



**Institute of Water
Administration**

Annual Report

2017/18



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*Pictured above: Rev Tim Costello,
Chief Advocate of the Thriving Communities Partnership
presenting at the July 2018 IWA Conference*

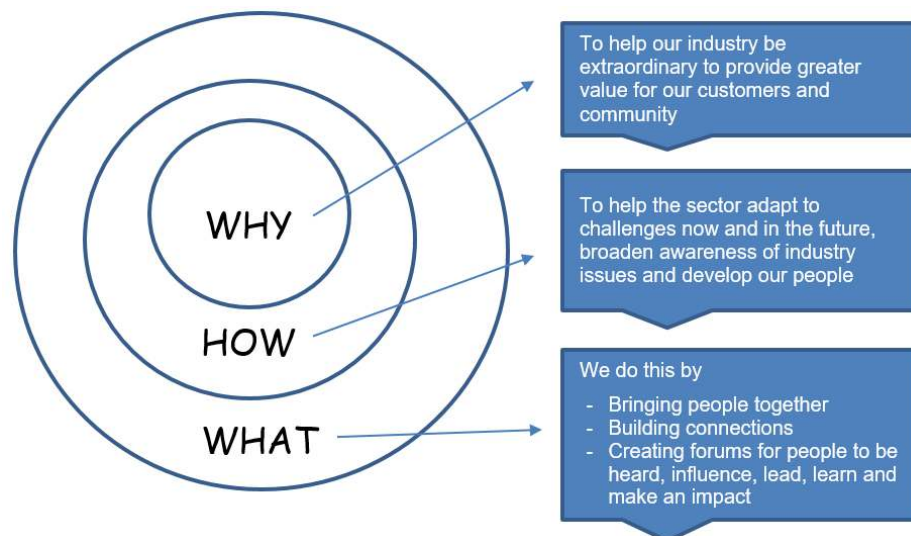
About Us

History

The Institute of Water Administration Inc. (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 (our 50th anniversary year), the IWA Board developed a strategic intent of *'helping the water industry to become more extraordinary'* which now assists in planning future conferences and events. Adoption of this intent also assisted the Board to establish the following 'Why' statement based on the Simon Sinek model.



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 Victorian 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 2017/2018

It is with great pleasure that I present the 2017/18 IWA Annual report to our members.

It has been another successful year with many highlights including the development of a new Engagement Strategy and Funding Model which will ensure the success of this unique business into the future and as such I'd like to thank all the businesses for this support.

I would like to start by acknowledging the heart and soul of the IWA, the Special Interest Groups. These ten specialty operational groups continue to thrive. This year alone they enabled 750 people from across the industry to connect, collaborate and share knowledge face to face, not to mention the countless touch points between the three direct meetings we host for them. This is of course no mean feat, but coupled with the fact that SIG convenors donate their time, it demonstrates the significant value these forums provide across the Victorian Water Industry and in turn back to our customers and community. With that in mind I extend my sincerest gratitude to the SIG convenors. The partnership of your dedicated leadership of these groups and the IWA as your host is what is so special to the IWA model. None of this of course would be possible without the Victorian water businesses who support these leaders and their ongoing professional growth and development. As such I'd like to personally thank all 19 Victorian Water Corporations for this support and I encourage you to read the highlights from the groups contained within this report.

The other key focus of the IWA over the course of the year has been our 3 conferences and associated dinners, including our regional conference this year held in Ballarat. It is always such a pleasure to be able to connect regionally and support our regional areas and I thank Central Highlands Water for hosting us within the beautiful City of Ballarat. It is important to note that access to the high calibre of conference presenters we continue to deliver at each and every conference is only possible thanks to the generosity and support from our sponsors. We are a not for profit members association, run largely by volunteers who believe in the value of what we deliver. The partnerships we have developed with our sponsors enables us to continually grow our business to ensure that our offering remains contemporary and engaging. Sponsors this year included GHD, Davidson, Trility, Veolia, Central Highlands Water as well as the many sponsors who were part of the 3rd Biggest Ever 'Laurie Gleeson' dinner. Lastly I must note how fantastic Tim Costello was at our most recent conference. Partnerships are what have built the IWA. Tim epitomises how powerful advocates through partnerships can be to all our communities and the Thriving Communities Partnership is a perfect example of this model.

July 2018 also saw us host the 3rd Biggest Ever 'Laurie Gleeson' dinner; an event to celebrate the life of Mr Laurie Gleeson who passed away from Prostate cancer in 2015 whilst also raising much needed funds to support medical research. I extend my thanks to our sponsors, including Downer as major sponsor, event partner the Prostate Cancer Foundation of Australia, the organising committee chaired by Neil Brennan as well as our 300+ guests. This year's dinner was our first opportunity to be able to link with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) who received a portion of the profit raised to assist further their services to indigenous communities so I also thank them for joining with us for this cause. The success of the 2018 event brings the overall total of funds raised since its inception in 2015 to \$165,000 for prostate cancer research and awareness campaigning.

This year sadly was not without loss where we farewelled Kim Calvi who passed away in February 2018. Kim was a past Secretary and incredible contributor to the IWA. She was pivotal to this business at a time of unprecedented growth and her down to earth nature, dry sense of humour, ability to connect to people and her kindness supported the Board, our convenors, members and all of our delegates over her time. Vale Kim, your legacy will continue to influence the next 50 years of the IWA.

... *Presidents Annual Report 2017/2018*

We also accepted the resignation of our longest standing Director Neil Brennan (Fellow) who has taken up the role of CEO of South East Queensland Water. On behalf of the Board I would like to thank Neil for his tremendous contribution to the IWA and our Board as a Director for over 30+ years. Neil has received the two most prestigious awards bestowed by the IWA; the Barry E Leach Award and the John Robbins Memorial Award which have both recognised his distinguished service to the IWA and the Victorian Water Industry. Neil's legacy will continue to shape the IWA and the industry alike.

Lastly Phillipa O'Sullivan resigned from the Board to pursue a career as CFO at Fisheries during the year. Although her time on the Board was relatively brief she made a profound impact with her broadminded insights and understanding of the Barwon region.

There has also been some new beginnings and I would like to welcome Sarah Cumming, Managing Director of Gippsland Water to the IWA Board. I have no doubt she will be a fantastic contributor to this unique business.

As I mentioned earlier, the IWA is a volunteer led organisation and couldn't exist without the in kind work of our Secretary Rebekah Foster and Treasurer David Thomas. The IWA could not deliver anywhere near what we do without the professional and exemplary service provided by Rebekah and David and I thank them both for their tireless efforts.

It has been a year to again celebrate our strong and longstanding partnerships. As a key partner with VicWater, I would like to extend my gratitude to Tony Wright for his support and assistance over the year as well as the whole VicWater team with a special mention to Ros Harrison our Events Coordinator. 2017/18 was a year where we also welcomed the opportunity to further explore collaboration opportunities with our longstanding partner the AWA VicBranch. I would like to thank Lindsey Brown for creating that space and supporting the IWA throughout the year.

The Board have worked hard over this past year, not only delivering the 3 successful events but also revising our strategic direction. Under the leadership of our immediate past President David Ryan, we shaped our 'why' statement 18 months ago to *'helping the industry be more extraordinary to provide better value to customers and community'*. This year the Board built on the revised strategic direction with a robust engagement strategy and funding model. This suite of work will provide us with the platforms for a refreshed philosophy needed to build and maintain partnerships that focus on sharing, collaborating and helping the industry. I thank all my fellow directors for their contributions, support and guidance.

Lastly I would like to thank David Ryan, the immediate Past President for his support, advice and encouragement, and Dona Tantirimudalige our incoming President for 2018/19 for her endless time and patience in her role as Vice President. I am so excited for the year ahead and to work under your leadership. Your vision for the IWA of the future and the opportunities we can support for the benefit of the Victorian Water Industry will continue to shape and grow this unique business offering.

Thank you again for the privilege of allowing me to be the 2017/18 IWA President.



Sarah Johnston
President 2017/18



IWA Board 2017/18

The current members of the IWA Board are:

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

SECRETARY/PUBLIC OFFICER: **Rebekah Foster** Ad.Dip Bus.Mgt/HR, GAICD, GIA (Cert.), AIWA
Executive Assistant to Managing Director
Central Highlands Water

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

MEMBERS:

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

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

Brett Millington B.Sc (Hons), Grad Dip. BA, GAICD, FIWA
IWN Program Director
Intelligent Water Networks

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
Stantec

Charmaine Quick MIWA
Executive General Manager Service Delivery
Melbourne Water

Sarah Cumming B.A., LLB (Hons), EMBA, GAICD
Managing Director
Gippsland Water

2017/18 Conference Overview



The IWA November Conference was held on Thursday 16 and Friday 17 November 2017 at Crown, Melbourne. ‘*Workforce of the Future – Becoming more extraordinary*’ was the theme for this Conference which explored the skills of the workplace leadership, team building and personal wellbeing. Highlights of the conference program included the keynote presentation from Steve Griffith, CEO of Griffith Consulting. Steve spoke on the Future of Leadership and specifically the five focus strategies for energising and creating a high-performance culture of results and accountability.

The conference was a great success with a high turnout and a fantastic variety of presenters including the 2017 Laurie Gleeson Award Winner for Kristy Elrington. The presentation by Matt Pearce and Peter Gee was also a highlight with a focus on the area of Future Skills for the Water Sector. The panel session was titled ‘Our People – Journey to Extraordinary’. Panel members presented the journeys of several Victorian Water Corporations including: Louise Meadows, City West Water; Tim Drinkall, Melbourne Water; Melissa Stephens, Barwon Water and Rebecca Jhonston, North East Water.

The IWA Conference Dinner was held on Thursday 16 November at the River Rooms, Crown Conferencing Melbourne. IWA outgoing President David Ryan proudly welcomed the IWA’s first female incoming President Sarah Johnston who compered the evenings proceedings.

The Dinner entertainment by guest speaker Nasir Sobhani was very well regarded by conference delegates with an overwhelming positive response received to his inspirational and life affirming presentation. Nasir Sobhani’s simple act of compassion and generosity has attracted attention globally resulting in him being one of only 5 people to be profiled as part of the Kenneth Cole Courageous Class Campaign in New York, celebrating individuals who have overcome obstacles in life to become inspiring role models.

The night also acknowledged and celebrated the long term service of IWA member Frank McShane (formally of East Gippsland Water) who was presented with the John Robbins Memorial Award for 2017. The final accolade of the evening was presented to Ms Rosalind Martin, Water Resource Officer at Goulburn Murray Water who was announced as the 2018 Laurie Gleeson Professional Development Award winner.

A special thanks to Trility for sponsoring the conference and Davidson Executive & Boards for sponsoring the Conference Dinner. We very much appreciate the ongoing and loyal support of both organisations.



*Presentation of IWA Membership upgrades
November 2017 Conference Dinner*

2017/18 Conference Overview



The second conference of the 2017/18 financial year was held on Thursday 1 and Friday 2 March 2018 at Mercure Ballarat. Four of the ten SIG meetings were hosted by Central Highlands Water (CHW) with the remaining held onsite at the Mercure Ballarat. The conference attracted a high number of delegates and was deemed to be another successful regional conference. The theme was '*Leadership for Liveability in our Community*' featured several case studies on how positive leadership can improve liveability in the communities we serve.

The conference included a presentation from keynote speaker, Dr Sue Brown the Associate Dean, Engagement, for the Faculty of Health and Program Coordinator of the Sport Management programs at Federation University Australia. Sue's presentation highlighted her research on women's leadership styles and leadership development for women in the sport domain.

The Conference Dinner was held at the New York Bakery at Sovereign Hill with this award winning historical gold rush tourist attraction providing a welcoming setting for the Dinner reception. Jeremy Johnson, CEO of Sovereign Hill and CHW Board Chair welcomed guests dressed in his period costume and introduced the Welcome to Country and Smoking Ceremony by the Wathaurung Aboriginal Corporation. The guest speaker at the Dinner was television personality and Ballarat local Gorgi Coghlan. Gorgi is a regular co-host on Network Ten's prime time program 'The Project' and spoke about her career journey highlights and her personal perspective on lessons for liveability.

The conference program showcased some livability advancements in Victorian water projects and progressive initiatives from the case studies. These included:

- ◆ **Developing Integrated Water Management Plans for the Sunbury and Melton Growth Areas**, Nigel Corby, Western Water
- ◆ **Beachguard, a water industry response to protecting waterways and beaches**, Jon Theobald, South East Water
- ◆ **Reimagine your Creek**, Neal Featonby, Melbourne Water
- ◆ **Delivering Liveability to our Community through Stormwater Harvesting**, Chris Arabatzoudis, City West Water
- ◆ **Water for Recreation**, Bernie Dunn, GWMWater
- ◆ **Salt Torquay, One Planet Living in a Greenfield Development**, Tony Belcher, Barwon Water

A special thanks to Veolia for sponsoring the conference and Central Highlands Water for sponsoring the Conference Dinner.



Wathaurung Women perform a smoking ceremony at Sovereign Hill prior to the Conference Dinner in Ballarat.

2017/18 Conference Overview



The IWA's third conference for the year was held on Thursday 5 and Friday 6 July 2018 at Crown Melbourne with SIG meetings held at the Crown Promenade Conference Centre. Delegates received an opening address from John Bradley, Secretary of DELWP and the keynote speaker this year was the all inspiring Rev. Tim Costello, Chief Advocate World Vision Australia and Chief Advocate of the Thriving Communities Partnership.

John Bradley spoke about the outcomes in Policy and Investment and the State's progress since 2017. The Secretary of the Department of Environment, Land, Water and Planning reported on targets achieved in the areas of affordability, water security, waterway and catchment health and community values.

Tim Costello's engaging presentation was to impart the underpinning mission of Thriving Communities, *"that everyone has the right to a decent standard of living and access to modern essential services to be able to flourish and thrive."* The Thriving Communities Partnership has a collaborative network of 150 organisations across corporate community, and government sectors. Ciara Sterling, CEO of Thriving Communities, spoke about their linking-in with essential services such as utilities, financial services, telecommunications and transport to assist with community accessibility and affordability. Karen Milward, Head of Milward Consulting presented on cultural awareness and inclusion in partnering for indigenous outcomes with the corporate and community sectors for the inclusion of all community values.

The IWA was grateful to welcome back our long term Conference Sponsor GHD who celebrated 90 years in 2018.

The 2018 Biggest Ever 'Laurie Gleeson' Dinner was held on 5 July 2018. This year's event was held at the prestigious Members Dining Room at the Melbourne Cricket Ground (MCG) on the night before the IWA's July conference and in place of the traditional June-July conference dinner. 2018 marked the 3rd event of this kind where more than \$165,000 has now been raised for prostate cancer research and awareness campaigns. Over 300 guests enjoyed a fabulous evening of networking and education of men's health and the ground-breaking medical treatment that is restoring the quality of life to prostate cancer survivors.





Special Interest Group (SIG) Reports 2017/18 Overview

Customer Special Interest Group

Brief overview

- ◆ The Customer SIG exists to provide a forum for sharing information, networking and professional development in the Victorian water industry.
- ◆ Attendance throughout 2017/18 remained strong with an average of 30-37 attendees at each of the 3 meetings.
- ◆ Attendees and demographic: Both regional and metropolitan water corporations as well as Southern Rural Water.
- ◆ The Customer SIG group maintained a focus throughout 2017/18 on the implementation of Family Violence policies in the Victorian Water sector. The SIG group offered an excellent forum for sharing information and networking to meet the ESC requirements inserted in the Customer Service Code which became effective as from 1 July 2018.
- ◆ Three working groups were also developed throughout 2017/18 to focus on specific project areas affecting the Victorian Water Industry being: PEXA Working Group, DHHS/URGS Working Group and a Reasonable Endeavours Working Group.
- ◆ Major stakeholders/organisations with close linkages (i.e. Finance SIG and VAGO, PR/Comms SIG and DELWP comms team etc.)

Meetings

Throughout the 2017/18 year, the Customer SIG meetings covered a range of topics, as shown below:

November 2017

- ◆ PEXA (Property Exchange Australia) regarding the introduction of an e-Conveyancing platform for property transfers in Victoria.
- ◆ Implementation of Family Violence Provisions- Joint session with HR SIG - Essential Service Commission - Lucy Weston, Marcus Crudden, Cristina Abela
- ◆ Review of Government Grants - Ciara Sterling, YVW
- ◆ Success and learnings of YVW revamped leak allowance process - Megan Kennedy, YVW
- ◆ Review of Reasonable Endeavours process

March 2018

- ◆ Development of Financial Inclusion Action Plan (FIAP) - Ruth Harley (CWW), Ciara Sterling (YVW) Kellie King (Wannon)
- ◆ Update on Deceased Estate Process - Ciara Sterling, Rob Morgan (YVW)
- ◆ YVW Team/Morale Building Project - Mareena Corbett, (YVW)
- ◆ Address FAQ's - Family Violence - Joint session with HR SIG presented by the ESC
- ◆ Care Flow Forum: developed to strengthen relationships and referral options to assist vulnerable customers - Malcolm Roberts, CHW

July 2018

- ◆ Registered Digital Post - Australia Post
- ◆ Faults Journey Mapping - Bridie Fennessy, Manager, Case Management, YVW
- ◆ Overview of WSAA Customer Perceptions Survey - Evelyn Rodriguez, WSAA
- ◆ Customer Experience Research trip to US/UK - Mareena Corbett, YVW
- ◆ Key Accounts Management at Western Water - Greg Brown, Western Water

Rosemary Lowe
Western Water
Customer SIG Convenor

Grant Colling
Yarra Valley Water
Former Customer SIG Convenor



Special Interest Group (SIG) Reports 2017/18 Overview

Communications & Engagement Special Interest Group

Brief overview:

- ◆ The Communications & Engagement SIG provides a forum to share insights, collaborate and address topics of interest within the water industry. It also provides a networking opportunity for communication and engagement specialists.
- ◆ Meetings were well attended with around 25 attendees, plus speakers at each. An excellent cross-section of representatives from rural, regional and metro water corporations participated in the SIG.
- ◆ A challenge for the SIG continues to be securing speakers and keeping the agenda relevant for all.
- ◆ Key stakeholders engaged during the year included DELWP Communications & Reporting, the ESC, WSAA and the Customer SIG.

Meetings

Throughout 2017/18 the SIG meetings covered a range of themes including engagement, community projects and emergency management. DELWP continued their involvement as a regular presenter. Details of topics are outlined below.

November 2017

- ◆ Capacity building for integrated water management (Charlotte Beresford, Clearwater)
- ◆ Social media strategy and content creation (David Walsh & Michael Bermingham, Melbourne Water)
- ◆ Facebook 'Workplace' (Rhiannon Horrell & Chloe Warburton, GMWater)
- ◆ Bang for Buck sponsorship and community programs (various presenters from Wannon, GVWater, CHW & Barwon)
- ◆ User Experience, putting customers on the radar (Bureau of Meteorology)

March 2018

- ◆ Emergency management communications (Emergency Management Victoria)
- ◆ Emergency management communications (DHHS)
- ◆ Financial Inclusion Action Plans (Ruth Harley CWW, Ciara Sterling Yarra YVW, Kellie King Wannon)
- ◆ Annual Report overview (Binhur Sappideen, DELWP)
- ◆ Safety Beyond the Business (Richard Bryce, GMWater)
- ◆ Zero Harm (Andrew Rose, GWMWater)

July 2018

- ◆ A Day at the Zoo (Ruth Harley, CWW)
- ◆ Price Submission Engagement (Marcus Crudden, ESC)
- ◆ WSAA Customer Perceptions Survey (Evelyn Rodrigues, WSAA)
- ◆ Annual Report Update (Binhur Sappideen, DELWP)
- ◆ What the %\$!@# is a Nurdle? (Garrath Darkin, Wannon Water)
- ◆ Texting at Work (Alice Russell, Goulburn Valley Water)
- ◆ IWA forward planning (all water corporations)

Jacinta Burke (SIG Convenor)
Communications & Education Coordinator
Goulburn Valley Water

Garrath Darkin (Former SIG Convenor)
Branch Manager Comm & Engagement
Wannon Water



Special Interest Group (SIG) Reports 2017/18 Overview

Educators Special Interest Group

Brief overview

The purpose of the Educators Special Interest Group is to allow educators from Victorian water businesses to share ideas, hear from expert guest speakers, develop resources that can be shared, visit other educational sites and discuss education related current issues. Collectively, the group have a rich diversity of skills and experience including teaching, public affairs, stakeholder engagement, media relations and marketing. The meetings provide networking opportunities and professional development.

Victorian water businesses often only have one education staff member and they often perform multiple roles. Each Educators SIG meeting is very well attended with 15-20 attendees at each. All but one of the 19 Victorian water corporations, along with DELWP, were represented at one or both SIG meetings.

Often time is a challenge – our roles are often shared between marketing, communications, community engagement, education and events. This is also helpful as we have a broad knowledge of our individual businesses.

Major stakeholders/organisations with close linkages: DELWP SWEP program, Department of Education and Training Victoria, Local schools, early learning centres and tertiary institutions.

Meetings

Educators SIG meetings are held twice a year, once outside of the usual SIG conference schedule and then at the second annual SIG Conference. Throughout the 2017/18 year, the Education SIG meetings covered a range of topics, as shown below:

September 2017

- ◆ National Water Week poster competition state-wide judging
- ◆ DELWP and SWEP update
- ◆ Commission for Children and Young People discussion around Child Safe Standards
- ◆ Discussion about resources sharing website (changed from Wiggio to Facebook Workplace)
- ◆ Water cycle yoga and meditation guided session
- ◆ Laurie Gleeson Award USA trip
- ◆ Channel safety campaign
- ◆ Resource sharing and round table discussion about current projects

March 2018

- ◆ Connecting with Victorian schools –Dept of Education and Training Victoria
- ◆ DELWP and SWEP update
- ◆ Bounty bags update
- ◆ Black Rock WRP digital content
- ◆ Child Safe Standards group discussion
- ◆ National Water Week themes
- ◆ New group sharing site (Facebook Workplace)

Educators SIG Convenors

Katrina Knight (November 2017)
Communications and Engagement Officer
Westernport Water

Fernando Garcia (March 2018)
Education Officer
Barwon Water

Special Interest Group (SIG) Reports 2017/18 Overview

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.
- ◆ Attendees:
 - November 2017 - 22 attendees from 15 Water Corps.
 - March 2018 - 13 attendees and 11 Water Corps. (plus WSAA)
 - July 2018 - 22 Attendees from 16 Water Corps. (plus DELWP, IWN and WSAA)
- ◆ Major Challenges: Implementation of the Carbon Reduction Pledge and the delivery of renewable energy projects
- ◆ Major stakeholders/organisations: DELWP, Intelligent Water Networks, Water Services Association of Australia, Finance SIG

Meetings

Throughout the 2017/18 year, the Energy and Greenhouse SIG meetings covered a range of topics, as shown below:

November 2017

- ◆ Victorian Energy Efficiency Certificates (Adam Bertino - National Carbon Bank of Australia)
- ◆ IWN Energy Projects (John Day) and IWN Large Scale Renewable Project (Rowan Keeble, Tiburce Blanchy & Chris Feil)
- ◆ Floating Solar (Murray Dancey - Wannon Water)

March 2018

- ◆ Management of LGCs (Tania Venture - TCV)
- ◆ Black Rock Solar (Steve Reddington - Barwon Water)
- ◆ IWN Large Scale Renewable Project (Brett Millington - IWN Program Director)
- ◆ Solar Thermal with Storage (Steve Bisset & Simon Holmes á Court)

July 2018

- ◆ IWN Large Scale Renewable Project (Tiburce Blanchy)
- ◆ Climate Risk (Michael Wheelahan DELWP)
- ◆ Offset Purchasing & Creation Guidelines (Matilda Manning/ Deborah Riley - Melbourne Water)
- ◆ Renewable Partnerships - Public and Private (Peter Hansford - DELWP Energy)

Megan Kreutzer

Manager Business Innovation and Sustainability
Coliban Water
Energy and Greenhouse Convenor



Special Interest Group (SIG) Reports 2017/18 Overview

Executive Assistant Special Interest Group

Brief overview:

The Executive Assistants SIG exists to provide a forum for sharing information, networking and professional development in the Victorian Water industry.

Ensuring that EA SIG objectives were met; during 2017/18, SIG meetings provide a platform for members to present on topics of interest and included visits to relevant organisations. Attendees are a combination of metro, regional and rural water businesses, with attendance numbers steadily increasing to an average of 16 attendees per meeting. Appointing a Deputy Convenor resulted in providing a broader view of agenda content and is a welcomed addition when planning meetings. Major challenges include promoting the EA SIG to encourage attendance and producing agenda content which is relevant and of interest to EA SIG members.

Meetings:

Throughout the 2017/18 year, the Executive Assistants SIG meetings covered a range of topics, as shown below:

November 2017

- ◆ Corporate Health and Wellbeing: Maria Woodend (Executive Assistant - Yarra Valley Water) spoke of maintaining wellbeing within the workplace and conducted an interactive session.
- ◆ Guest Speaker: Dimitra Zographos (EA Circle) spoke of how to build strategic partnerships, developing your personal brand and recognising development opportunities.
- ◆ Guest Speaker: Bridie Fennessy (Yarra Valley Water) provided an insight into the journey by Yarra Valley Water to become a customer centric organisation.
- ◆ Guest Speaker: Rosie Wheen (WaterAid Australia) spoke of both her professional and personal journey and provided an update on WaterAid initiatives.
- ◆ Deputy Convenor: Julie Douglas (Personal Assistant - City West Water) appointed as EA SIG Deputy Convenor for 2017-2019.

March 2018

- ◆ Tour of Central Highlands Water offices: Rebekah Foster conducted a tour of Central Highlands Water offices, which included their onsite laboratory.
- ◆ Guest Speaker: Bridget Wetherall (Central Highlands Water) shared her journey to become a courageous leader and these learnings have benefited her personally and professionally to include being awarded as a Victorian Public Sector Top50 Woman in 2017.
- ◆ Guest Speaker: Ciara Sterling (Yarra Valley Water) spoke of innovation in hardship, noting the Thriving Communities Partnership (a cross-sector collaboration to improve support for vulnerable customers of essential services)
- ◆ Human Centred Design: Marilou Hudson (Executive Assistant - Yarra Valley Water) provided an overview of her participation in a Human Centred Design program.

July 2018

- ◆ Tour of State Control Centre: Konrad Gill (DELWP) provided a guided tour of the State Control Centre (SCC).
- ◆ Guest Speaker: David Ryan (City West Water) provided insight into his role as Managing Director at City West Water.

Roslyn Shipton
Assistant to the Managing Director
Yarra Valley Water
Executive Assistant SIG Convenor





Special Interest Group (SIG) Reports 2017/18 Overview

Finance Special Interest Group

- ◆ **Overview:** The Finance SIG exists to provide a forum for sharing best practice, networking, receiving industry and regulatory updates, and enhancing professional development in the Victorian water industry.
- ◆ **Attendance:** The Finance SIG had strong attendance over the 12 month period with 21 practitioners (not including guests) attending the November 2017 meeting and 27 attendees for the March 2018 meeting. Over the two meetings 90% of attendees were from the rural and regional sector. Note that the Finance SIG meet only twice a year due to the VicWater Finance Manager's conference held annually in May.
- ◆ **Major Stakeholders:** Representatives from the Victorian Auditor General's Office (VAGO), Department of Environment Land, Water and Planning (DELWP), Department of Treasury and Finance (DTF) and VicWater representatives were in attendance at one or both of the meetings. The Chair also works closely with the VicWater Finance Issues Steering Group (FISC).
- ◆ The Finance SIG and Energy SIG also shared presentations from Treasury Corporation Victoria (TCV) in relation to Renewable Energy Certificates and TCV's ability to manage transactions on behalf of the Water Sector.

Meetings

Throughout the 2017/18 year, the Finance SIG meetings covered a range of topics, as shown below:

November 2017

- ◆ Creation and Finalisation of Charter
- ◆ Issues around the State
- ◆ Accounting Standards Update
- ◆ Water Sector Financial Results update 2016-17
- ◆ Future Energy Procurement
- ◆ Big Data and Digital Metering projects

March 2018

- ◆ Issues around the State
- ◆ 2017-18 Accounts and key themes - VAGO
- ◆ Shared Outcomes project - VicWater
- ◆ Corporate Planning Guidelines and Update
- ◆ Puddle Financial Report Update
- ◆ Price Submission Expenditure Review Outcomes

Nicholas Moore

Finance SIG Convenor
Manager Finance
North East Water

Special Interest Group (SIG) Reports 2017/18 Overview

Corporate Governance Special Interest Group

- ◆ **Overview:** The Governance SIG provides a forum for sharing information, networking and professional development on governance issues, trends and best practice in the Victorian water industry.
- ◆ With 40 active members on its distribution list, Governance SIG meetings are attended by a cross-section of authorities from rural, regional and metro areas. In addition, DELWP representatives make a valuable contribution to meetings via a standing agenda item tailored towards knowledge and information sharing between government and the water industry.
- ◆ The most positive outcome during the 2017/18 year was a membership survey and strategic planning workshop to reshape Governance SIG agendas using a 12 month arc aligned to the modules of Good Governance developed by the Australian Institute of Company Directors (AICD). Using the AICD modules as a frame of reference, Governance SIG agendas will be structured to incorporate strategic and operational elements, as well as further opportunities for collaboration amongst industry peers. As survey results revealed that half of all respondents have been in their current governance roles for two years or less, the Governance SIG is developing a repository of industry knowledge and documentation to provide a valuable resource for both new and old members alike.

Meetings

Throughout the 2017/18 year, the Corporate Governance SIG meetings covered a range of topics, as shown below:

November 2017

- ◆ Building Successful Boards – Fiona Mercer, Governance Evaluator
- ◆ Audit Committees: A Guide to Good Practice – Scott Cummins and Mark James, AICD

March 2018

- ◆ What Boards Need to Know in the #MeToo era – Rebecca Hanley, Central Highlands Water
- ◆ VicWater Strategic Procurement – Satvik Gangavarapu, VicWater

July 2018

- ◆ Governance SIG Strategic Planning Workshop – all SIG members
- ◆ Organisational Role Analysis – Wendy Harding, NIODA (joint session with HR SIG)

Rebecca Hanley

Corporate Governance SIG Convenor
Manager Governance and Risk
Central Highlands Water



*SIG tour of the DELWP
State Emergency Control Centre,
Melbourne*



Special Interest Group (SIG) Reports 2017/18 Overview

Human Resources Special Interest Group

Brief overview:

- ◆ 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 averages around 25 participants – all water corporations are well represented.
- ◆ Key Challenges: Ability to keep the agenda dynamic and relevant.
- ◆ Major Stakeholders/Organisations with close linkages: The Victorian Public Sector Commission (VPSC), VicWater (L&D Group, and Diversity and Inclusion Steering Committee).
- ◆ For the last session Nov 2017 Rebecca Jhonston from North East Water was the Convenor for the HR SIG, and this transitioned to Annette Katiforis from South Gippsland Water in 2018.

Meetings

Throughout the 2017/18 year, the Human Resources SIG meetings covered a range of topics below:

November 2017

- ◆ Impact of HR on business strategy and the BankVic journey: Mari Ruiz, BankVic
- ◆ Family Violence programs – ESC Changes: Lucy Weston, Customer Engagement, Water
- ◆ VCAL Program implemented by North East Water: John Day, North East Water
- ◆ Implementing ELMO learning content platform in Coliban Water: Gretel Bowman-Farr.
- ◆ Women in Water Event, Gippsland Regional Water Alliance: Sarah Johnston, East Gippsland Water and Bryan Cake (Gippsland Water)
- ◆ WIOA Network Operator Development Program: Mick Mahoney (Wannon Water) and Russell Sunderland (Goulburn Valley Water)
- ◆ Group discussion: Enterprise Agreement and other People and Culture initiatives

March 2018

- ◆ Workforce Planning – Preparing the Victorian Public Sector for the Future: Madeline Kruljac, Manager Workforce, VPSC Workforce Planning Unit
- ◆ WSAA Future Workers Report: Peter Gee of WSAA
- ◆ Diversity and Inclusion - What Next?: Moreen Lyons, Diversity Coordinator VicWater
- ◆ North East Water Inclusion Journey: Rebecca Jhonston, Executive Customer and Culture
- ◆ Group discussion: Enterprise Agreement and other People and Culture initiatives

July 2018

- ◆ Designing People Frameworks for Capability and Success at Melbourne Water: Tim Drinkall, Manager Employment Development, Melbourne Water
- ◆ Leadership Capability at Central Highlands Water: Michelle Le Noury, GM People & Culture
- ◆ Organisational Role Analysis – Experiential Learning about Role through Drawing. Facilitated by Wendy Harding and Nuala Dent of the National Institute of Organisation Dynamics Australia
- ◆ Group discussion: Enterprise Agreement and other People and Culture initiatives

(2018) Annette Katiforis
General Manager People, Culture and Customer
South Gippsland Water

(2017) Rebecca Jhonston
Executive Customer and Culture
North East Water



Special Interest Group (SIG) Reports 2017/18 Overview

Information Technology Special Interest Group

Brief overview

- ◆ SIG purpose: The Information Technology SIG exists to provide a forum for sharing information, networking and professional development in the Victorian water industry.
- ◆ The IT SIG is well attended and represented by all water corps in Victoria. The average attendance is around 25 members per SIG meeting.
- ◆ Attendees were from all Victorian water corporations, including Metro, Regional and Rural.
- ◆ Major challenges were attracting enough members to the rural locations when the SIG meeting was held outside Melbourne metro region.
- ◆ The IT SIG was co-facilitated with Customer SIG once during the 2017/18 year.

Meetings

Throughout the 2017/18 year, the IT SIG meetings covered a range of topics, as shown below:

November 2017

- ◆ Ian Kennedy from City West Water presented on the CWW Security Policy and Framework.
- ◆ Brendan Roy from Data3 gave an update on the Microsoft Ignite Conference announcements.
- ◆ Paul Sighu from IBM gave a presentation on Block Chain and its potential use cases for the Water Industry.
- ◆ Sam Lynch from CGI presented a case study on the Melbourne Water Security Operations Centre.

March 2018

- ◆ Aligning Business and IT Strategies – joint presentation by Ryan McGowan from GVV and Mark Williamson from Votar Partners
- ◆ G Suite by Google presentation by Adrian Szonyi from Oni Group
- ◆ Aligning IT, OT and IoT investments presentation by Dean Lachecha from Gartner

July 2018

- ◆ Telstra Security Operations Centre tour and presentation by Howard Filer from Telstra
- ◆ OSI Soft PI System presentation by Andrew Todd from Green Technology Solutions
- ◆ Benefits of Enterprise Agreement and Data Sharing presentation by Mark Faith from AGL

Venu Annam

CIO

Lower Murray Water

IT SIG Convenor



Special Interest Group (SIG) Reports 2017/18 Overview

Technical Services Special Interest Group

Brief overview:

- ◆ **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** is generally good with a range of between 20 and 40 people attending each meeting. Typically the regional SIG attendance is not as high given travel requirements.
- ◆ **Attendees and demographic** - The metro meetings are generally more highly attended (30- 40) vs. the regional meetings (20-30). We have good representation of regional guests and an increasing number of metro water corporations attending. Depending on the agenda we may have representatives from the Department of Health, EPA attend SIG.
- ◆ **Major stakeholders/organisations** with close linkages (i.e. Finance SIG and VAGO, PR/Comms SIG and DELWP comms team etc.) including the participation from a number of consultants from a broad range of companies.

Meetings

Throughout the 2017/18 year, the Technical Services SIG meetings covered a range of topics, as shown below:

November 2017

- ◆ Pricing Submission/Customer engagement
- ◆ Development of Victorian state-wide version of WSAA codes
- ◆ EPA – SEPP Clause 30A changes
- ◆ Tas Water Asset Management
- ◆ WSAA Update, Utility Excellence Committee and various networks updates
- ◆ Using data science & digital metering roll out
- ◆ Aquapipe – pipe relining technology
- ◆ Vianet – LPWA/ Digital Metering business

March 2018

- ◆ Moving to a Digital Economy for Australian Water Sector
- ◆ Sewer Rising Mains – current challenges and approaches
- ◆ Melbourne Sewerage Strategy
- ◆ Road Safety (Traffic Management) Regulations 2009 review

July 2018

- ◆ Joint Procurement of Services –Water and Sewer Main Renewals – The Benefits
- ◆ IWN Asset Management
- ◆ CASE STUDY in ‘Regional Collaboration’ between Wannon Water and Warrnambool City Council.
- ◆ Value Transformation in Water

Stephen Answerth
General Manager Capital Del. & Network Field Services
Central Highland Water
Technical SIG Co-Convenor

Robert Murphy
A/Managing Director
Western Water
Technical SIG Co-Convenor

Institute Awards 2017/18

Laurie Gleeson Professional Development Award 2018

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 Stantec (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 Board request for award 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 2018 Laurie Gleeson Award was presented at the November 2017 conference dinner to **Rosalind Martin**, Water Resource Officer at Goulburn Murray Water with her winning video being shown at the Conference dinner.

Pictured below: 2018 Laurie Gleeson Award finalists



Pictured left: Peter Robinson (Stantec), Rosalind Martin, and Andrew Sherman (Russell Kennedy)

Institute Awards 2017/18

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



Pictured above: Barry Leach at the IWA's 50th Anniversary Dinner 2016

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 November 2017 Conference Dinner, the John Robbins Memorial Award for 2017 was proudly awarded to Frank McShane, recently retired as the Executive Manager Operations, East Gippsland Water.

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
2017	Frank McShane





In 2018 the IWA Board hosted the 3rd Biggest Ever 'Laurie Gleeson' Dinner to continue to raise funds for much needed prostate cancer research and awareness campaigns. This year's sell out event for the Victorian Water Industry was held at the prestigious Members Dining Room at the Melbourne Cricket Ground (MCG) on the night before the IWA's July conference and in place of the traditional June/July conference dinner.

Laurie Gleeson was a founding committee member of Shepparton's Biggest Ever Blokes Lunch, a fundraising event for the Prostate Cancer Foundation of Australia. The idea for the Biggest Ever Dinner came from his water industry colleagues who wished to honour his memory and contribution to our community following his passing in January 2015.

This year's event provided another fantastic opportunity for our members and industry guests to network whilst learning some life critical facts regarding early detection for Prostate Cancer and the ground breaking new technologies being delivered by Dr David Dangerfield and his team right here in Melbourne. Master of ceremonies for the night comedian Rachel Berger ensured that the format remained on task with a plethora of witty one-liners and guest introductions. Comedian Dane Simpson fresh from his recent performances at the Commonwealth Games Festival and the Melbourne International Comedy Festival Gala 2018, shared his life stories whilst paying homage to his Aboriginal heritage.

A special thanks to our returning event Major Sponsor Downer for their commitment to such a worthy cause as well as the many other supports from within the Industry who without them, events such as these would not be possible.

In addition to supporting the Prostate Cancer Foundation of Australia, this year's event also included a strong linkage to the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) who also received a portion of the events profits to assist with its numerous community campaigns. Now into its 3rd year, the IWA Board are thrilled to confirm that in excess of \$165,000 has been raised between all three events.

On behalf of BELGD Organising Committee Chair Neil Brennan, our special thanks to all committee members for their tireless work in pulling an event of this magnitude together in addition to their everyday work commitments which again exceeded all expectations of what we'd had hoped that night would deliver for the broader Water Industry. The donated funds total also included the IWA's donation via foregone profit from the scheduled dinner conference.





THE BIGGEST EVER LAURIE GLEESON DINNER 2018

Thursday 5 July 2018, 6.30pm
Members Dining Room, Melbourne Cricket Club

PROUD SUPPORTERS OF Prostate Cancer Foundation of Australia

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 2016.





Membership of the Institute as at 30 June 2018

Members

Corporate Members	28
Members	122

Members made up of:

Honorary Life Fellows Retired	9
Honorary Life Fellows	2
Honorary Members	1
Fellows	20
Retired Fellows	1
Associates	25
Retired Associates	0
Retired Members	3
Individual Members	61
Total Members	150



Membership Register 30 June 2018

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
David Ryan	City West 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	Stantec
Peter Quinn	Goulburn Valley Water
Russell Worland	
Sarah Johnston	East Gippsland Water
Tony Wright	VicWater

ASSOCIATE

Ann McCurdy	Gippsland Water
Bruce Hammond	East Gippsland Water
Chris McLeod	Barwon Water
Christina Bassani	Goulburn Valley Water
Craig Heiner	North East Water
Craig Lindley	Yarra Valley Water
Daniel Hogan	Goulburn Valley Water
Dona Tantirimudalige	Yarra Valley Water
Donald Vincent	GHD
George Wall	WIOA
Grant Colling	Yarra Valley Water
Greg Sharpley	Sharp Coefficient
Joanne Church	Goulburn Valley Water
Joanne McBain	Wannon 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
Peter Donlon	
Peter Jacob	Marsden Jacob Associates
Peter Johns	PBJ & Associates
Phillipe Du Plessis	South Gippsland Water
Rebekah Foster	Central Highlands Water
Steve Bird	East Gippsland Water
Thomas Fricke	GHD Pty. Ltd.

MEMBER

Andre Kersting	City West Water
Andrew Osborne	Osborne Management
Andrew Dilley	Wannon Water
Andrew Jeffers	Wannon Water
Ann Telford	North East Water
Annette Katiforis	Sth Gippsland Water
Anthony Norrish	GHD
Anthony Hernan	North East Water
Brian Radford	Downer
Carolyn Reilly	Western Water
Charmaine Quick	Melbourne Water
Chris Murdoch	Goulburn Valley Water
Ciara Sterling	Yarra Valley Water
Colin Bell	SA Water Corporation
David Kirby	AWA
Frank McShane	East Gippsland Water
Graham Holt	Western Water
Greg Brown	Western Water
Greg Taylor	Abergeldie Complex Infrastructure
Ivan Reolon	Abergeldie Complex Infrastructure
Jacinta Burke	Goulburn Valley Water
Jenni Kalstrom	Coliban Water
Jenny Kenshole	Yarra Valley Water
Julie Campbell	Lower Murray Water
Julie Logan	Southern Rural Water
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
Megan Kruetzer	Coliban 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
Peter Everist	Monadelphous Engineering
Philip Endley	Lower Murray Water
Rachael Nuttall	SUEZ
Rob Belcher	Melbourne Water
Rob Murphy	Western Water
Rosemary Lowe	Western Water
Rebecca Hanley	Central Highlands Water
Rebecca Jhonston	North East Water
Simon Prunster	Yarra Valley Water
Stephen Costley	
Stephen Carter	Central Highlands Water
Suzanne Knight	DELWP
Tanya Finnen	North East Water
Victoria Leavold	VicUrban
Wanda Skerrett	Open Spatial Australia Pty Ltd

RETIRED MEMBERSHIP

Terence Larkins
Vernon Robson
Merv Hair

Membership Register 30 June 2018

Corporate Members



GWMWater





Financial Statements

[Institute of Water Administration Inc.](#)

ABN 96 103 789 875

Financial Statements

For the year end 30 June 2018

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

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
- ◆ Income and Expenditure Statement



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Board's Report

Your Board members submit the financial accounts of the Institute of Water Administration Inc. for the financial year ended 30 June 2018.

Committee Members

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

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

Principal Activities

The principal activities of the association during the financial year were to provide 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 profit (loss) from ordinary activities after providing for income tax amounted to Year ended 30 June 2018 \$13,917 (Year ended 30 June 2017 \$(18,549)).

Signed in accordance with a resolution of the Members of the Board on 15 November 2018.

Sarah Johnston - 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 2018

	Note	2018 \$	2017 \$
Revenue		162,022	140,304
Other revenue		621	82,408
Cost of sales		(124,039)	(218,960)
Gross profit		38,604	3,752
Administration expenses		(24,687)	(23,301)
Profit (loss) before income tax		13,917	(18,549)
Income tax (credit) expense			
Profit (loss) for the year		13,917	(18,549)
Other comprehensive income:			
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		13,917	(18,549)

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 2018

	Note	2018 \$	2017 \$
Assets			
Current Assets			
Cash assets		124,261	54,301
Receivables		45,671	17,540
Prepayments		74,818	24,880
Current tax assets		0	5,915
Total Current Assets		244,750	102,636
Total Assets		244,750	102,636
Liabilities			
Current Liabilities			
Payables		2,980	2,902
Current tax liabilities		16,827	0
Other liabilities-payments in advance		111,291	0
Total Current Liabilities		131,098	2,902
Total Liabilities		131,098	2,902
Net Assets		111,652	99,733
Members' Funds			
Retained profits		113,652	99,733
Total Members' Funds		113,652	99,733

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 2018

	Note	2018 \$	2017 \$
Cash Flow From Operating Activities			
Receipts from customers and members		136,012	246,091
Payments to Suppliers and employees		(66,665)	(296,308)
Interest received		613	581
Interest and other costs of finance		0	(909)
GST tax paid		0	0
Net cash provided by (used in)			
Operating activities (note 2)		(69,960)	(56,329)
Net increase (decrease) in cash held		(69,960)	(56,329)
Cash at the beginning of the year		54,301	110,630
Cash at the end of the year (note 1)		124,261	54,301

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 2018

	Note	2018 \$	2017 \$
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		88,868	13,474
Short term deposits		37,394	40,827
		124,261	54,302

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

Operating profit (loss) after income tax		13,917	(18,549)
Increase (decrease) in GST		16,827	(4642)
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:			
(Increase) decrease in trade and term debtors		(22,216)	24,869
(Increase) decrease in prepayments		(49,938)	(7,554)
Increase (decrease) in trade creditors and accruals		111,369	(50,542)
Net cash provided by (used in) operating activities		69,960	(56,329)

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 2018

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.

b) 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.

c) 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 2018

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

	2018	2017
Remuneration of the auditor of the company for:		
Auditing or reviewing the financial report	730	730
Other services	0	0
	730	730

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 2018

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 2018 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:

A handwritten signature in blue ink, appearing to read 'Sarah Johnston', is written over a horizontal dashed line.

Sarah Johnston - President

A handwritten signature in blue ink, appearing to read 'Paul O'Donohue', is written over a horizontal dashed line.

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 2018

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 2018.

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 2018

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 2018 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards.

Signed on: 17 November 2018



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 2018	Note	2018 \$	2017 \$
Income			
Membership Fees		93,898	81,823
Conference Revenue		68,124	140,304
Interest received		613	581
Other income		8	4
Total income		162,643	222,712
Expenses			
Administration		2,292	224
Conference Costs		121,730	218,960
Audit fees		755	735
Awards and Certificates		7,357	7,574
Bad Debts		3,803	909
Bank Fees And Charges		713	1,089
Honorariums		2,050	2,050
Donations		0	0
Printing & stationery		521	642
Software Costs		1,806	3,521
Sundry expenses		150	63
Travel, accommodation & conference		5,959	3,408
Insurance		2,308	2,086
Total expenses		148,725	241,261
Profit (loss) from ordinary activities before income tax		13,917	(18,549)
Income tax revenue relating to ordinary activities		0	0
Net profit (loss) attributable to the association		13,917	(18,549)
Total changes in equity of the association		13,917	(18,549)
Opening retained profits		99,735	118,284
Net profit (loss) attributable to the association		13,917	(18,549)
Closing retained profits		113,652	99,735

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. Jordan	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	R. Foster	D. Thomas
2014-15	B. Millington	R. Foster	D. Thomas
2015-16	J. Adamski	R. Foster	D. Thomas
2016-17	D. Ryan	R. Foster	D. Thomas
2017-18	S. Johnston	R. Foster	D. Thomas



Notes:



Institute of Water
Administration

