. |
| Tony Wright | VicWater |

HONORARY MEMBER

Bernie Cummins

MEMBER

| | |
|-------------------|--------------------------------|
| Andre Kersting | City West Water |
| Andrew Osborne | Osborne Management |
| Andrew Chapman | South East Water |
| Andrew Dilley | Wannon Water |
| Andrew Jeffers | Wannon Water |
| Anthony Norrish | GHD |
| Anthony Hernan | North East Water |
| Brady Schmidt | Barwon Water |
| Charlie Bird | Bird Consulting Group |
| Chris Murdoch | Goulburn Valley Water |
| Christina Bassani | Goulburn Valley Water |
| Ciara Sterling | Yarra Valley Water |
| Colleen Rose | Wannon Water |
| Craig Lindley | Yarra Valley Water |
| Darren Heritage | Coliban Water |
| Dave Maloney | CNC Project Management |
| David Ryan | Melbourne Water |
| Frank McShane | East Gippsland Water |
| George Wall | WIOA |
| Grant Colling | Yarra Valley Water |
| Ian Edwards | Open Spatial |
| Ivan Reolon | Aquatec Maxcon P/L |
| Jenni Kalstrom | Coliban Water |
| Jenny Kenshole | Yarra Valley Water |
| Jim Keary | Hunter Water |
| Jo Riley | Nth East Water |
| Joanne Church | Goulburn Valley Water |
| Joe EL Zein | Tyco Water |
| Johan Nel | Open Spatial Australia Pty Ltd |
| Kevin Murphy | Lower Murray Water |
| Lara Caplygin | East Gippsland Water |
| Les Johnson | Wannon Water |
| Malcolm Speirs | SMEC Australia |
| Mark Wilkin | Barwon Health |
| Mark Bartley | HWL Ebsworth |
| Murray Cornwall | Gippsland Water |
| Nigel Finney | Savewater Alliance |
| Nigel Corby | City West Water |
| Paul Kerrins | Goulburn Valley Water |
| Peter Prevos | Coliban Water |
| Peter Jacob | Marsden Jacob Associates |
| Peter Everist | Water Infrastructure Group |
| Philip Endley | Lower Murray Water |
| Rebekah Fraser | Central Highlands Water |
| Robyn Clark | Central Highlands Water |
| Ryan McGowan | Goulburn Valley Water |
| Stephen Costley | |
| Stephen Carter | Central Highlands Water |
| Tanya Finnen | North East Water |
| Tony Leonard | Westernport Water |
| Victoria Leavold | VicUrban |
| Wanda Skerrett | Open Spatial Australia Pty Ltd |

RETIRED MEMBERSHIP

Eric Collier
John Dyer
Malcolm Taylor
Peter Dorling
Steve Bird
Terence Larkins
Vernon Robson
Merv Hair

Membership Register 30 June 2015

Corporate Members





Financial Statements

[Institute of Water Administration Inc.](#)

ABN 96 103 789 875

Financial Statements

For the year end 30 June 2015

Prepared by:
Balance Corporation Pty Ltd
Suite 104
424 Warrigal Road,
Heatherton VIC 3202
Phone: 03 95326111
Fax: 03 95326133
www.balcorp.com.au



Financial Statements

Institute of Water Administration Inc.

ABN 96 103 789 875

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- ◆ Committee's Report
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- ◆ Balance Sheet
- ◆ Statement of Cash Flows
- ◆ Notes to the Financial Statements
- ◆ Statement by Members of the Committee
- ◆ Independent Auditor's Report to the Members
- ◆ Certificate by Member of the Committee
- ◆ Income and Expenditure Statement



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Committee's Report

Your committee members submit the financial accounts of the Institute of Water Administration Inc. for the financial year ended 30 June 2015.

Committee Members

The names of committee members at the date of this report are:

- ◆ Brett Millington - President
- ◆ Rebekah Fraser - Public Officer
- ◆ David Thomas - Treasurer
- ◆ Joe Adamski
- ◆ Peter Quinn
- ◆ David Ryan
- ◆ Paul O'Donohue
- ◆ Peter Robinson
- ◆ Pat McCafferty
- ◆ Ian Johnson
- ◆ Neil Brennan
- ◆ Sarah Johnston

Principal Activities

The principal activities of the association during the financial year was to advance the standards of management within the water sector and making an active contribution to the future directions of the industry. The IWA achieves this through providing a forum for sharing information, networking and professional development in the Victorian water industry.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The profit (loss) from ordinary activities after providing for income tax amounted to year ended 30 June 2015 \$(28,214) and year ended 30 June 2014 \$23,650.

Signed in accordance with a resolution of the Members of the Committee on Tuesday 10th November 2015:

Brett Millington - President

Paul O'Donohue - Committee Member



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Statement of Comprehensive Income

For the year end 30 June 2015

| | Note | 2015 \$ | 2014 \$ |
|---|------|-----------------|---------------|
| Revenue | | 132,189 | 160,012 |
| Other revenue | | 102,177 | 2,639 |
| Cost of sales | | (142,382) | (123,048) |
| Gross profit | | 91,984 | 39,604 |
| Administration expenses | | (118,148) | (15,953) |
| Finance Costs | | (2,050) | |
| Profit (deficit) before income tax | | (28,214) | 23,650 |
| Income tax (credit) expense | | | |
| Profit (deficit) for the year | | (28,214) | 23,650 |
| <i>Other comprehensive income:</i> | | | |
| Items that will not be reclassified to profit or loss: | | | |
| Items that will be reclassified subsequently to profit or loss when specific conditions are met: | | | |
| Total other comprehensive income for the year, net of tax | | | |
| Total comprehensive income for the year: | | (28,214) | 23,650 |

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Balance Sheet

For the year end 30 June 2015

| | Note | 2015 \$ | 2014 \$ |
|----------------------------------|------|----------------|----------------|
| Assets | | | |
| Current Assets | | | |
| Cash assets | | 53,754 | 13,572 |
| Receivables | | 65,679 | 40,923 |
| Investments | | 74,121 | 72,400 |
| Prepayments | | 29,043 | 42,343 |
| Total Current Assets | | 222,598 | 169,239 |
| Total Assets | | 222,598 | 169,239 |
| Liabilities | | | |
| Current Liabilities | | | |
| Payables | | 86,060 | 7,721 |
| Current tax liabilities | | 2,430 | (804) |
| Total Current Liabilities | | 88,490 | 6,917 |
| Total Liabilities | | 88,490 | 6,917 |
| Net Assets | | 134,108 | 162,322 |
| Members' Funds | | | |
| Retained profits | | 134,108 | 162,322 |
| Total Members' Funds | | 134,108 | 162,322 |

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Statement of Cash Flows

For the year end 30 June 2015

| | Note | 2015 \$ | 2014 \$ |
|---|------|------------|------------|
| Cash Flow From Operating Activities | | | |
| Receipts from customers | | 207,189 | 152,369 |
| Payments to Suppliers and employees | | (168,292) | (172,105) |
| Interest received | | 1,822 | 2,493 |
| Interest and other costs of finance | | (2,050) | |
| Income tax paid | | 3,234 | (1,021) |
| Net cash provided by (used in) operating activities (<i>note 2</i>) | | (18,264) | 41,903 |
| Net increase (decrease) in cash held | | 41,903 | (18,264) |
| Cash at the beginning of the year | | 85,973 | 104,236 |
| Cash at the end of the year (<i>note 1</i>) | | 127,876 | 85,973 |

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Statement of Cash Flows

For the year end 30 June 2015

| | Note | 2015 \$ | 2014 \$ |
|---|------|------------|------------|
| Note 1. Reconciliation Of Cash | | | |
| For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts. | | | |
| Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows: | | | |
| Cash at Bank | | 53,754 | 13,572 |
| Short term deposits | | 74,121 | 72,400 |
| | | 127,876 | 85,973 |

Note 2. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Operating Profit After Income Tax

| | | | |
|---|--|---------------|-----------------|
| Operating profit after income tax | | (28,214) | 23,650 |
| Increase/(decrease) in provision for income tax | | 3,234 | (1,021) |
| Changes in assets and liabilities net of effects of purchases and disposals of controlled entities: | | | |
| (Increase) decrease in trade and term debtors | | (24,756) | (6,921) |
| (Increase) decrease in prepayments | | 13,300 | (38,892) |
| Increase (decrease) in trade creditors and accruals | | 78,339 | 4,920 |
| Net cash provided by operating activities | | 41,903 | (18,264) |

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Notes to the Financial Statements

For the year end 30 June 2015

Note 1: Statement of Significant Accounting Policies

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the *Associations Incorporation Reform Act 2012*.

The financial report covers Institute of Water Administration Inc. as an individual entity. Institute of Water Administration Inc. is an association incorporated in Victoria under the *Associations Act 2012*.

The financial report of Institute of Water Administration Inc. and the controlled entity and Institute of Water Administration Inc. as an individual parent entity comply with all Australian equivalents to International Financial Reporting Standards (IFRS) in their entirety.

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

(A) Basis of Preparation

Reporting Basis and Conventions

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

(B) Accounting Policies

Cash and Cash Equivalents

Cash and Cash Equivalents includes cash on hand, deposits held at call with banks or financial institutions, other short term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short term borrowings in current liabilities on the balance sheet.

Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking in to account the interest rates applicable to the financial assets.

Dividend revenue is recognised when the right to receive a dividend has been established. Dividends received from associates and joint venture entities are accounted for in accordance with the equity method of accounting.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Notes to the Financial Statements

For the year end 30 June 2015

Goods and Service Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

a) Critical accounting estimates and judgments

The committee members evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and internally.

Note 2: Auditors' Remuneration

| | 2015 | 2014 |
|---|-------------|-------------|
| Remuneration of the auditor of the company for: | | |
| Auditing or reviewing the financial report | 670 | 630 |
| Other services | 0 | 0 |
| | 670 | 630 |

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Statement by Members of the Committee

For the year end 30 June 2015

In the opinion of the Committee the Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flows and Notes to the Financial Statements:

- 1) Presents fairly the financial position of Institute of Water Administration Inc. as at 30 June 2015 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
- 2) At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Brett Millington - President

Paul O'Donohue - Committee Member

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

[Independent Auditor's Report to the Members](#)

For the year end 30 June 2015

Report on the Financial Report

We have audited the accompanying financial report of Institute of Water Administration Inc. (the association), which comprises the Statement by Members of the Committee, the Statement of Comprehensive Income, the Statement of Financial Position, Statement of Cash Flows, Statement of Changes In Equity, a summary of significant accounting policies, other explanatory notes and the Certificate by Members of the Committee for the financial year ended 30 June 2015.

Committee's Responsibility for the Financial Report

The Committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the *Associations Incorporation Reform Act 2012*, and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Independent Auditor's Report to the Members

For the year end 30 June 2015

Opinion

In our opinion, the financial report of Institute of Water Administration Inc. is in accordance with the requirements of the *Associations Incorporation Reform Act 2012*, including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards.

Signed on: Wednesday 4 November 2015

Christopher Falkingham FCA & FCPA
Balance Corporation Pty. Ltd.
Suite 104
424 Warrigal Road
Heatherton Vic 3202

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Income and Expenditure Statement

For the year end 30 June 2015

Income

| | | |
|-----------------------|---------|--------|
| Trading profit (loss) | (8,164) | 38,880 |
| Interest received | 1,822 | 2,493 |
| Other income | - | 145 |
| Professional fees | 100,355 | - |
| Total income | 94,013 | 41,519 |

Expenses

| | | |
|--|---------|---------------|
| Administration | 2,543 | - |
| Laurie Gleeson - Dinner | 77,867 | - |
| Audit fees | 670 | 630 |
| Awards and Certificates | 7,672 | 7,745 |
| Bad Debts | 599 | 868 |
| Bank Fees And Charges | 115 | 121 |
| Borrowing Expenses | 2,050 | |
| Donations | 22,487 | |
| Honoraria | | 2,500 |
| Printing & stationery | 548 | 538 |
| Software Costs | | 481 |
| Sundry expenses | 192 | 181 |
| Travel, accom & conference | 5,455 | 2,887 |
| Insurance | 2,029 | 1,916 |
| Total expenses | 122,227 | 17,869 |
| Profit (loss) from ordinary activities before income tax (28,214) | | 23,650 |

Income tax revenue relating to ordinary activities

| | | |
|--|-----------------|----------------|
| Net profit (loss) attributable to the association | (28,214) | 23,650 |
| Total changes in equity of the association | (28,214) | 23,650 |
| Opening retained profits | 162,322 | 138,671 |
| Net profit (loss) attributable to the association | (28,214) | 23,650 |
| Closing retained profits | 134,108 | 162,322 |

The accompanying notes form part of these financial statements.



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 |
| 2010-11 | L. Mathieson | S. Johnston / K. Calvi | D. Cappellari |
| 2011-12 | L. McLean | S. Johnston / K. Calvi | D. Cappellari |
| 2012-13 | P. McCafferty | S. Johnston / B. Goodwin | D. Thomas |
| 2013-14 | P. O'Donohue | S. Johnston / R. Fraser | D. Thomas |
| 2014-15 | B Millington | R. Fraser | D Thomas |

The Biggest Ever (Laurie Gleeson) Dinner

Thursday 25th June 2015
Medallion Club at Etihad Stadium Melbourne







Institute of Water
Administration

