



**Institute of Water  
Administration**

# **Annual Report**

## **2018/19**





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*Pictured above: Neil Brennan being inducted as an IWA Life Member at the November 2019 conference dinner*

### **Acknowledgement of Country**

The Institute of Water Administration (IWA) respectfully acknowledges the Traditional Owners/Custodians of the land and waterways throughout Victoria of which our industry serves and pays our respects to their Elders past, present and emerging.

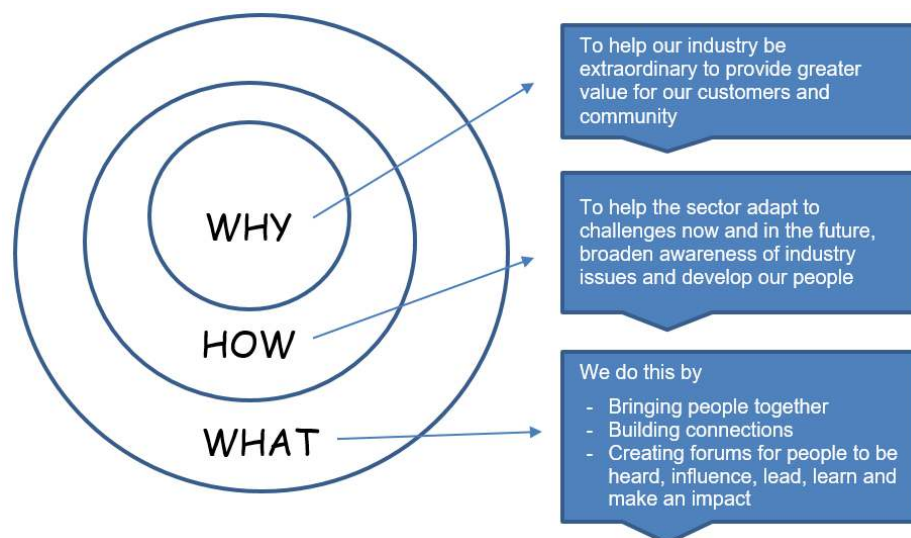
## About Us

### 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 2018/2019

I am privileged and proud to present the 2018/19 IWA Annual Report to our members.

2018/19 has been another successful year with many highlights. Over the year the IWA has run three successful conferences and continued the implementation of both our Engagement Strategy and revised Funding Model. It has also been a year of change with the introduction of an exciting new strategic partnership, new IWA Board directors.

The IWA stands for supporting its members to create an extraordinary Victorian water industry for the customers and the communities our industry serves. We exist to help the sector adapt to challenges, broaden awareness of industry issues, and develop our people. We do this by focussing on creating opportunities for connecting the people in our industry to work on challenges common to our industry, to seize opportunities, to take on a leadership role, and to challenge and stretch our thinking.

We do this through three separate streams held over a two day conference program consisting of ten Special Interest Group meetings, a Conference Dinner and Industry Conference where expert speakers delve deep into current and emerging industry issues and trends.

In addition, we support development of people within the industry via sponsored professional development such as the Laurie Gleeson Professional Development Award and the WIOA Young Operator of the Year which the IWA have proudly sponsored for many years.

Throughout the 2018/19 year the IWA hosted three successful conferences via two metro conferences as well as a regional conference in Healesville.

All three events provided significant opportunities for industry collaboration, knowledge sharing and fellowship. As those who attended would be well aware, speakers at the conferences and the dinners were insightful, relevant and often strongly emotive with powerful messaging, with content from both global and local perspectives.

The Special Interest Groups (SIGs) continue to thrive and grow. Our 10 SIGs (being IT, Finance, Customer Services, HR, Executive Assistants, Technical Services, Communications, Governance, Energy & Greenhouse and Education) are all extremely well attended and in some cases nearly at standing room capacity. Their agendas and action planning cover a wide range of topics, often including speakers from within and outside the industry, joint problem-solving workshops, sharing of ideas, site visits, and training.

I personally regard the SIGs as the *engine house* of the IWA and would like to thank the amazing work and leadership of the SIG conveners. Attendance at the SIG component of the conferences has continued to grow seeing attendances at approximately 240+ per conference over the last two years. None of this would not be possible without the insightful and conscientious work of the SIG conveners. A personal highlight of each conference for me has always been the SIG meetings. I encourage all of you to read the highlights from each Conference and SIG meetings contained within this Annual Report.

Another highlight this year has been the annual Laurie Gleeson Professional Development Award which has been presented by the IWA since 2012 in honour of Laurie Gleeson, who was a strong supporter of the IWA. The 2019 award sponsored included a \$5,000 grant presented to the winner to undertake a professional development project. We would like to thank Stantec and Russell Kennedy Solicitors for their ongoing support of this valuable award.

## **... Presidents Annual Report 2018/2019**

The finalists for the 2019 Laurie Gleeson award were Dean Phillips (Western Water), Leon Stackpole (Coliban Water) and Jaymie Dawes (East Gippsland Water) who all presented high quality nominations. The IWA congratulated our 2019 winner Dean Phillips whose development project will explore options for quick and innovative solutions to lower trihalomethanes (THMs) via a study trip to the USA and Canada. Dean also proposed to explore how other organisations drove change and innovation, and then share his knowledge with the broader Victorian water industry. I look forward to hearing about the outcomes of his project.

The IWA is a volunteer-based organisation focussed on connecting our people across the sector. As such, I would like to acknowledge and thank our partners, sponsors, and volunteers.

The partnerships we have developed enable us to ensure we provide high quality and relevant events and content. I would like to thank all our sponsors. Our event and dinner sponsors this year included Davidson Executive & Boards, GHD, Trility, Suez, and Yarra Valley Water.

This year, we are also delighted to welcome PwC Australia as our Strategic Sponsor for FY20. PwC Australia will work closely with the Board and SIGs on key initiatives to help achieve the IWA's vision. Our sponsors support us in delivering high quality events for our members. We thank them for their support and look forward to continuing to work together.

A special thanks to our partner organisations, focussed on creating a thriving water industry together. I would personally like to thank our key partner VicWater ably led by Peter Morrison. I'd like to thank Peter for his support as well as the whole VicWater team, with special mentions to Lauren Vines (our Event coordinator) and Fiona Boucher. We also continued to expand our partnership with the Australian Water Association Vic. Branch with a personal thanks Lindsey Brown, David Kirby and Digna Nicholls for their support. I look forward to further deepening our partnerships in the years ahead.

The ongoing support we receive from our 19 Victorian Water Corporations does not go unnoticed and as such the IWA is committed to supporting the growth and development of all Victorian water industry employees through our range of networking and development opportunities.

The success of the IWA during 2018/19 has only been possible thanks to the hard work, vision and passion for the water industry provided by my fellow Board directors Sarah Johnson, David Ryan, Brett Millington, Paul O'Donohue, Peter Quinn, Ian Johnson, Peter Robinson, Charmaine Quick, and Sarah Cumming. I would also like to thank our Honorary Treasurer David Thomas and Board Secretary Rebekah Foster for their diligence throughout the year. The work they do and the support they offer is sincerely appreciated and a warm welcome to April Jenkins who will transition in as the next Board Secretary from November 2019.

A personal thanks must also go to Directors Sarah Johnston (immediate past president) for her advice and insights over the last 12 months and Charmaine Quick (Vice President) for her support.

I am deeply passionate about the water industry and feel proud and privileged to be a part of the IWA. I thank you for the opportunity to be the 2018/19 IWA President, and I look forward to an amazing 2019/20.

**Dona Tantirimudalige**  
**President 2018/19**





## IWA Board 2018/19

The current members of the IWA Board are:

- PRESIDENT:** **Dona Tantirimudalige** BEng (Hons) M. Public Policy & Mgmt. MAICD, MIWA  
General Manager – Distribution Services  
Yarra Valley Water
- SECRETARY:** **Rebekah Foster** AdvDip BusMgt/HR, GAICD, Prosci (Cert), GIA (Cert.), AIWA  
Digital Comms & Change Lead  
Central Highlands Water
- TREASURER:** **David Thomas** CPA, BComm, SA Fin, GAICD, FIWA  
Manager Finance  
Western Water
- MEMBERS:** **Charmaine Quick** BEng(Civil), MBA Env.Sc, GAICD, MIWA  
Managing Director  
Goulburn-Murray Water
- David Ryan** MBA Corp Sust, BEnv.Sc, AIWA  
Managing Director  
City West Water
- 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  
IWN Program Director  
Intelligent Water Networks
- Paul O’Donohue** Grad Dip (BM), BA (Mgt), Dip (L’ship) FIWA, GAICD  
Managing Director  
Central Highlands 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  
Director  
PT3B Consulting Pty Ltd
- Sarah Cumming** B.A., LLB (Hons), EMBA, GAICD  
Managing Director  
Gippsland Water

## 2018/19 Conference Overview



The IWA November 2018 Conference was held on 22 and 23 November 2018 at Crown Conference Centre, Melbourne. The timely theme for the conference was “Trust: a critical success factor for culture, customers and community” and featured presentations that highlight the key factors for trust-building in society through ethical and engaged leadership.

The conference was a great success and featured presentations from Peter Day, Non-Executive Director, South East Water, Tracey Slatter, Managing Director, Barwon Water; Deborah Glass OBE, Victorian Ombudsman and Chris Dalton, Corporate Secretary, GMW. The IWA Customer Special Interest Group presented a case study showcasing thought leadership on trust translated through to customer and community experience. The Conference also included keynote speaker Rocky Scopelliti a world-renowned futurologist and author. A distinguished author, his 12-published thought leadership research reports have become internationally recognised for their influence including the World Economic Forum’s Disruptive Innovation in Financial Services Program.

The IWA Conference Dinner was held on Thursday 22 November at the River Rooms, Crown Conference Centre, Melbourne. IWA outgoing President Sarah Johnston proudly welcomed the IWA’s second female incoming President Dona Tantirimudalige who compered the evenings proceedings. The Dinner also included guest speaker - Saroo Brierly, author of the book “A Long Way Home”. The film “Lion”, based his autobiography was nominated for six Academy Awards and starred Nicole Kidman and Dev Patel. Saroo’s story was a remarkable and touching story of survival and sheer determination.

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.



*Left: Guest speaker Saroo Brierly moved guests with his inspiring life story*



*Above: Presentation of IWA new members at the November 2018 Conference Dinner*



## 2018/19 Conference Overview



The second conference of the 2018/19 financial year was held on 28 February – 1 March 2019 at the RACV Healesville Country Club and was another great success with over 250 industry specialists participating in our Special Interest Groups collaborating, sharing ideas and solving critical issues to serve our customers better.

An engaging and heartfelt presentation from Emma Murray (Richmond FC secret weapon) reinforced the power of bringing your ‘A’ game while Victor Perton (author of *The Case for Optimism*, founder of The Australian Leadership Project and Yarra Valley Water Director) challenged our thinking about what makes an optimistic leader. We heard from Deputy Lord Mayor Arron Wood and his passionate talk on the City of Melbourne.

Special thanks to our event sponsors Yarra Valley Water and SUEZ, industry supporters AWA Vic Branch and VicWater as well as our enthusiastic delegates for the valuable knowledge sharing and positive learnings that we all take back to our businesses.



*Above: SIG delegates networking during break time*

## 2018/19 Conference Overview



The IWA's third conference for the year with SIG meetings was held on Thursday 4 and Friday 5 July 2019 held at the Crown Promenade Conference Centre. Special thanks to our event sponsor GHD, and to Phoebe Mack, Technical Director, International Development Assistance, GHD for her insightful sponsor's address on navigating the challenges of water scarcity in the Pacific Islands.

The theme for the conference was "Our Water Future in a Drying Climate" and featured presentations that explored balancing social, environmental and health needs with the increasingly drying climate and demand for water. We had a keynote presentation from Dr Blair Trewin, a senior climatologist at the Bureau of Meteorology, who told us about the current state of the climate. Adrian Langdon spoke on the Northern NSW historical drought resulting in significant impact in the northern Murray Darling Basin. Chris Harman, Executive Director, Forest and Fire Operations Division and Chief Fire Officer of Forest Fire Management Victoria, who spoke on the evolving role of fire prevention with the increase of forest fires due to our changing climate. Suzie Sarkis, Manager, Water, Regulation, Health Protection and Emergency Management, DHHS, who told us about the public health implications of a drying climate and finally David Sheehan, Executive General Manager Water Quality, Coliban Water, who spoke on the challenges of potable reuse.

The Conference Dinner was an entertaining evening with guest speaker, Brigitte Muir, the first Australian woman to have climbed Mt Everest inspiring guests with her mountain climbing adventures.

The July 2019 conference also marked a significant moment for the IWA as we formally welcomed a new strategic partnership with PwC Australia for FY20. PwC Australia will work closely with the IWA Board and SIGs on key initiatives to help achieve the IWA's vision.

*Right:  
Celebrating the IWA's new  
strategic partnership with PwC  
was Lachy Haynes, Partner  
Infrastructure & Urban Renewal  
and Dona Tantirimudalige  
IWA President 2018/19*





# Special Interest Group (SIG) Reports 2018/19 Overview

## Customer Special Interest Group

### **Brief overview:**

- ◆ The Customer Service SIG exists to provide a forum for sharing information, networking and professional development in the Victorian water industry
- ◆ The SIG was well attended in 2018/19 with an average of 25-30 attendees at each of the 3 meetings – November 2018, February 2019, July 2019.
- ◆ We consistently had attendees from both regional and metropolitan water corporations as well as Southern Rural Water. The Essential Service Commission (ESC), Energy & Water Ombudsman (EWOV) & Department of Health & Human Services and the Water Services Association of Australia (WSAA); all presented during 2018/19.
- ◆ Major challenge(s): The SIG group identified some industry wide issues that could benefit from a collective and collaborative industry approach during 2018/19. These included:
  - ◇ PEXA Working Group – discussions with VicWater and DELWP regarding the need for an amendment to *Water Act 1989* & recommendation for wording changes to regulations stemming from changes introduced to conveyancing industry practices for property transfers.
  - ◇ DHHS/URGS Working Group – working with DHHS to assist in development of a portal for registering Utility Relief Grant applications to improve customer experience which went live in July 2019.
  - ◇ Australia Post Meter Services Agreement Proposal – liaising with VicWater to better understand Australia Post proposal and to identify benefits in a collective industry agreement for the Victorian water industry.
  - ◇ Leak Allowance Working Group – established to review current High Unexplained Leak Allowance Guidelines (HULA). The group will continue to work towards a more consistent good industry practice in 2019/20.

### **Meetings**

Throughout the 2018/19 year, the Customer SIG meetings covered a range of topics, as shown below:

#### **November 2018**

- ◆ Liveable Cities Presentation – Graham Holt & Greg Brown, Manager, Western Water
- ◆ Utility Relief Grant Process Review – Jenny Mulholland, DHHS & Rob Morgan, YVW
- ◆ IWN Projects – Reducing Customer Impacts with new innovative technology – Dean Barnett, Western Water
- ◆ Overview on Project to understand customer experience of Credit/Debit process at YVW using Human Centred Design (HCD) method – Nitzan Cohen, YVW
- ◆ Family Violence – Lisa McAdams – joint SIG presentation with the Human Resources SIG
- ◆ ESC findings from Family Violence Audit Report – Marcus Crudden, Ann Randles, Lucy Weston, ESC

#### **February 2019**

- ◆ EWOV update – Cynthia Gebert, Energy & Water Ombudsman of Victoria
- ◆ “The Psychology of Collections”, Jodie Bedoya, Collections & Vulnerability Training
- ◆ Family Violence Performance Reporting Metrics/Update on Payment Difficulty Framework – Ann Randles and Lucy Weston, ESC
- ◆ Debt Management Reduction – What works/What doesn't

#### **July 2019**

- ◆ Thriving Communities Partnerships – Ciara Sterling, Thriving Community Partnerships
- ◆ Australia Post Master Service Agreement Proposal – Eliza Agapiou, Australia Post
- ◆ Leak Allowance Process/Procedures – What works well and what are our challenges?

### **Rosemary Lowe**

Western Water

Customer Service SIG Convenor



## ***Special Interest Group (SIG) Reports 2018/19 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.
- ◆ Challenges for the SIG during the last financial year related to seeking nominations for the Convenor and Deputy Convenor roles. This will be looked at again in the 2019/20 year to secure more support from our SIG members moving forward.
- ◆ Key stakeholders engaged during the year included DELWP, ESC, WSAA and the Customer SIG.

#### **Meetings**

Throughout 2018/19 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 2018**

- ◆ Caretaker period, Annual reporting, water efficiency and performance framework initiative - Skye Larson and Cindy Kozel, DELWP
- ◆ Lead in Drinking Water - Heidi Matkovich, DELWP
- ◆ Building Trust and supporting communities locally, regionally and internationally - Vicki Scott, Ian Bail & Brad Willis
- ◆ Portland Water Quality Project - Ian Bail
- ◆ Around the State discussion

#### **March 2019**

- ◆ Water efficiency - target 155, Water security, Dry and drought conditions - emergency standpipes - Skye Larson, DELWP
- ◆ Business Stories for Leaders (joint presentation with Comms SIG, Yamini Naidu)
- ◆ Is your website accessible? - Maree Lawson, Adviser Digital Channels, DELWP
- ◆ Around the State discussion
- ◆ Choose Tap national program - Chloe Erftemeyer, Yarra Valley Water
- ◆ Media monitoring - Our current practice and how we can move forward as a collective

#### **July 2019**

- ◆ DELWP Minister Update: desal water, drought and dry conditions as well as future opportunities to promote what the state is doing in water efficiency, particularly in the lead up to summer.
- ◆ Water scarcity - group discussion
- ◆ Trends in digital engagement (gamification, Intranet) - Melissa Cordy, Melbourne Water, Amy Van Kuyk, South Gippsland Water
- ◆ Reports from the ESC Customer Code forum (group discussion)
- ◆ General discussion re: RAP and Engagement

#### **Bernadine Phelan**

Southern Rural Water  
Communications & Engagement SIG Convenor



## ***Special Interest Group (SIG) Reports 2018/19 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, stakeholder engagement, media relations and marketing. The meetings provide networking opportunities and professional development.

Victorian water businesses often only have one education staff member who may perform multiple roles, so sometimes time is a challenge. The Educators SIG meeting has around 15 attendees at each meeting. 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 2018/19 year, the Education SIG meetings covered a range of topics, as shown below:

#### **September 2018**

- ◆ National Water Week poster competition state-wide judging and discussion
- ◆ Representative update: DELWP, SWEP, IWA & AWA
- ◆ Guest Speakers:
  - ◇ David Thurley - Murray Darling Association Chair, Region 1 – National President
  - ◇ Bonegilla Migrant Experience
  - ◇ Insights from experienced teacher, Suzie Patrala – St Francis of Assisi Primary School.
- ◆ Water corporations update on current projects
- ◆ Workplace program discussion
- ◆ STEM thinking process design presentation

#### **February 2019**

- ◆ Water corporations report on current projects
- ◆ DELWP and SWEP updates
- ◆ IWA update
- ◆ STEM X & 3D tours presentation
- ◆ Choose Tap Coalition Manager update
- ◆ National Water Week poster competition

**Diane Doyle**  
Education & Awareness Officer  
North East Water  
Educators SIG Convenor (Sept 2018)

**Jenny Kenshole**  
Education Program Manager  
Yarra Valley Water  
Educators SIG Convenor (February 2019)

## ***Special Interest Group (SIG) Reports 2018/19 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 2018 - 17 attendees from 12 Water Corps (plus DELWP and WSAA).
  - ◇ February 2019 - 17 attendees from 13 Water Corps. (plus WSAA)
  - ◇ July 2019 - 17 Attendees from 12 Water Corps. (plus DELWP)
- ◆ Major Challenges: Meeting emissions reduction pledge targets, reducing Scope 1 nitrous oxide emissions from wastewater treatment plants
- ◆ Major stakeholders/organisations: DELWP (Energy and Water), Intelligent Water Networks, Water Services Association of Australia

#### **Meetings**

Throughout the 2018/19 year, the Energy and Greenhouse SIG meetings covered a range of topics, as shown below:

#### **November 2018**

- ◆ Yackandandah Energy Storage Project (John Day, NEW)
- ◆ In Front of the Meter Solar (Enhar)
- ◆ Solar Project Tendering (CNC Project Management)

#### **February 2019**

- ◆ IWN Large Scale Renewable Project (Steve Reddington – Barwon Water)
- ◆ Tour of the YVW Upper Yarra Treatment Plant (Simon Prunster, YVW)
- ◆ Tour of the Warburton Community Hydro (Julian Guess, Yarra Ranges Council)

#### **July 2019**

- ◆ WSAA Energy Training Project (Megan Kreutzer, CW)
- ◆ The Hydrogen Project (Pitt & Sherry, on behalf of John Day, NEW)
- ◆ Scope 1 Nitrous Oxide (Karen Clode, Isle Utilities)
- ◆ Carbon Offsets (Deb Riley, Melbourne Water)

#### **Richard Fincher**

Capital Delivery Project Manager  
East Gippsland Water  
Energy and Greenhouse Convenor



*Picture above: February 2019 Tour to the  
Yarra Valley Water Upper Yarra Treatment Plant*



## ***Special Interest Group (SIG) Reports 2018/19 Overview***

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

#### **Brief overview:**

The Executive Assistant 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 2018/19; SIG meetings provided a platform for members to present on topics of interest, discuss current issues, workshop and attend the annual Victorian Water Industry EA/PA breakfast (hosted by CWW, SEW and YVW).

EA SIG attendees are a combination of metro, regional and rural water businesses. SIG attendance has increased over 2018/19 to approximately 20 attendees per meeting. Appointing a Deputy Convenor in 2018 continued to benefit the group by simplifying the planning of agendas and strengthening the leadership of the SIG. The major challenges noted in 2018/2019 have been resolved with the increase in attendance and group participation.

#### **Meetings:**

Throughout the 2018/19 year, the Executive Assistants SIG meetings covered a range of topics as shown below:

#### **November 2018**

- ◆ Guest speaker: Nichola Gerrand, Yarra Valley Water provided a briefing on the Metro Industry Exercise held on 31 October. She spoke of the purpose of the exercise, the scenario and its outcomes.
- ◆ Guest Speaker: Cameron McLean, Yarra Valley Water presented on the history of Artificial Intelligence, how it is currently used and where it may go in future.

#### **March 2019**

- ◆ Guest Speaker: Roslyn Shipton, Yarra Valley Water As part of the professional development component of the SIG objectives. Roslyn presented to the group and spoke about her personal journey, the role of the EA, being resilient and adapting to change.
- ◆ Guest Speaker: Chris Dalton, Goulburn Murray Water spoke about dealing with improper conduct in the workplace.

#### **July 2019**

- ◆ Business Writing Workshop: Frank Chamberlain (ActionsWords) was invited by the SIG members to conduct a workshop. The workshop covered understanding the four pillars of good writing, the ability to write with the reader in mind, the art of plain English writing, grammar and punctuation and having a greater impact when writing.
- ◆ New EA SIG Convenor from November 2019: Roslyn Shipton concluded her term as Convenor in July. Julie Douglas (City West Water) is the new EA SIG Convenor.

#### **Roslyn Shipton**

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



## ***Special Interest Group (SIG) Reports 2018/19 Overview***

### **Finance Special Interest Group**

#### **Brief overview:**

- ◆ SIG purpose: To consider Finance issues relevant to the Victorian Water Corporations, including Industry and Regulatory Updates, Accounting Policy and Standard changes, and provide for the sharing of best practice with peers.
- ◆ Attendance: Well attended
  - ◇ November 2018 – 34 attendees (plus DELWP)
  - ◇ February 2019 – 25 attendees (plus DELWP)
- ◆ Attendees and demographic: regional, metro, rural and regulator
- ◆ Major stakeholders/organisations with close linkages: Victorian Auditor General's Office (VAGO), Department of Environment, Land, Water and Planning (DELWP), Department of Treasury and Finance (DTF). The chair also works closely with the VicWater Finance Issues Steering Group (FISC).

#### **Meetings**

Throughout the 2018/19 year, the Finance SIG meetings covered a range of topics, as shown below:

#### **November 2018**

- ◆ Issues around the state – All members
- ◆ Shinewing: Tax and Accounting update – Daren Yeoh
- ◆ VAGO: 2017/18 Accounts, Themes for 2018-19
- ◆ DELWP: Corporate Plan 2018-19 and general update – Binhur Sappideen & Antony De Sarro
- ◆ IWN and Ernst & Young: Intelligent Water Networks – Industry Power Purchase Agreement – Brett Millington and Georgina Dellaportas.
- ◆ DTF: Public Construction Procurement in Victoria – Athena Rozenberg

#### **February 2019**

- ◆ Issues around the state – All members
- ◆ DELWP: Corporate Plan and general update – Binhur Sappideen
- ◆ VAGO: Themes for 2018-19 and updates – Paul Martin, Mark Darcy
- ◆ ATO: FBT, Tax updates and Special Topics – Taras Pearce
- ◆ Round table work working through types of services Finance provide within the organisation – SIG members

**Isabelle Cancino**  
Senior Financial Planning Analyst  
Yarra Valley Water  
Current Convenor (from May 2019)

**Janette Lakin**  
Manager Finance Planning & Pricing  
Grampians Wimmera-Mallee Water  
Former Convenor





## ***Special Interest Group (SIG) Reports 2018/19 Overview***

### **Corporate Governance Special Interest Group**

The Governance SIG exists to provide a forum for sharing information, networking and professional development on governance issues, trends and best practice in the Victorian water industry. It also supports members to gain continuous improvement in governance topics of value to the Victorian water corporations, including Board meeting process, relevant Acts, regulations, and compliance activities.

#### **Meetings**

The SIG has spent the last 12 months aligning their agenda with Australian Institute of Company Director (AICD) Company Director modules. This practice has enabled the group to get a clear picture of the duties and responsibilities of our Directors, and to present topics that assist the group in supporting the performance of our Boards.

#### **November 2018**

The highlight of November was a panel discussion on “The role of the Board in good governance”. The impact of the Banking Royal Commission and APRA’s subsequent report, expectations of Directors and management, and shaping and monitoring culture were discussed by panel attendees Phil Clark (Chair, Westernport Water), Tracey Slatter (MD, Barwon Water), and Sarah-Jane Walsh (Director, Wannon Water).

#### **March 2019**

In March the agenda was aligned with the Strategy and Risk AICD modules, with a presentation from Tristan Smith, South East Water, on how Boards can satisfy competing priorities to achieve business objectives using a positive risk culture. Teresa Racovalis and Lisa Souquet-Wigg from Law Compliance presented on “How to mitigate risk associated with compliance obligations”.

#### **July 2019**

In July we discussed items related to Board Effectiveness and Decision Making. An experienced industry panel of Mick Murphy (Audit Chair, Wannon Water), Jodi Heath (Director, Central Highlands Water) and David Ryan (MD, City West Water) discussed how Board Committees contribute to Board effectiveness, discussing committee members, including engaging external members, delegated authority from Board, and how committee papers can support meeting effectiveness.

Other activities that have spanned this period include the initiation of the Innovation Network IWA Governance SIG portal for further sharing and discussion options, the review of a Compliance Calendar, a joint session with the IT SIG regarding requirements of the Victorian Protective Data Security Standards and discussions on external forces that continue to heighten the focus on good governance for all organisations.

**Alison Toohey**  
Wannon Water  
Governance SIG Co-convenor

**Matt Dunbar**  
Barwon Water  
Governance SIG Co-convenor

**Rebecca Hanley**  
Central Highlands Water  
Governance SIG Convenor (former)



## ***Special Interest Group (SIG) Reports 2018/19 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 20-25 participants – all water corporations are well represented.
- ◆ Key Challenges: Ability to keep the agenda dynamic and relevant
- ◆ Major Stakeholders/Organisations with close linkages: Water Services Association Australia (WSAA), VicWater L&D Group and Diversity and Inclusion Steering Committee.

#### **Meetings**

Throughout the 2018/19 year, the Human Resources SIG meetings covered a range of topics, as shown below. At each meeting an update is also provided from representatives of the VicWater Learning & Development Working Group and the Diversity and Inclusion Steering Committee.

#### **November 2018**

- ◆ High Performance Leadership Program. Presentation by Christina Bassani, Executive Manager People and Safety, Goulburn Valley Water.
- ◆ WORK180 – a new model for presenting a business as employer of choice for diverse candidates. Presentation by Gemma Loyd, Founder and Kushla Egan, Client Engagement Manager.
- ◆ Family Violence Sector Changes (joint with Customer Service SIG). Presentations from Lisa McAdam (external) and Lucy Weston, Essential Services Commission.

#### **March 2019**

- ◆ Australian Water Association (AWA) Young Water Professional (YWP) Program. Presentation by Convenor on behalf of Robbie Frawley, Chair YWP AWA
- ◆ Business Stories for Leaders – External presentation Yamini Naidu (joint Communications SIG)
- ◆ Diversity and Inclusion “What Really Works”. External presenter Lucinda Hewitson, Director *Diversity Inclusion Pty Ltd*

#### **July 2019**

- ◆ Government Wages Policy – External presenter Colin Henry DELWP and Dragan Samardzic and Amanda Fitzgerald of Industrial Relations Victoria
- ◆ Victorian Water Pride Network. Presentation from working Group Co-chairs Brendan Moore (Senior Project Manager YVW) and Jacquie Moon (Graphic Designer YVW).
- ◆ WSAA projects: Employee Value Proposition; Workforce Planning framework; and OHS. Presentation by Convenor on behalf of Peter Gee, WSAA.

#### **Annette Katiforis**

General Manager People, Culture and Customer  
South Gippsland Water  
Human Resources Convenor



## ***Special Interest Group (SIG) Reports 2018/19 Overview***

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

#### **Brief overview:**

- ◆ The ICT SIG aims to share lessons learned, strategic thinking and vendor presentations within the Water Industry
- ◆ Attendance fluctuated during the year with a peak of twenty attendees and a low of twelve.
- ◆ Attendees came from various Water Corporations with strong attendance from rural and regional representatives.
- ◆ Emergence of Cloud enabled services, limited funding for ICT within the industry and the constantly evolving security landscape proved to be the key challenges.

#### **Meetings**

Throughout the 2018/19 year, the ICT SIG meetings covered a range of topics, as shown below. A second group has also been convened to share strategic thinking via video conference on a monthly basis. This has proven to be a very worthwhile extension to the scheduled SIG meetings.

#### **March 2019**

- ◆ Jordan Hunt (SRW) - An informative look at the collection of evidence when responding to an ICT security incident.
- ◆ Desiree Brudenell (SEW) - Testing Services Methodology and implementation of Infosys managing the CTO.

#### **July 2019**

- ◆ Chris Ganley - Gartner - Capitalising cloud set-up and implementation expenses. Chris addressed the challenges experienced by many ICT organisations who need to move away from the traditional CAPEX model to a more OPEX driven approach.
- ◆ OVIC - OVIC provided us with an overview of how the broader Victorian public service have reported to date; insights and interpretations OVIC has made on the PDSP's submitted by Water Corporations; suggestions or comments going forward and next steps for the VPDSF and reporting obligations
- ◆ Elafent - Elafent's Founder & CEO, Bruno Pisano provided an overview of the Elafent Cloud Platform (ECP) and insight into how Victorian water utilities such as Melbourne Water and Coliban Water are using this technology to transform operations, drive value and deliver better outcomes to staff, customers and peer organisations.

**Scott Lamshed**  
Southern Rural Water  
IT SIG Convenor



## ***Special Interest Group (SIG) Reports 2018/19 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.
- ◆ **Attendees and demographic** (i.e. were your attendees regional, metro, rural, regulator?) 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, WSAA etc. attend SIG.
- ◆ **Major challenge(s)** – No major challenges
- ◆ **Major stakeholders/organisations** with close linkages (i.e. Finance SIG and VAGO, PR/Comms SIG and DELWP comms team etc.) – no formal alignment with other organisations. A number of consultants attend from a broad range of companies.

#### **Meetings**

Throughout the 2018/19 year, the technical SIG meetings covered a range of topics, as shown below:

#### **November 2018**

- ◆ THM Removal Project
- ◆ Waternammics – Intelligent Water Networks
- ◆ IWN update (general)
- ◆ Ice Piggings – Successes, Challenges and Learnings
- ◆ Regional asset management forum
  - ◇ GMW in conjunction with Jacobs and the Infrastructure Network Goulburn Valley recently ran a regional asset management forum in Northern Vic. Reasons for conducting and learnings.

#### **March 2019**

- ◆ Data analytics for improved asset management decisions making at CWW
  - ◇ What CWW are doing on data analytics and how it fits into our overall digital roadmap for Infrastructure and Delivery
  - ◇ Run through some use cases on what we are doing and how including a couple of machine learning trials
- ◆ Recycled Water Compliance task force
  - ◇ how as a water authority (Western Water) we can influence the correction of stormwater connections to the sewer at the customer's property.
- ◆ Field Mobility Solution (Focus3) CWW
  - ◇ CWW have recently implemented a new cloud based solution and are working on enhancements and optimisation.
  - ◇ CWW would like to share their thinking on where they are headed with Field Mobility and how it links with their Digital work in their Infrastructure and Delivery area
- ◆ Artificial Intelligence to support asset management and operations
- ◆ Negligence for engineers

#### **July 2019**

- ◆ Zero Emissions Water (ZEW)
- ◆ Asset Management Accountability Framework
- ◆ CHW – Behind the Meter Solar Project
- ◆ IWN and WSAA Energy 101 Publication

**Stephen Answerth**  
Central Highland Water  
Technical SIG Co-Convenor

**Robert Murphy**  
Western Water  
Technical SIG Co-Convenor

## Institute Awards 2018/19

### Laurie Gleeson Professional Development Award 2019

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 2019 Laurie Gleeson Award was presented at the November 2018 conference dinner to Dean Phillips (Western Water), with special commendations granted to finalists Leon Stackpole (Coliban Water) and Jaymie Dawes (East Gippsland Water) who also presented high quality nominations.

Dean's project will explore options for quick and innovative solutions to lower trihalomethanes (THMs) via a study trip to the USA and Canada in 2019.



*Pictured below: 2019 Laurie Gleeson Award finalists*



*Pictured left: Jane La Nauze (Stantec), Dean Phillips and Stefan Fiedler (Russell Kennedy)*

## Institute Awards 2018/19

### 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.

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 Foster
- 2016 Neil Brennan
- 2017 Frank McShane



## Membership of the Institute as at 30 June 2019

### Members

Corporate Members	28
Members	90

#### Members made up of:

Honorary Life Fellows Retired	9
Honorary Life Fellows	1
Honorary Members	1
Fellows	12
Retired Fellows	1
Associates	17
Retired Associates	0
Retired Members	2
Individual Members	47

<b>Total Members</b>	<b>118</b>
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## Membership Register 30 June 2019

### FELLOW (HON. LIFE)

David Roberts (dec)  
Neil Brennan  
John Maglen (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  
Geoff Michell

### FELLOW

Brett Millington	Western Water
David Thomas	Western Water
David Ryan	City West Water
Glenn Bewicke	Goulburn Valley Water
Ian Johnson	Water Futures Consulting
Les McLean	
Pat McCafferty	Yarra Valley Water
Paul O'Donohue	Central Highlands Water
Peter Robinson	PT3B Consulting Pty Ltd
Peter Quinn	Goulburn Valley Water
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
Craig Heiner	North East Water
Daniel Hogan	Goulburn Valley Water
Dona Tantirimudalige	Yarra Valley Water
Donald Vincent	GHD
George Wall	WIOA
Joanne Church	Goulburn Valley Water
Joanne McBain	Wannon Water
Mark Williams	G-WM Water
Mathew Scott	East Gippsland Water
Peter Jacob	Marsden Jacob Associates
Peter Johns	PBJ & Associates
Phillipe Du Plessis	South Gippsland Water
Rebekah Foster	Central Highlands Water
Thomas Fricke	GHD Pty. Ltd.

### MEMBER

Andrew Dille	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	Goulburn-Murray 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
Ian Edwards	Formbird
Ivan Reolon	Abergeldie Complex Infrastructure
Isabelle Cancino	Yarra Valley Water
Jacinta Emmacora	Wannon Water
Jeff Haydon	Central Highlands Water
Jenny Kenshole	Yarra Valley Water
Julie Douglas	City West Water
Julie Logan	Southern Rural Water
Kelli King	Wannon Water
Kevin Murphy	Lower Murray Water
Lara Caplygin	East Gippsland Water
Les Johnson	Wannon Water
Livia Bonazzi	Western Water
Mark Hosking	Formbird
Mark Bartley	HWL Ebsworth
Matt Houdyk	Western Water
Megan Kruetzer	Coliban Water
Michael Watson	Barwon Water
Nicole Cooper	Western Water
Nicole Laurie	Western Water
Neville Pearce	Coliban Water
Paul Kerrins	Goulburn Valley Water
Peter Everist	Monadelphous Engineering
Philip Endley	Lower Murray Water
Rachael Nuttall	SUEZ
Rob Murphy	Western Water
Rosemary Lowe	Western Water
Rebecca Hanley	Central Highlands Water
Rebecca Jhonston	North East Water
Roslyn Shipton	Yarra Valley Water
Sarah Cumming	Gippsland Water
Stephen Carter	Central Highlands Water
Steven Nye	Calibre Group
Suzanne Knight	DELWP
Tanya Finnen	North East Water

### RETIRED MEMBERSHIP

Terence Larkins  
Vernon Robson  
Merv Hair



## Membership Register 30 June 2019

### Corporate Members





## Treasurer's Report

### Financial Report

Over the last several years there has been inconsistency with the number and type of events held each year making it difficult to interpret financial results in isolation. The following table outlines the number of events held in each of the last five financial years for comparative purposes and selected financial data:

<b>Year Ending 30 June:</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>
<b>Events:</b>					
SIG	3	2	3	3	3
Conference Dinner	2	2	3	2	2
Conference	3	2	3	3	3
Laurie Gleeson Dinner	1	0	0	1	1
<b>Revenue \$k</b>					
Memberships/Other	95	94	82	80	54
Conference/Dinner	106	69	141	81	80
Laurie Gleeson Dinner	103	0	0	87	100
	<b>304</b>	<b>163</b>	<b>223</b>	<b>248</b>	<b>234</b>
<b>Expenses \$k</b>					
Conference/Dinner/SIG	218	122	219	152	140
Laurie Gleeson Dinner & Donation	98	0	0	87	100
Other/Admin	24	27	22	25	21
	<b>340</b>	<b>149</b>	<b>241</b>	<b>264</b>	<b>261</b>
<b>Net Profit/(Loss)</b>	<b>(36)</b>	<b>14</b>	<b>(19)</b>	<b>(16)</b>	<b>(27)</b>
<b>Assets include:</b>					
Cash at Bank	52	87	54	111	128
Receivables	15	45	17	48	66
Prepayments	60	112	24	17	29

Despite the differing number and type of events conducted during the 2018/19 year, there has been a clear cost increase to the Institute in conducting SIG meetings once all meetings were moved to one location, being the Crown Conferencing Centre. The Board has been closely monitoring these costs and in response increased the Corporate membership fees in 2015/16 with a second smaller increase again in 2017/18 to curtail these increasing costs. Although the Board and SIG participants rated the level of service provided by Crown as very high, to ensure long term financial sustainability of the Institute moving forward, the Board has agreed to cancel the June and November 2020 Crown venue bookings and are currently looking for a more financially sustainable venue.

**David Thomas**  
IWA Treasurer



## Financial Statements

[Institute of Water Administration Inc.](#)

ABN 96 103 789 875

## Financial Statements

For the year end 30 June 2019

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
- ◆ 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 2019.

### **Committee Members**

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

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

### **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 deficit from ordinary activities after providing for income tax amounted to

Year ended	Year ended
30 June 2019	30 June 2018
\$	\$
(35,772)	13,917

Signed in accordance with a resolution of the Members of the Board on 11 November 2019.

-----  
Dona Tantirimudalige - President

-----  
Sarah Johnston - Board Member



## Financial Statements

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

### Statement of Comprehensive Income

For the year end 30 June 2019

	2019 \$	2018 \$
Revenue	304,293	162,022
Other revenue	273	621
Cost of sales	(316,800)	(124,039)
<b>Gross profit</b>	<b>(12,235)</b>	<b>38,604</b>
Administration expenses	(23,537)	(24,687)
<b>Profit (deficit) before income tax</b>	<b>(35,772)</b>	<b>13,917</b>
Income tax (credit) expense		
<b>Profit (deficit) for the year</b>	<b>(35,772)</b>	<b>13,917</b>
<b>Other comprehensive income:</b>		
<b>Items that will not be reclassified subsequently 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>(35,772)</b>	<b>13,917</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 2019

	2019	2018
	\$	\$
<b>Assets</b>		
<b><i>Current Assets</i></b>		
Cash assets	52,236	124,261
Receivables	15,508	39,756
Current tax assets	12,663	0
Prepayments	60,532	74,818
<b>Total Current Assets</b>	<b>140,939</b>	<b>238,835</b>
<b>Total Assets</b>	<b>140,939</b>	<b>238,835</b>
<b>Liabilities</b>		
<b><i>Current Liabilities</i></b>		
Payables	34,595	7,980
Payments in advance	28,464	106,291
Current Tax Liabilities	10,912	
<b>Total Current Liabilities</b>	<b>63,059</b>	<b>125,183</b>
<b>Total Liabilities</b>	<b>63,059</b>	<b>125,183</b>
<b>Net Assets</b>	<b>77,880</b>	<b>113,652</b>
<b>Members' Funds</b>		
Retained profits	77,880	113,652
<b>Total Members' Funds</b>	<b>77,880</b>	<b>113,652</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 2019

	2019 \$	2018 \$
<b>Cash Flow From Operating Activities</b>		
Receipts from customers	332,369	136,012
Payments to Suppliers and employees	(401,515)	(66,665)
Interest received	271	613
Interest and other costs of finance	(3,150)	
Net cash provided by (used in) operating activities (note 2)	(72,025)	69,960
Net increase (decrease) in cash held	(72,025)	69,960
Cash at the beginning of the year	124,261	54,302
Cash at the end of the year (note 1)	52,236	124,261

*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 2019

	2019	2018
	\$	\$

#### 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	34,611	86,868
Short term deposits	17,625	37,394
	52,236	124,261

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

Operating profit after income tax	(35,772)	13,917
-----------------------------------	----------	--------

Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:

(Increase) decrease in trade and term debtors	30,163	(22,216)
(Increase) decrease in prepayments	14,286	(49,938)
Increase (decrease) in trade creditors and accruals	31,615	78
Increase (decrease) in other creditors	(82,827)	111,291
Increase (decrease) in sundry provisions	(29,490)	16,827
<b>Net cash provided by (used in) operating activities</b>	<b>(72,025)</b>	<b>69,960</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 2019

### **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 2019

### *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>2019</b>	<b>2018</b>
Remuneration of the auditor of the company for:		
Auditing or reviewing the financial report	755	755
Other services	0	0
	<b>755</b>	<b>755</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 2019

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 2019 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:

-----  
Dona Tantirimudalige - President

-----  
Sarah Johnston - 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 2019

### **Report on the Audit of the Financial Report**

#### *Opinion*

We have audited the financial report of Institute of Water Administration Inc. (the association), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the Board on the annual statements giving a true and fair view of the financial position and performance of the association.

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

- (a) giving a true and fair view of the association's financial position as at 30 June 2019 and of its performance for the year then ended; and
- (b) that the financial records kept by the association are such as to enable financial statements to be prepared in accordance with Australian Accounting Standards

#### **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

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

#### **Information Other than the Financial Report and Auditor's Report Thereon**

The Board of the association is responsible for the other information. The other information comprises the information included in the association's annual report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

*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

### **Responsibilities of the Board for the Financial Report**

The Board of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and Victoria under the *Associations Act 2012* and for such internal control as the Board determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- ◆ Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ◆ Obtain an understanding of internal control relevant to the audit 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 association's internal control.
- ◆ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- ◆ Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.

*The accompanying notes form part of these financial statements.*



## Financial Statements

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

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed on: 8 November 2019

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

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 2019

	2019 \$	2018 \$
<b>Income</b>		
Trading profit	24,984	40,291
Interest received	271	613
Other income	2	8
Total income	25,257	40,913
<b>Expenses</b>		
Administration	2,559	2,292
Audit fees	50	755
Awards and Certificates	7,467	7,357
Bad Debts	2,089	3,803
Bank Fees And Charges	739	713
Honorariums	3,150	
Donations	35,161	2,050
Printing & stationery	562	521
Software Costs	336	1,086
Sundry expenses	131	150
Travel, accom & conference	6,455	5,959
Insurance	2,330	2,308
Total expenses	61,029	26,995
<b>Profit (loss) from ordinary activities before income tax</b>	<b>(35,772)</b>	<b>13,917</b>
Income tax revenue relating to ordinary activities		
<b>Net profit (loss) attributable to the association</b>	<b>(35,772)</b>	<b>13,917</b>
<b>Total changes in equity of the association</b>	<b>(35,772)</b>	<b>13,917</b>
Opening retained profits	113,652	99,735
Net profit (loss) attributable to the association	(35,772)	13,917
<b>Closing retained profits</b>	<b>77,880</b>	<b>113,652</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. 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
2018-19	D. Tantirimudalige	R. Foster	D. Thomas



## Notes:





Institute of Water  
Administration

