



Institute of Water  
Administration

50

*Celebrating 50 years*



**Annual Report**

2016/17





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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.

To ensure that the IWA continues to meet the needs of our members and the wider industry, in late 2016, the IWA Board developed a strategic intent of *'helping to become more extraordinary'* which will now assist in planning future conferences and events.

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, Governance, Human Resources, Education, Executive Assistants, PR/Communications and Electricity and Greenhouse;
- Distinguished Service and Professional Development Awards.

The IWA's services are achieved through a Board consisting of up to twelve elected representatives in addition to a nominated Treasurer and Secretary from amongst the water industry. The Board members 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 2016/2017

It is with great pleasure that I present this year's Annual General Report for the Institute of Water Administration Inc. (IWA) in what has been our 50<sup>th</sup> year.

This significant milestone was celebrated at our November 2016 conference event with a 50<sup>th</sup> Anniversary Gala Celebration Dinner. The evening was a great opportunity to reflect on the history of the IWA and its contribution to the Victorian Water Industry as well as a forward look to what the next 50 years may bring. A highlight for the night was the discussion on stage between Mr Barry Leach (Hon. Life Retired Fellow) and our first female incoming IWA President Ms Sarah Johnston (Fellow) which covered the past, present and future for our association. And with thanks to the many generous gift donations, dinner guests had the opportunity to participate in a raffle on the night which raised a further \$1,665 for the Prostate Cancer Foundation of Australia which the IWA has proudly supported for the past 3 years. Again, it was an opportunity to highlight the health and wellbeing of our employees and the need for regular health checks.

A key focus for the IWA during 2016/17 was hosting our three successful conferences (2 being hosted in Melbourne and 1 regionally in Torquay) and associated dinners that were held throughout the year. The past year also saw record numbers of attendees at our ten unique and ever growing Special Interest Group (SIG) meetings, generally held the day before each conference. These SIGs continue to provide critical networking and collaboration opportunities for participants from right across the states water sector and beyond.

This Annual Report includes a review noting the highlights from each of the Conferences and SIG meetings. I would encourage you to take time to read these summaries as they provide an overview of the areas of focus for the IWA and the sector more broadly and also the incredible collaboration that has occurred over the last year. The ongoing support of the conferences and continued growth of the SIGs further reinforces that these events are seen as important elements of the Victorian Water Industry.

As a voluntary organisation we continue to rely on the generosity and effort of a number of people for resourcing and support. I would like to particularly acknowledge David Thomas as our Honorary Treasurer and the tireless work of Rebekah Fraser as our Secretary. I would also like to acknowledge the efforts of Lauren Vines from VicWater throughout the year organising and coordinating our conferences and dinners. I would also like to acknowledge the continued support we have received from our partners including Tony Wright and the team at VicWater and David Kirby and all at the Australian Water Association Vic. Branch and WIOA.

Our events cannot occur without the valuable and wonderful support of our sponsors. I would like to thank Trility, Vision Super, SUEZ, Barwon Water and GHD, for their support throughout the year. Without this support we would not have the opportunity to provide the events that are critical for our industry to continue to work together to meet the challenges that we face.

A highlight of the year was the award of the Laurie Gleeson Development Award presented at the November 2016 conference. This award has been able to continue to be provided as a result of the generous support of Russell Kennedy Lawyers and Stantec (formally MWH Global). This year's award winner was Kristy Elrington from Goulburn Valley Water. Kristy has taken on a fascinating project focused around exploring new and innovative ways to engage teenagers and adults in what can sometimes be challenging and confronting conversations around waste water issues. Kristy intends to look at a range of ways to deliver these programs and form new partnerships with local and international organisations who are taking on the same challenges. Kristy is tackling an important issue but also spreading the message far and wide with humour. I look forward to hearing the outcomes of Kristy's work over the next 12 months.

### ***... Presidents Annual Report 2016/2017***

I would also like to take the opportunity to thank my fellow members on the IWA Board for their support and encouragement. This year has seen a considerable amount of change and the retirement of some long term and experienced IWA Board members. I would like to make particular mention of our retiring Board Members in Pat McCafferty and Joe Adamski for their work with the IWA. I would also like to thank Peter Robinson, Peter Quinn, Neil Brennan, Paul O'Donohue, Ian Johnson and Sarah Johnston who remain on the Board and welcome our new members in Charmaine Quick, Philippa O'Sullivan and Dona Tantirimudalige.

Finally I would like to offer my best wishes to Sarah Johnston who will begin her time as the IWA President at the November 2017 Conference. I know Sarah will do an outstanding job and will continue to have the support of both myself and the rest of the Board as we continue to move the IWA forward.

**David Ryan**  
**President 2016/17**



## IWA Board 2016/17

The current members of the IWA Board are:

**PRESIDENT:** **David Ryan** MBA Corp Sust, BEnv.Sc, AIWA  
Managing Director  
City West Water

**SECRETARY/PUBLIC OFFICER:** **Rebekah Fraser** Adv Dip Bus. Mgt/HR, Cert Gov. Practice, MGIA, AIWA  
Executive Assistant to Managing Director  
Central Highlands Water

**TREASURER:** **David Thomas** CPA, BComm, SA Fin, GAICD, FIWA  
Manager Finance  
Western Water

**MEMBERS:** **Sarah Johnston** BCom, BLaw, CPA, GAICD, FIWA  
Manager People, Diversity and Inclusion  
East Gippsland Water

**Brett Millington** B.Sc (Hons), Grad Dip. BA, GAICD, FIWA  
Interim IWN Program Director  
Western Water

**Paul O'Donohue** Grad Dip (BM), BA (Mgt), Dip (L'ship) FIWA, GAICD  
Managing Director  
Central Highlands Water

**Neil Brennan** Grad Dip Mgt, MBus, FIWA  
Managing Director  
Western Water

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

**Ian Johnson** BEng(Civil) Grad Dip Business Admin, FIWA  
Director  
Water Futures Consulting

**Peter Robinson** BEng(Civil), Grad Dip Business (Marketing), Grad Dip Ind.  
Rel, FIWA, Life Member AWA  
National Business Development and Strategy Manager  
MWH Global

**Philippa O'Sullivan** BComm, CPA, GAICD, MIWA  
Manager Finance  
Barwon Water

**Dona Tantirimudalige** BEng (Hons) M. Public Policy & Mgmt. MAICD, MIWA  
General Manager General Manager - Distribution Services  
Yarra Valley Water

**Charmaine Quick** MIWA  
Executive General Manager Service Delivery  
Melbourne Water





## 2016/17 Conference Overview



The first conference of the 2016/17 financial year was held on **17 and 18 November 2017** at the new venue – the Melbourne Exhibition & Convention Centre. This conference marked the 50th anniversary of the IWA and as a result the theme – *Looking forward, looking back – 50 years in the making* - looked back to learn lessons from the past in the water sector chatting with industry experts, whilst also looking ahead at the next 50 years and in particular, taking a look at resilience, UN Sustainable Development Goals and get a sneak peek at what the future of the water industry holds.

The conference was a great success with a high turnout and a fantastic variety of presenters including:

- ◆ **Bernard Salt, KPMG**, who provided the Keynote address: Which Way Water? Managing expectations for water usage in a bigger future Victoria
- ◆ **Tony Kelly, Consultant**, Looking Back: an overview of the industry
- ◆ **Toby Kent, City of Melbourne**, The Resilient Melbourne Strategy
- ◆ **Pat McCafferty and Grace Rose-Miller, Yarra Valley Water and Kathryn Silvester, Sydney Water**, who discussed the importance of the UN Sustainable Development Goals.

Also a special thanks to Trility for sponsoring the conference and Vision Super for sponsoring the Conference Dinner.

The IWA 50th Anniversary Dinner was held on 17 November at the Melbourne Exhibition & Convention Centre and was definitely a highlight on the IWA calendar. The night was a celebration of the 50 years the IWA have been in operation with an interactive timeline being launched on the IWA website to commemorate the occasion. This timeline can be accessed by clicking here: [www.iwa.org.au/timeline/timeline.html](http://www.iwa.org.au/timeline/timeline.html)

The dinner was chaired by television personality Natalie Hunter as the MC with the highly acclaimed Tim Campbell providing the second half of the evening's entertainment. For many attendees however, the real highlight of the event was the Q & A session with Mr Barry Leach and Ms Sarah Johnston, who gave an inspiring recount of the history behind the IWA and how far the organisation has come over the last 50 years.

The night also acknowledged and celebrated the long term service of two of our members who were awarded with the Barry Leach Award, awarded to Peter Quinn, Managing Director of Goulburn Valley Water and the John Robbins Award, awarded to Neil Brennan, Managing Director of Western Water. The final accolade of the evening was presented to Ms Kristy Elrington, Community Education Officer at Goulburn Valley Water as the 2017 Laurie Gleeson Development Award winner.



Presentation of new IWA Members:  
November 2016 Conference Dinner

## 2016/17 Conference Overview



The IWA's second conference for the year was hosted at the stunning RACV Resort Torquay on the Great Ocean Road on 23 and 24 February 2017. With the theme on renewables in the water industry, delegates were fortunate to hear from:

- ◆ **Minister for Water, Lisa Neville MP**, gave an update on what's happening in the water industry in regards to the move towards carbon neutrality and the Water Plan.
- ◆ **Rory Costelloe, Founder and Executive Director of Villawood Properties**, delivered an informative presentation focusing on the Aquarevo energy efficient housing estate.
- ◆ Industry case studies including an update about IWN – large scale renewables project, the Yackandandah renewables project and the Western Treatment Plant – challenges of becoming carbon neutral.

The conference dinner was proudly sponsored by Barwon Water and provided excellent networking opportunity for attendees. For the evening highlight, dinner guests were treated to a presentation by international explorer and best-selling author, Tim Cope. Tim captured the essence of place and experience during his presentation and delighted delegates with his surprise guest of his own – his dog Tigon, who lapped up the attention of guests receiving lots of pats and the occasional dinner roll as he made his way through the guest tables.

The IWA was also proud to welcome SUEZ as first time conference sponsors and we look forward to working with SUEZ again at future IWA conferences.





## 2016/17 Conference Overview



The final IWA conference held during the 2016/17 year was successfully run on 22 & 23 June 2017 at the Melbourne Convention & Exhibition Centre. With the theme *Doing Business in a Disrupted future #innovation*, IWA teamed up with VicWater to produce this conference which followed a different format, showcasing 19 innovation concepts from across the Victorian water corporations with several series of short, sharp 8 minute presentations.

It was really inspiring to see so much good work and ideas being generated from the industry. The top 5 rated presentations were invited to present at the VicWater Annual Conference in September. The top 5 presenters were:

- ◆ Lighthouse volunteer program **Vicki Scott, Goulburn Valley Water**
- ◆ School-based apprenticeships **John Day, North East Water**
- ◆ Drone Technology **Andrea Pogue, Goulburn Murray Water & Mick Hawtin, Lower Murray Water**
- ◆ Cultural Innovation **Mareena Corbett, Yarra Valley Water**
- ◆ Septic tank management **Jon Theobald, South East Water**

Delegates also heard from a prominent Australian futurist, Peter Ellyard, who gave a very interesting and thought provoking presentation to start off the day. At the conference dinner guests were treated to entertainment by Australian comedian, Dave Thornton.

Also a special thanks to GHD for sponsoring the conference and Vision Super for sponsoring the Conference Dinner, we very much appreciate the ongoing and loyal support of our sponsors.





# Special Interest Group (SIG) Reports 2016/17 Overview

## Customer Special Interest Group

### **Brief overview**

- ◆ The Customer SIGs purpose is to provide a forum for customer service managers and practitioners to share the practices, challenges and ideas. To learn from each other and take those respective learnings back to our businesses.
- ◆ Member attendance average per meeting was 25-30.
- ◆ Attendees and demographic: most Regional and Metro water corps attended regularly and given its mandate to see family violence improvements implemented, the ESC also attended regularly.
- ◆ Major challenges for the SIG during 2016/17 related to new learnings with ESC how to implement new family violence changes.
- ◆ Major stakeholders/organisations: ESC, EWOV.

### **Meetings**

Throughout the 2016/27 year, the Customer SIG meetings covered a range of topics, as shown below:

#### **November 2016**

- ◆ Discussed the possibility of a separate Development SIG.
- ◆ Lucy Weston ESC, Family Violence changes to be implemented by all water corps.
- ◆ Cynthia Gerbet EWOV, customer service improvements when dealing with customers' who have lost a spouse.
- ◆ Workshop: how does your water corp recognise great customers service from your staff.

#### **February 2017**

- ◆ ESC family violence project draft code and guidelines. Lucy Weston from the ESC.
- ◆ Building Customer Trust project, Sally Watts, Consumer Policy Research Centre, Ruth Harley City West Water.
- ◆ Workshop – Customer Contact at your Water Corp. Share and learn from each other.
- ◆ Journey to Omni Channel – Anthony Hickling, Business Lead, Engage Project Yarra Valley Water.
- ◆ Election of Rosemary Lowe, Western Water as the new Customer SIG Convener.

#### **June 2017**

- ◆ Lucy Weston & Marcus Crudden ESC, updated advice on the implementation of family violence changes.
- ◆ Workshop on credit and collection practices at each water corp. share and learn from each other.
- ◆ Joint IT Customer SIG presentation from Dimension Data of their global customer contact research.

**Rosemary Lowe**  
Western Water  
Customer SIG Convener

**Grant Colling**  
Yarra Valley Water  
Former Customer SIG Convener



## ***Special Interest Group (SIG) Reports 2016/17 Overview***

### **Communications & Engagement Special Interest Group**

#### **Brief overview:**

- ◆ The Communications & Engagement SIG provides an interactive forum to address topical insights and innovations, both from within and outside the Victorian water industry. The SIG is a collaborative environment focused on sharing information and building networks.
- ◆ Meetings are well attended with 20-25 at each session, plus speakers.
- ◆ Typically, attendees represent a good cross section of the regional urban and rural water corporations, with 1-2 metros represented. Each meeting includes a presentation/Q&A session with DELWP (subject to availability).
- ◆ An ongoing challenge is to secure relevant, engaging speakers to demonstrate innovative approaches for communications and engagement. Also, accommodating a growing membership while maintaining opportunities for intimate, informal discussion is a challenge.
- ◆ The key stakeholder relationships are with the DELWP Communications team for topical communications and media updates, and the DELWP Water and Catchments for reporting.

#### **Meetings**

Throughout 2016/17, the Communications & Engagement SIG meetings covered a range of topics, as shown below. Common themes were Pricing Submission engagement and digital communications.

#### **November 2016**

- ◆ DELWP update (Catherine Payne, Boronia Mooney and Geoff Fraser, DELWP)
- ◆ Social media for tough to love brands (Gerry McCusker, Engage ORM)
- ◆ Water 360 – digital education & engagement tools (Don Alcock, Water Secure)
- ◆ Digital communications in the water sector (panel session, various water corporations)

#### **February 2017**

- ◆ SIG meeting and conference topic discussion (round table)
- ◆ Pricing Submission engagement (round table)
- ◆ Engagement tools (Amy Hubbard, Capire Consulting Group)
- ◆ Perspectives on engaging local indigenous communities:
  - Aboriginal Participation Guidelines for CMAs (Jane Walker, GHCA, & Ang Jeffery, CCMA)
  - Melbourne Water Reconciliation Action Plan (Jill Sears, Melbourne Water)
  - DELWP Aboriginal Water Unit (Jason King, DELWP)
- ◆ 2016/17 Annual Reports (Binhur Sappideen & Jess Spottiswood, DELWP)

#### **June 2017**

- ◆ DELWP communications update (Boronia Mooney, DELWP)
- ◆ Small Business Engagement Guidelines (Michael Bermingham, Melbourne Water, & Judy O'Connell, Victorian Small Business Commissioner)
- ◆ Pricing Submission engagement (round table)
- ◆ Customer segmentation and personas (Amira Meyer, City West Water)
- ◆ 2016/17 Annual Reports (Binhur Sappideen, DELWP)
- ◆ Yarra Valley Water website development (Brendon Hillermann, Squareweave)
- ◆ Planning session for future SIG meetings (Garrath Darkin, Wannon Water)

**Garrath Darkin** (current convenor)  
Branch Manager Communications & Engagement  
Wannon Water

**Nicole Cooper** (former convenor)  
Team Leader, Communications  
Western Water



## ***Special Interest Group (SIG) Reports 2016/17 Overview***

### **Educators Special Interest Group**

#### **Brief overview:**

The Educators Network is a platform where 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, rural and regional water authorities, as well as DELWP and Catchment Management Authorities. Membership currently stands at 52.

The educator's network attendance varies during the year as many attendees have multiple roles and attend multiple SIG meetings. This has led to the group changing its meeting schedule to better align with the requirements of the group. The group now meets twice a year in February to allow for planning of education activities for the year and September to allow for State judging of the National Water Week Poster competition.

#### **Meetings**

Throughout the 2016/17 year, the Educators SIG meetings covered a range of topics, as shown below:

#### **September 2016**

- ◆ Regional updates
- ◆ National Water Week Poster judging
- ◆ Interactive session on what activities we do and what ones I would like to know more about
- ◆ Updates on DELWP and SWEP
- ◆ Activities and Programs
- ◆ Echuca Port Discovery Centre education program. How the centre runs the program and how the program interacts with the curriculum.

#### **February 2017**

- ◆ Regional updates
- ◆ STELR - Water in the 21st Century modules and STEM education/careers - information on the national initiative of the ATSE involving education on energy, solar cars, sustainable housing and global warming.
- ◆ Updates from DELWP and SWEP
- ◆ ACER what they do and the STEM learning and assessment tools.
- ◆ Activity presentations
- ◆ Presentation on Water360
- ◆ Discussion on Child Safety Standards and Working with Children Checks and how these changes may impact on us as businesses.

#### **Zoe Croft**

Community Engagement Coordinator  
East Gippsland Water  
Educators Convenor



## ***Special Interest Group (SIG) Reports 2016/17 Overview***

### **Energy and Greenhouse Special Interest Group**

#### **Brief overview:**

- ◆ The purpose of the SIG is to provide a forum to share information regarding energy and greenhouse gas management in the Victoria Water Industry.
- ◆ The SIG was attended by 22-24 people excluding presenters. On average 16 of the Water Corporations were represented and all water corporations attended at least one meeting.
- ◆ The challenges that the industry has faced in the last 12 months include:
  - the development of the Carbon Reduction Pledges,
  - soaring electricity prices, and
  - advancement in renewable technology.
- ◆ The Group has maintained strong relationships with DELWP, DTF and WSAA and continues to build and seek knowledge through industry specialists.

#### **Meetings**

Throughout the 2016/17 year, the Greenhouse and Energy SIG meetings covered a range of topics, as shown below:

#### **November 2016**

- ◆ Industry Scale Renewable Energy Project
- ◆ Intelligent Water Network Project Update
- ◆ Renewable Energy – Reverse Auction (DELWP – Renewable Energy)
- ◆ Greener Government Buildings (GGB – DTF)
- ◆ WSAA Update (WSAA)
- ◆ Emissions Reduction Pledge

#### **February 2017**

- ◆ Industry Scale Renewable Energy Project
- ◆ Intelligent Water Networks
- ◆ Carbon Reduction Pledge Roundtable
- ◆ Vehicle Fleet Emissions
- ◆ Solar Joint Procurement
- ◆ Carbon Sequestration
- ◆ WSAA Update

#### **June 2017**

- ◆ Energy Efficiency & Environmental Certificate Creation
- ◆ Power Purchase Agreements
- ◆ Grid-based Renewable Energy Partnerships
- ◆ Tracking Solar Performance
- ◆ Creating an Energy Transition Plan
- ◆ IWN Large Scale Renewable Project
- ◆ Climate Adaptation Plan
- ◆ Carbon Reduction Pledge

#### **Megan Kreutzer**

Manager Business Innovation and Sustainability  
Coliban Water  
Energy and Greenhouse Convenor





## ***Special Interest Group (SIG) Reports 2015/16 Overview***

### **Executive Assistant Special Interest Group**

#### **Brief overview:**

Throughout the 2016/17 year, the Executive Assistant SIG meetings covered a range of topics which ensured we met our SIG objectives 1) Ensure ongoing professional development of its members via a workshop held once a year, and 2) To consider and gain continuous improvement in Executive Assistant SIG issues relevant to the Victorian water corporations.

- ◆ Attendees are a combination of regional, metro and rural corporations. Non MD EA's/PAs regularly attend as invited guests. The EA SIG has a close linkage with the Governance SIG due to some EA's undertaking these roles and/or activities within their corporations and our meetings are sometimes held concurrently.
- ◆ We also reviewed and approved an updated EA SIG Charter which acknowledges the evolving strategic role of an EA to the MD, and put forward Roslyn Shipton from Yarra Valley Water as our new convenor for the 2017-2019 period.

#### **Meetings**

Throughout the 2016/17 year, the Executive Assistant SIG meetings covered a range of topics, as shown below:

#### **November 2016**

- ◆ **Guest Speaker:** Amanda Vinci (JMW) shared her EA story and her interest and commitment to leadership development for EAs and a new program she helped get up and running at JMW 'Executive Assistant Mission Control'.
- ◆ **Unlocking the Potential of the EA SIG:** Ivana Gillard (Innovation Delivery Partners) facilitated a workshop with members which explored 'shared experiences of adding value', 'shared understanding of how EAs add value' and 'shared understanding of how the EA SIG can help build capability in the industry'.

#### **February 2017**

- ◆ **Top Technology Trends for 2017:** We joined the IT SIG for this presentation from Brian Prentice of Gartner about technology disruption and trends.
- ◆ **Guest Speaker:** Elizabeth Johnston (DELWP) presented an overview of Water for Victoria and outlined areas where leadership can be provided by water corporations (climate change, engagement with traditional owners, diversity).

#### **June 2017**

- ◆ **Tour of City West Water offices:** Julie Douglas provided a tour of the City West Water offices as our host for this meeting.
- ◆ **Guest Speaker:** Louise Meadows (City West Water) talked about City West Water's 2030 strategy and particular the foundation of an 'achievement culture' and what they've been up to over the last 6 months in starting to build that culture one 'shift' at a time.
- ◆ **Cognitive Dissonance:** Rebekah Fraser shared a presentation she developed as part of her participation in the Central Highlands Water emerging leaders program. We looked at cognitive behaviour therapy (our thoughts determine our feelings and our behaviour) and Rebekah shared her 365 days of gratitude project.
- ◆ **Learning & Development:** Elisa Hunter (City West Water) and Jo McBain (Wannon Water) shared their leadership learnings as graduates of the inaugural Peter Cullen Trust Women in Water Leadership program.

**Joanne McBain, Head of Executive Business, Wannon Water  
Executive Assistant SIG Convenor**

*With support and assistance from Joanne Church, Executive Assistant, Goulburn Valley Water.*

## ***Special Interest Group (SIG) Reports 2015/16 Overview***

### **Finance Special Interest Group**

#### **Brief overview:**

The purpose of the Finance SIG was revisited at the February 2017 meeting. After a workshop the attendees identified the key objectives as providing networking opportunities to build relationships with peer Water Corporation's, share best practice, receive Industry and Regulatory updates and showcase developments in technology.

The Finance SIG is held twice a year with the Vic Water Finance Managers conference held in June. The Finance SIG is generally well attended with 23 attendees (not including guests) in November 2016 and 26 attendees (not including guests) at the February 2017 meeting. As in previous years, the vast majority of attendees were from regional and rural businesses.

The Finance SIG works closely with a range of key government organisations and the Vic Water Finance Issues Steering Group (FISC). Key government organisations include:

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

#### **Meetings**

Throughout the 2016/17 year, the Finance SIG meetings covered a range of topics, as shown below:

#### **November 2016**

- ◆ VAGO : 2015-16 Year end Wrap up -Peter Gallagher
- ◆ RSM Bird Cameron : Fraud Update - Roger Darvall-Stevens
- ◆ DTF: Accounting Policy Update including Streamlined Accounts - Karen Foo
- ◆ DTF : New Standing Directions - Rory Thomas
- ◆ DEWLP: Performance Reporting and Industry overview - Binhur Sappideen

#### **February 2017**

- ◆ Review of SIG objectives - SIG Convenor
- ◆ VAGO Update including Streamlined Accounts and Related Parties Disclosure - Roberta Skliros
- ◆ VicWater - Puddle Accounts and Internal Financial Reporting update - James Cleaver
- ◆ DELWP: 2017-18 Corporate Plan and Asset Management Accountability Framework - Binhur Sappideen
- ◆ ESC Update : 2018 Price review including changes to financial model - Chris Hutchins
- ◆ McgrathNicol: Cyber & Social Engineering - Michael Gray
- ◆ Places Victoria: Disposing of Underutilised/Redundant Assets - David Brown

**Nicholas Moore**  
Finance SIG Convenor  
North East Water



## ***Special Interest Group (SIG) Reports 2016/17 Overview***

### **Governance Special Interest Group**

#### **Brief overview:**

The Governance SIG provides a forum for sharing information, networking and professional development on governance issues and trends and best practice in the Victorian water industry. The Governance SIG:

- ◆ has 35 active members from across all Victorian water corporations: meetings during 2016/17 averaged 30 participants.
- ◆ partners with the DELWP Water Industry Governance team.

Key issues discussed by the Governance SIG during 2016/17:

- ◆ the application of State Government policies and processes: e.g. Conflict of Interest, Board appointment process, Code of Practice for Water Corporation Board Engagement.
- ◆ best practice governance processes.
- ◆ products and services available to support governance processes.
- ◆ relevant findings and reports from key organisations: DELWP, Australian Institute of Directors, Governance Institute, IBAC and Ombudsman.

Paul Rawson (Manager Corporate Support Services, Barwon Water) was the SIG Convener until March 2017. Paul Rawson ceased as Convener when he resigned from the water industry.

Christopher Dalton (Corporate Secretary, GMW) was the SIG Convenor from March 2017.

#### **Meetings**

Meetings consist of standing items of discussion and additional key topics. The following key topics were discussed in the meetings:

#### **November 2016**

- ◆ VicWater Strategic Procurement, Satvik Gangavarapu, VicWater
- ◆ Corporate Plan Update, Binhur, DELWP

#### **February 2017**

- ◆ Introduction of mandatory notifications, Olivia King, IBAC
- ◆ Online training to ensure compliance, Jason Gown, ELMO
- ◆ SoO Compliance and reporting obligations, Grant Watkinson, DELWP

#### **June 2017**

- ◆ 10 Tips for successful workplace investigations, Meryl Remedios, Dentons
- ◆ Recent Ombudsman Reports, Erin Barlow, Victorian Ombudsman
- ◆ Governance Institute Update, Leon Cox, Governance Institute
- ◆ Code of Practice for Water Corporation Board Engagement, James Cleaver, VicWater

#### **Acknowledgement of contribution**

The SIG at its June 2017 meeting acknowledged with gratitude the substantial contribution of the following former Convenors who left the water industry during the year:

**Jo-Ann Riley**, Manager Governance, North East Water

**Paul Rawson**, Manager Corporate Support Services, Barwon Water



## ***Special Interest Group (SIG) Reports 2016/17 Overview***

### **Human Resources Special Interest Group**

#### **Brief overview:**

- ◆ HR SIG Purpose: The Human Resources Special Interest Group exists to provide a forum for sharing information, networking and professional development in the Victorian Water Industry.
- ◆ Attendance – usually the attendance averages around 20 participants attendees and demographic – All water corporations are well represented.
- ◆ Major challenges – Ability to keep the agenda dynamic and relevant
- ◆ Major stakeholders/organisations with close linkages (i.e. Finance SIG and VAGO, PR/ Comms SIG and DELWP communications team etc.)/ Corporate Governance
- ◆ Over the past year Rebecca Jhonston from North East Water was the Convenor for the HR SIG.

#### **Meetings**

Throughout the 2016/17 year, the HR SIG meetings covered a range of topics, as shown below:

#### **November 2016**

Over the past year the HR SIG has delivered an agenda that has aligned with high priorities for the HR participants across the sector as identified by the participants. In addition emerging trends have led to new topics of interest joining the agenda.

- ◆ Fatigue and how it impacts on productivity - Dr Kirsty McCulloch from Human Systems Group – presented on the understanding fatigue and how it impacts on productivity.
- ◆ National Australian Bank Diversity Journey - Kristy McFarlane, Head of Diversity & Inclusion shared the development of the strategy, the journey to date, key achievements, enablers and key lessons learnt.
- ◆ Enterprise Agreement sharing and discussions.
- ◆ Network Updates: VicWater Learning and Development Network Update – Robyn Clark and Diversity & Inclusion Steering Committee – Christina Bassani

#### **February 2017**

- ◆ People Matters Survey update and participation from the Corporation – Binhur Sappideen – Program Director DELWP.
- ◆ Government Industrial Relations Policy Update – Kirily Graydon – Department Economic Development, Jobs, transport & Resources.
- ◆ Network Updates – A standing agenda item since Feb 2015
  - VicWater Learning and Development Network Update – Robyn Clark
  - Diversity & Inclusion Steering Committee – Christina Bassani
- ◆ Industry Diversity Presentations: Barwon Water & Wannon Water

#### **June 2017**

- ◆ Diversity Council Australia – Tim Fawcett (Board Director) presented on what the Council is doing and how they can provide assistance to organisations. The Words at Work program was introduced to the group.
- ◆ Network Updates: Vic Water Learning and Development – Robyn Clark and Diversity & Inclusion Steering Committee Update
- ◆ Industry Diversity Presentations: Goulburn Valley Water and Southern Rural water
- ◆ Developing resilience in the workplace – Hugh Van Cuylenburg – The Resilience Project presented on how to build resilience through gratitude, empathy and mindfulness.

**Rebecca Jhonston**, People and Culture Manager, North East Water  
HR SIG Convenor



## ***Special Interest Group (SIG) Reports 2016/17 Overview***

### **Information Technology Special Interest Group**

#### **Brief overview:**

- ◆ The SIG purpose is to facilitate knowledge sharing between SIG members on new and emerging trends within the IT industry and network and encourage collaboration.
- ◆ The Information Technology SIG is well supported with an average of 22 attendees per session.
- ◆ Most attendees are Water Corporation staff from Melbourne Water, and the Metro and Regional Corporations.
- ◆ Major challenges faced by the membership include delivering more value for less, vendor management, cloud computing transition and security and privacy issues.
- ◆ The Information Technology SIG facilitated two combined presentations with the EA and Customer SIG.

#### **Meetings**

Throughout the 2016/17 year, the Information Technology SIG meetings covered a range of topics, as shown below:

#### **November 2016**

- ◆ Peter Stanski from Amazon provided an update on their services
- ◆ Peter O'Donoghue, CIO, SEW presented on their journey to implement the VPDSF
- ◆ Ranil Sharma from Telstra provided an update on the Telstra Cloud
- ◆ Matthew Drayson from Dimension Data presented on the technology behind the Tour De France

#### **February 2017**

- ◆ Andrew Leece from Telstra presented on the new TPAMS agreement that Telstra have just signed with the Victorian Government.
- ◆ Brian Prentice from Gartner presented on Top Technology Trends for 2017 to a joint EA and IT SIG session
- ◆ Brendon Hillerman from SquareWeave presented a case study on building YVW Internet Site. YVW has offered the IP from the project to other Water Authorities and should contact SquareWeave to fast track any Web Site projects
- ◆ Tanya Finnen, ICT Manager, NE Water, presented on the learnings from a regional visit to Lower Murray Water
- ◆ Venu Annum, CIO, Lower Murray Water presented their Strategy covering Social, Mobility, Analytics and Cloud
- ◆ Two workshops were held on hot topics facilitated by Penny Thomas and Venu Annum

#### **June 2017**

- ◆ Geoff Purcell from Melbourne Water presented on their Digital 2.0 program
- ◆ Jude Carter from Dimension Data presented to a joint IT and Customer SIG session on the 2017 Global Customer Experience Report
- ◆ Jessica Bircsak and Henry Louey from the Australian Computer Society presented on the benefits of the ACS Partnership Program
- ◆ Brett Millington from Western Water provided an update on the IWN Flagship Program
- ◆ Brendan Nitschke from GWM Water and Iain McDougall from East Gippsland Water provided an update on the Digital Meeting Project

**Craig Lindley**, Manager Digital Strategy & Innovation, Yarra Valley Water  
IT SIG Convenor





## ***Special Interest Group (SIG) Reports 2016/17 Overview***

### **Technical Services Special Interest Group**

#### **Brief overview:**

The Technical Services SIG purpose is to provide a forum for sharing information, networking and professional development, especially with respect to Technical Services issues, relevant to the Victorian Water Corporations.

**Attendance:** Averaging 30 attendees for each of the three meetings throughout the year. Victorian Water Corporations were well represented with attendees from all Corporations attending at least one of the three meetings. Most of the attendees were from rural/regional water corporations with several consultants also attending meetings. Interstate guests from SA Water and Water Corporation also attended the meetings.

**Major challenge(s):** Encouraging members to make presentations at the meetings. Keeping the meetings lively and interesting. Seeking alternative representatives from organisations when the key contact is not available. Looking for opportunities to engage TasWater. Discussions around the introduction of a Development Services SIG.

**Major stakeholders/organisations with close linkages:** WSAA representatives attended each meeting. There is significant cross over between the two organisations but IWA has better opportunity to engage with regional water authorities. There are opportunities for joint sessions with other SIGs around common issues such as the Pricing Submission, however, there is limited access to agendas for other SIGs in advance of meetings. It would be great to have agendas and minutes included on the website for all IWA members to see.

#### **Meetings**

Throughout the 2016/17 year, the Technical Services SIG meetings covered a range of topics, as shown below:

#### **November 2016**

- ◆ Facilitated pricing submission session: Don Vincent (GHD) & Tim White (KPMG)

#### **February 2017**

- ◆ Update on the Pricing Strategy and PREMO Model: Paul Northey, Barwon Water
- ◆ GHG Reduction Pledge & Renewable Energy from the Yarra Valley Water perspective: Nicola Belcher, Yarra Valley Water
- ◆ Barwon Water Renewable Energy Program – Black Rock Solar Panel Project: Dennis Hateley, Barwon Water
- ◆ Mini Hydros associated with the North-South Interconnection Project: Steve Dangerfield from Communicate, supported by Colin Bell from SA Water
- ◆ Development of Victorian State Wide version of WSAA Codes: Paul Northey & Graeme Bartle-Smith on behalf of MRWA.

#### **June 2017**

- ◆ Update on the Pricing Strategy submissions & community engagement: Paul Northey, Barwon Water
- ◆ Goulburn Valley Water's Kilmore Waste Water Management Facility: Daniel Flanagan, Regional Operations Manager, Goulburn Valley Water
- ◆ Digital Metering Journeys: Dean Barnett, Manager, Field Services & Network Operations, Western Water, and Ian Johnson, Manager Urban Water Policy, South East Water
- ◆ Aligning asset risk, investment and strategy, Paul Hurst Water Corporation: Paul Hurst, Manager Asset Strategies & Risk, Asset Strategy Branch, Water Corporation
- ◆ Innovative Mains Cleaning Trial, Tanya Pearson, Innovation Delivery Specialist, Yarra Valley Water

**Nicola Belcher**, Yarra Valley Water  
Technical Services SIG Convenor

**Paul Northey**, Barwon Water  
Former Technical Services SIG Convenor

## Institute Awards 2016/17

### Laurie Gleeson Professional Development Award 2017

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.

In following the theme of *encouraging industry creativity and innovation* the IWA Executive revised the application process for the 2016 award requesting for applicants to present a 2 part submission comprising of a one page cover sheet and submission of a short video (5min max.) presenting the proposed project ensuring that it included the following core requirements:

- Nature of proposal and the expected outcomes
- How will the expected outcomes benefit the individual and how are they strategically important to the Water Industry and the Institute?
- What is the expected total cost?

The 2017 Laurie Gleeson Award was presented at the November 2016 conference dinner to **Kristy Elrington**, Community Education Officer at Goulburn Valley Water with her winning video being shown at the Conference dinner.



Kristy has taken on a fascinating project focused around exploring new and innovative ways to engage teenagers and adults in what can sometimes be challenging and confronting conversations around waste water issues. Kristy intends to look at a range of ways to deliver these programs and form new partnerships with local and international organisations who are taking on the same challenges. Kristy is tackling an important issue but also spreading the message far and wide with humour.



*Pictured: left Peter Robinson (MWH), Kristy Elrington, and Andrew Sherman (Russell Kennedy)*

## Institute Awards 2016/17

### 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.

Past 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
- 2016 Peter Quinn



### 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.

Past 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
- 2016 Neil Brennan





# Celebrating 50 years of the IWA





## Membership of the Institute as at 30 June 2017

### Members

Corporate Members	27
Members	128

#### Members made up of:

Honorary Life Fellows Retired	11
Honorary Life Fellows	2
Honorary Members	1
Fellows	20
Retired Fellows	1
Associates	27
Retired Associates	1
Retired Members	3
Individual Members	62
<b>Total Members</b>	<b>155</b>





# Membership Register 30 June 2017

## FELLOW (HON. LIFE)

John Maglen (dec)  
David Roberts (dec)

## FELLOW (HON. LIFE RET.)

Barry Leach  
Graeme Jolly  
Jack Austin  
Jim Martin  
John Wilkinson  
Laurie Gleeson (dec)  
Leslie Mathieson  
Robert Jordan  
Robert Leslie  
Robin Fletcher  
Ron Dudley

## HONORARY MEMBER

Bernie Cummins

## FELLOW (RET.)

Barry Norman

## FELLOW

Brett Millington	Western Water
Damien O'Doherty	Wannon Water
David Heeps	ESC
David Cappellari	South East Water
Dennis Cavagna	ESC
David Thomas	Western Water
Geoff Michell	
Glenn Bewicke	Goulburn Valley Water
Ian Johnson	Water Futures Consulting
Les McLean	
Mick Bourke	
Neil Brennan	Western Water
Pat McCafferty	Yarra Valley Water
Paul O'Donohue	Central Highlands Water
Peter Robinson	MWH Global
Peter Quinn	Goulburn Valley Water
Russell Worland	
Sarah Johnston	East Gippsland Water
Tony Wright	VicWater

## ASSOCIATE

Ann McCurly	Gippsland Water
Bruce Hammond	East Gippsland Water
Chris McLeod	Barwon Water
Christina Bassani	Goulburn Valley Water
Colin White	
Colleen Rose	Wannon Water
Craig Heiner	North East Water
Craig Lindley	Yarra Valley Water
Daniel Hogan	Goulburn Valley Water
David Ryan	City West Water
Donald Vincent	GHD
Eamonn Tobin	
George Wall	WIOA
Grant Colling	Yarra Valley Water
Greg Sharpley	Sharp Coefficient
Joanne Church	Goulburn Valley Water
Joanne McBain	Wannon Water
Joe Adamski	
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
Peter Donlon	
Phillipe Du Plessis	South Gippsland Water
Rebekah Fraser	Central Highlands Water
Svetla Petkova	Gippsland Water
Steve Bird	East Gippsland Water
Thomas Fricke	GHD Pty. Ltd.

## ASSOCIATE *continued*

## MEMBER

Alan Arthur	Goulburn-Murray Water
Ann Telford	North East Water
Andre Kersting	City West Water
Andrew Osborne	Osborne Management
Andrew Dilley	Wannon Water
Andrew Jeffers	Wannon Water
Anthony Norrish	GHD
Anthony Hernan	North East Water
Carolyn Reilly	Western Water
Charlie Bird	Bird Consulting Group
Charmaine Quick	Melbourne Water
Chris Murdoch	Goulburn Valley Water
Ciara Sterling	Yarra Valley Water
Colin Bell	SA Water Corporation
David Kirby	AWA
Dona Tantirimudalige	Yarra Valley Water
Frank McShane	East Gippsland Water
Graham Holt	Western Water
Greg Brown	Western Water
Greg Taylor	Abergeldie Complex Infrastructure
Ian Edwards	Open Spatial
Ivan Reolon	Abergeldie Complex Infrastructure
Jenni Kalstrom	Coliban Water
Jenny Kenshole	Yarra Valley Water
Jim Keary	Hunter Water
Joe EL Zein	Tyco Water
Johan Nel	Open Spatial Australia Pty Ltd
Kelli King	Wannon Water
Kerrie Scott	Industry Advisor
Kevin Murphy	Lower Murray Water
Kristy Elrington	Goulburn Valley Water
Lara Caplygin	East Gippsland Water
Les Johnson	Wannon Water
Livia Bonazzi	Western Water
Malcolm Speirs	SMEC Australia
Mark Wilkin	Barwon Health
Mark Bartley	HWL Ebsworth
Matt Houdyk	Western Water
Michael Watson	Barwon Water
Nicole Bovezza	Western Water
Nicole Cooper	Western Water
Nicole Laurie	Western Water
Neville Pearce	Coliban Water
Nigel Finney	Savewater Alliance
Nigel Corby	City West Water
Paul Kerrins	Goulburn Valley Water
Paul Rawson	Barwon Water
Peter Prevos	Coliban Water
Peter Jacob	Marsden Jacob Associates
Peter Johns	PJB & Associates
Peter Everist	Water Infrastructure Group
Philip Endley	Lower Murray Water
Philippa O'Sullivan	Barwon Water
Rob Belcher	Melbourne Water
Rob Murphy	Western Water
Rosemary Lowe	Western Water
Rebecca Jhonston	North East Water
Robyn Clark	Central Highlands Water
Stephen Costley	
Stephen Carter	Central Highlands Water
Tanya Finnen	North East Water
Victoria Leavold	VicUrban
Wanda Skerrett	Open Spatial Australia Pty Ltd

## RETIRED MEMBERSHIP

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

## Membership Register 30 June 2017

### Corporate Members





## Financial Statements

[Institute of Water Administration Inc.](#)

ABN 96 103 789 875

### Financial Statements

For the year end 30 June 2017

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



# Financial Statements

[Institute of Water Administration Inc.](#)

ABN 96 103 789 875

## Contents

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



# Financial Statements

**Institute of Water Administration Inc.**  
ABN 96 103 789 875

## Executive Council's Report

Your Board members submit the financial accounts of the Institute of Water Administration Inc. for the financial year ended 30 June 2017.

### **Committee Members**

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

- |                              |                        |
|------------------------------|------------------------|
| ◆ David Ryan - President     | ◆ Peter Robinson       |
| ◆ Rebekah Fraser - Secretary | ◆ Ian Johnson          |
| ◆ David Thomas - Treasurer   | ◆ Neil Brennan         |
| ◆ Sarah Johnston             | ◆ Philippa O'Sullivan  |
| ◆ Brett Millington           | ◆ Dona Tantirimudalige |
| ◆ Peter Quinn                | ◆ Charmaine Quick      |
| ◆ Paul O'Donohue             |                        |

### **Principal Activities**

The principal activities of the association during the financial year were to unite in a common organisation persons engaged in or associated with the profession of water management by which this means or includes management of water supply, waste water treatment and disposal, groundwater, waterway management and stream management generally, environmental management, drainage and all other aspects associated with water supply, recovery and preservation.

This is done by providing a forum for sharing information, networking and professional development in the Victorian water industry. IWA specifically targets our offerings to management and professionals managing business related functions within Victorian Water Corporations. IWA's platform for delivering our services includes:

- Regular conferences addressing strategic and contemporary issues of interest to our target audience;
- Special Interest Groups which focus on a range of business functions within water corporations;
- Social networking opportunities to promote fellowship and collaboration through Conference Dinners; and
- Distinguished Service and Professional Development Awards

### **Significant Changes**

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

### **Operating Result**

The deficit from ordinary activities after providing for income tax amounted to year ended 30 June 2017 was \$18,549 (Year ended 30 June 2016 \$15,824).

Signed in accordance with a resolution of the Members of the Board Friday 3rd November 2017:

David Ryan - President

Paul O'Donohue - Board Member





## Financial Statements

Institute of Water Administration Inc.  
ABN 96 103 789 875

### Statement of Comprehensive Income

For the year end 30 June 2017

	Note	2017 \$	2016 \$
Revenue		140,304	160,047
Other revenue		82,408	88,100
Cost of sales		(218,960)	(154,506)
<b>Gross profit</b>		<b>3,752</b>	<b>93,641</b>
Administration expenses		(22,301)	(109,465)
<b>Profit (deficit) before income tax</b>		<b>(18,549)</b>	<b>(15,824)</b>
Income tax (credit) expense			
<b>Profit (deficit) for the year</b>		<b>(18,549)</b>	<b>(15,824)</b>
<b>Other comprehensive income:</b>			
<b>Items that will not be reclassified to profit or loss:</b>			
<b>Items that will be reclassified subsequently to profit or loss when specific conditions are met:</b>			
<b>Total other comprehensive income for the year, net of tax</b>			
<b>Total comprehensive income for the year</b>		<b>(18,549)</b>	<b>(15,824)</b>

*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 2017

	Note	2017 \$	2016 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash assets		54,301	110,628
Receivables		17,540	48,324
Prepayments		24,880	17,326
Current tax assets		5,915	0
<b>Total Current Assets</b>		<b>102,636</b>	<b>176,280</b>
<b>Total Assets</b>		<b>102,636</b>	<b>176,280</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Payables		2,902	53,354
Current tax liabilities		0	4,642
<b>Total Current Liabilities</b>		<b>2,902</b>	<b>57,996</b>
<b>Total Liabilities</b>		<b>2,902</b>	<b>57,996</b>
<b>Net Assets</b>		<b>99,733</b>	<b>118,284</b>
<b>Members' Funds</b>			
Retained profits		99,733	118,284
<b>Total Members' Funds</b>		<b>99,733</b>	<b>118,284</b>

*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 2017

	Note	2017 \$	2016 \$
<b>Cash Flow From Operating Activities</b>			
Receipts from customers and members		246,091	263,258
Payments to Suppliers and employees		(296,308)	(281,857)
Interest received		581	1,191
Interest and other costs of finance		(909)	(2,050)
GST tax paid		0	2,212
Net cash provided by (used in)			
operating activities (note 2)		(56,329)	(17,246)
Net increase (decrease) in cash held		(56,329)	(17,246)
Cash at the beginning of the year		110,630	127,876
Cash at the end of the year (note 1)		54,301	110,630

*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 2017

	Note	2017 \$	2016 \$
<b>Note 1. Reconciliation Of Cash</b>			
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		13,474	35,357
Short term deposits		40,827	75,272
		54,302	110,630

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

Operating profit after income tax		(18,549)	(15,824)
Increase/(decrease) in GST		(4642)	2,212
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:			
(Increase) decrease in trade and term debtors		24,869	17,355
(Increase) decrease in prepayments		(7,554)	11,717
Increase (decrease) in trade creditors and accruals		(50,542)	(32,706)
<b>Net cash provided by (used in) operating activities</b>		<b>(56,329)</b>	<b>(17,246)</b>

*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 2017

### **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**

##### *Financial Instruments*

###### a) Recognition

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

###### c) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market are stated at amortised cost using the effective interest rate method.

###### d) Held-to-maturity investments

These investments have fixed maturities, and it is the company's intention to hold these investments to maturity. Any held-to-maturity investments are stated at amortised cost using the effective interest rate method.

*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 2017

### *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.

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).

### *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.

### **Note 2: Auditors' Remuneration**

	<b>2017</b>	<b>2016</b>
Remuneration of the auditor of the company for:		
Auditing or reviewing the financial report	735	730
Other services	0	0
	<b>735</b>	<b>730</b>

*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 Board

For the year end 30 June 2017

In the opinion of the Board 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 2017 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 Board and is signed for and on behalf of the Board by:

David Ryan - President

Paul O'Donohue - Board 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 2017

### **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 Board, 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 Board for the financial year ended 30 June 2017.

### **Board's Responsibility for the Financial Report**

The Board 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 Board 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 Board, 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 2017

### **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 2017 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards.

Signed on: Thursday 9th November 2017

A handwritten signature in blue ink that reads "Christopher Falkingham" is written over a horizontal line.

Christopher Falkingham FCA & FCPA  
Balance Corporation Pty. Ltd.  
Suite 104  
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 2017	Note	2017 \$	2016 \$
<b>Income</b>			
Membership Fees		81,823	80,453
Conference revenue		140,304	79,594
Interest received		581	1,191
Laurie Gleeson Dinner		0	86,909
Total income		222,712	248,147
<b>Expenses</b>			
Administration		224	529
Laurie Gleeson – Dinner		0	70,733
Conference costs		218,960	152,452
Audit fees		735	730
Awards and Certificates		7,574	7,505
Bad Debts		909	1,053
Bank Fees And Charges		1,089	1,293
Honorariums		2,050	2,050
Donations		0	16,176
Printing & stationery		642	522
Computer		2,269	0
Software Costs		1,252	5,347
Sundry expenses		63	64
Travel, accommodation & conference		3,408	3,463
Insurance		2,086	2,054
Total expenses		241,261	263,971
<b>Profit (loss) from ordinary activities before income tax</b>		<b>(18,549)</b>	<b>(15,824)</b>
Income tax revenue relating to ordinary activities		0	0
<b>Net profit (loss) attributable to the association</b>		<b>(18,549)</b>	<b>(15,824)</b>
<b>Total changes in equity of the association</b>		<b>(18,549)</b>	<b>(15,824)</b>
Opening retained profits		118,284	134,108
Net profit (loss) attributable to the association		(18,549)	(15,824)
<b>Closing retained profits</b>		<b>99,735</b>	<b>118,284</b>

*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
2015-16	J. Adamski	R. Fraser	D. Thomas
2016-17	D. Ryan	R. Fraser	D. Thomas



*50th year  
Commemorative Timeline*

*In celebration of an amazing 50 years of achievements for the Institute of Water Administration, an interactive timeline was created on our website and launched at our 50th Anniversary Dinner for members information and enjoyment.*

*Please visit our website:  
[www.iwa.org.au/timeline/timeline.html](http://www.iwa.org.au/timeline/timeline.html)*





## Notes:



## Notes:







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