



Institute of Water
Administration

Annual Report 2019/20



Table of Contents

- 3. About Us
- 4. President's Report
- 7. IWA Board of Directors 2019/20
- 8. 2019/20 Conference Overview
- 11. Special Interest Group (SIG) Reports
- 21. Laurie Gleeson Professional Development Award 2019
- 22. Barry Leach Prestige Award
- 22. John Robbins Memorial Award
- 23. Membership Register
- 26. Treasurer's Report
- 27. Financial Statements
- 41. Past Presidents, Secretaries and Treasurers



In recognition of their distinguished contribution to the IWA and the Victorian water industry, Brett Millington (left) and David Ryan (above) received this year's John Robbins Memorial Award at our 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.

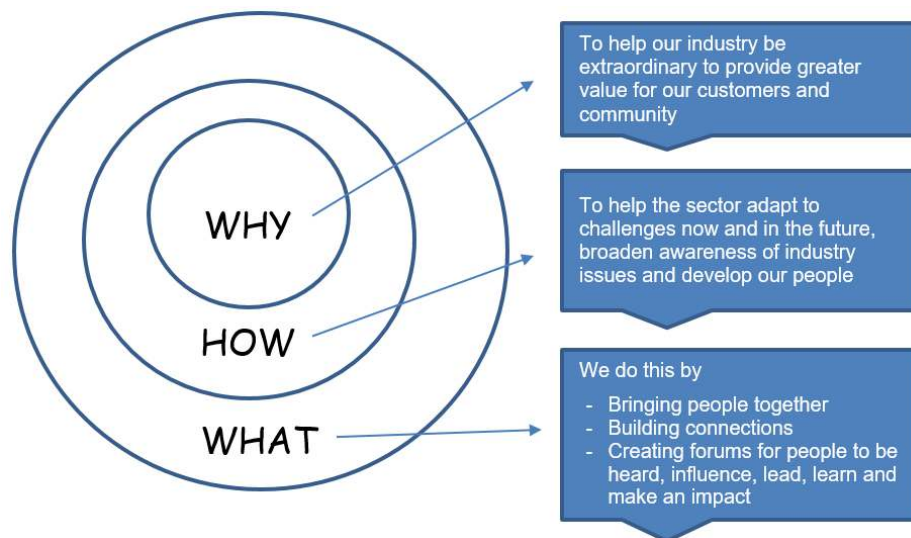
About Us

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.



President's Annual Report 2019-20

Growing through Challenge

I am proud to present the 2019-20 IWA Annual Report to our members. I firmly believe that challenges bring growth, and 2019-20 has been a year that has brought us both.

2019-20 saw bushfires across the country, and has seen us adapt to the impact of COVID-19 as a sector, as a community, and as individuals.

The last 12 months has seen the IWA grow and change, to ensure we continue to provide support to our members throughout the year. We have welcomed new IWA Board directors, said some sad farewells, and adapted our offering to our members.

I believe one of the greatest strengths of the water industry in Victoria is that we are connected, and we collaborate, particularly important during times of challenge. Whatever challenges we face, we do not have to face them alone.

The IWA Stands for bringing the water sector **together to build these connections and enable our people to be heard, learn, influence and lead**, for the benefit of our **community and the environment**. We do this by identifying and adapting to current and future challenges, and embracing opportunities, broadening awareness of industry issues, and by developing our people to create leaders.

This is achieved through our Special Interest Group Meetings, our conference programs and dinners, and 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 2019-20 year the IWA hosted three successful events with our metro conference and AGM held in November 2019, where Neil Brennan was inducted as an IWA Life Member, a regional conference in Geelong in March 2020, and a virtual SIG event held in July 2020.

The Special Interest Groups (SIGs) continue to thrive and grow. Our 10 SIGs (being IT, Finance, Customer Services, HR, Executive Assistants, Technical Services, PR/Communications, Governance, Energy & Greenhouse and Education) are all extremely well attended, both in person, and during the virtual events held in July 2020.

I would like to thank the SIG Conveners for their hard work and leadership – the driving force within the IWA. Attendance at the SIG events has continued to grow steadily, made possible through the work of the SIG Conveners pulling together meaningful, insightful and engaging agendas and guest speakers. I encourage all of you to read the highlights from each Conference and SIG meetings contained within this Annual Report.



... Presidents Annual Report 2019/20

Another highlight of the year was the Laurie Gleeson Professional Development Award. This award 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 by Stantec and Russell Kennedy Solicitors 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.

The finalists for the 2019 Laurie Gleeson award were **Apanie Wood** (Program Leader, Regional Services North West, Melbourne Water) and **Brock Tunncliffe** (Strategic Projects Officer, City West Water), both high quality nominations.

The IWA congratulated our 2019 winner Apanie Wood whose development project will explore ways to **enhance waterways emergency management** practices through a research tour. Apanie proposes to learn from other agencies, and bring back innovative approaches and new ideas to share across the water sector in Victoria. Given the current challenges with overseas travel, Apanie's research tour has been temporarily delayed. I am looking forward to hearing from her as this project grows.

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. These partners and sponsors allow us to continue to deliver high quality events to our members. I would like to thank our dinner and conference sponsors Barwon Water, Davidson Executive & Boards, Suez, and Trility.

I'd like to acknowledge PwC our Strategic Sponsors for 2020. PwC Australia has worked with the IWA on key initiatives to help achieve the IWA's vision. We thank our sponsors 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. We also continued to expand our partnership with the Australian Water Association Vic. Branch. 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.

This year has also seen some sad farewells. We have accepted the resignations of Rebekah Foster, David Ryan and Brett Millington from the IWA Board.

We accepted the resignation of David Ryan (fellow), who accepted the role of Managing Director of SA Water in South Australia. I would like to thank David for the leadership, vision, and passion he has shown during his time on the IWA Board. I would like to thank him for his focus on ensuring we have a strong strategic agenda, a focus on diversity and inclusion, and ensuring our conferences remain contemporary.

We also accepted the resignation of Brett Millington (fellow). Brett leaves the water industry to take up a role as the CEO of Mildura Regional Development. Brett's input across the Victorian water sector will be deeply missed. I would like to thank him for his strong focus on building relationships and partnerships across the sector, for his focus on financial sustainability, and tireless effort during his time on the IWA Board.

... Presidents Annual Report 2019/20

Lastly, we also accepted the resignation of Rebekah Foster, IWA Board Secretary. Nominated as one of the Top 50 Women in the Public Sector in 2018/19, and after serving as the IWA Board Secretary for over seven years, Rebekah felt that it was time to step away from the IWA Board. I would like to thank Rebekah for her many years of service to the IWA. I would like to thank her for her diligence, efficiency, and meticulous work, and personal support. Her insights and efforts will be missed.

On behalf of the IWA Board, I would like to thank Rebekah, David, and Brett for their dedication, and passion over the years they have served the IWA. They have all left a significant and lasting impact on the IWA, and they have my deepest respect and appreciation.

I would also like to personally thank the 19 Victorian Water Corporations for their ongoing support of the IWA.

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, Gavan O'Neill, George Wall, and Sarah Cumming. I would also like to thank our Honorary Treasurer David Thomas, outgoing Board Secretary Rebekah Foster and new Board Secretary April Jenkins for their diligence throughout the year. The work they do and the support they offer is sincerely appreciated.

A warm welcome to Samantha Fisher (Executive Assistant to the COO at Western Water), who has transitioned in as the IWA Board Secretary, and a personal thanks must also go to Director 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 and 2019-20 IWA President.

Dona Tantirimudalige
President 2019/20





IWA Board 2019/20

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
- April Jenkins**
Board and Governance Executive Officer
South East 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
- George Wall** BTech (Dist), GAICD
Managing Director
Water Industry Operators Association
- Gavan O'Neill** B.Sc
General Manager, Customer and Strategy
Melbourne Water

2019/20 IWA Conference Overview



IWA Conference – November 2019

The IWA November 2019 Conference was held on 14 and 15 November 2019 at Crown, Melbourne. The timely theme for the conference was “Solutions for a changing climate” which was chosen as a follow up to the July 19 conference theme “Our water in a drying climate”. The November conference featured presenters that focused positively on concepts to deal with climate change.

The conference was successful and featured a keynote presentation by Matt Kuperholz, PwC’s Chief Data Scientist who gave the highest rated presentation on “How exponential technologies can address the water sectors challenges”. The program then moved onto local solutions for climate change, focusing on customer behaviour research from metro and regional perspectives. There were also two presentations from previous Laurie Gleeson Award winners, Rosalind Martin and Dean Phillips who shared their learnings from their overseas travels.



The IWA Conference Dinner was held on Thursday 14 November at the River Rooms, Crown, Melbourne. President Dona Tantirimudalige compered the evening’s proceedings which included the annual awards presentations, some farewells, as well as guest speaker Michael Roland, ABC News Breakfast co-presenter, who had just returned from covering the NSW bushfires.

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

IWA President Dona Tantirimudalige, with ABC News Breakfast co-presenter, Michael Roland

... 2019/20 Conference Overview



IWA Conference – March 2020

The second conference of the 2019/20 financial year was held on 12 and 13 March 2020 at the Novotel Geelong and was themed, ‘Complex conversations in 280 characters’. The conference was another success with over 250 industry specialists participating in our Special Interest Groups by collaborating, sharing ideas and solving critical issues to serve our customers better.

The conference featured a keynote presentation by Suji Kanagalingam, PwC who spoke on “Communicating with your Customers Now”. Tracey Slatter and Betsy Anderson from Barwon Water spoke on “Co-designing our Water Future with our Community” and Gwynne Brennan, EPA spoke on “Delivering timely, tailored and relevant communications during times of change and uncertainty”. President Dona Tantirimudalige also facilitated two brief workshop sessions to allow delegates to engage on some key issues around the conference theme.

The IWA Conference Dinner was held on Thursday 12 March at the Novotel Geelong. President Dona Tantirimudalige compered the formalities of the evening. Tracey Slatter gave the sponsor’s welcome on behalf of Barwon Water, followed by AWA President Amanda Hazell, who gave an AWA update to guests. Steve Griffith was the guest speaker for the dinner and wrapped up the final formalities for the evening.

Special thanks to our event sponsors Barwon 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.

... 2019/20 Conference Overview



IWA SIG Meetings – July 2020

The IWA's third conference for the year was impacted by COVID-19 restrictions, therefore the dinner was unable to be held and the SIG meetings were held virtually. Despite the change of plans, SIG attendance was up 25% on July 2019 despite only 7 groups meeting, with Customer Service recording 67 attendees, the highest ever attended SIG meeting. One of the benefits to virtual meetings was there no capacity limit required for attendees unlike the physical meetings, so convenors could have many more attendees than usual. Attendees got a lot of value out of the virtual SIG meetings, with a lot appreciating having zero travel time, however the lack of networking was raised as one of the key benefits of attending face-to-face meetings that was difficult to replicate virtually. This was a turning point in the future of meetings and events as we learn to adapt further to meet the needs of delegates and develop new ways of connecting.



Special Interest Group (SIG) Reports 2019/20 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 Customer Service SIG was well attended in 2019/20 with an average of 30 attendees at November 2019 and March 2020 sessions. The first virtual SIG Meetings were held on-line in July due to the COVID-19 restrictions. The Customer Service SIG saw in excess of 50 participants join the hop off and on sessions in July.
- 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), WSAA & Vic Water all presented during 2019/20.

Meetings

Throughout the 2019/20 year, the Customer SIG meetings covered a range of topics, as shown below:

November 2019

- No to Violence (Men's Behaviour Change) - Jean Sum, Growth & Partnerships Manager, Michael Brandenburg, Acting Policy Manager
- Waterblade - water saving device (The Couta Group)
- PAYREQ (Digital bill Invoicing, payments and bill consolidation) - Brian White, CEO
- Update on ESC Water Code Review 2019 - Lucy Weston, Project Manager, Customer Engagement, Kat George, Policy Advisor, Customer Engagement
- Case Study: Changing Complaint Culture (YVW)
- Best Practice Contact Centres and Managing Complaints (PWC)

March 2020

- Hardship & Vulnerable Customer Strategy (Barwon Water)
- PostBillpay MSA (Australia Post)
- Migrating Customers to Digital Channels (PWC)
- Hardship & Vulnerable Customers (PWC)
- PayPal proposal for Water Industry (YVW & PayPal)
- Share 2 Slides: Strategies for moving customers from over the counter to digital payment channels

July 2020

- COVID19 insights from other sectors (WSAA)
- Debt Collection & Hardship Strategies during Covid-19 - challenges & impacts (all)
- Energy & Water Ombudsman Insights into Covid-19 (EWOV)
- Inbound SMS (Western Water)
- Update on HULA Guideline Review (YVW, VicWater & Mind the Curve)
- ESC Update: Our Regulatory Focus during Coronavirus (ESC)
- Proposed Concession Process Improvement Project (YVW)
- Update on WSAA Complaints Working Group (YVW)

Rosemary Lowe
Project Leader, Customer Strategy
Western Water



Special Interest Group (SIG) Reports 2019/20 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 25-35 attendees, plus speakers at each. An excellent cross-section of representatives from rural & urban water corporations participated in the SIGs.
- ◆ The challenge of how to proceed in a pandemic provided an opportunity to trial a new way of running SIGs, with online (Zoom) sessions. Feedback showed that these were successful and, even in a post-COVID world, may be worth considering for some of the SIGs per year, as it allows those who cannot afford the time to travel to Melbourne, to attend selected sessions and share the same experience.
- ◆ Key stakeholders engaged during the year included DELWP, DJPR, PwC, Liveability Victoria, ESC.

Meetings

Throughout 2019/20, the SIG meetings covered a range of themes including engagement, digital innovation, brand voice, complex community engagement and emergency management. DELWP continued their involvement as a regular presenter. Details of topics are outlined below.

November 2019

- ◆ DELWP update and introducing new Events and Media Manager
- ◆ Brand refresh, including brand 'voice' – (South-East Water). Followed by a round-table discussion on brand voice.
- ◆ Water scarcity / water security messaging – round-the-state update
- ◆ Pride in Water presentation
- ◆ Liveability Victoria International
- ◆ ESC customer engagement and communications codes review (with Customer SIG)
- ◆ Online customer portals

March 2020

- ◆ Bushfire response, relief, recovery EGW, NEW, SRW – lessons in collaboration; and operating within AIIMS, outside our functional areas
- ◆ Digital innovation / social media campaigns – round table
- ◆ Price Submission 2020 – Customer Vulnerability Study (South Gippsland Water)
- ◆ Complex conversations... the role of strategic communications in building trust (PWC)
- ◆ Managing complex community communications and engagement (Barwon Water)
- ◆ Emergency management communications – (DELWP – by presentation)

July 2020

- ◆ DELWP/MO update
- ◆ Update from all on communications and engagement in a time of coronavirus (COVID-19) – lessons and challenges
- ◆ Annual Report update, guide and timeline (DELWP, Sector Engagement)
- ◆ New ways of working round table

Bernadine Phelan
Communications and Engagement Manager
Southern Rural Water



Special Interest Group (SIG) Reports 2019/20 Overview

Educators Special Interest Group

- ◆ 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. Major stakeholders/organisations with close linkages: DELWP SWEP program, ResourceSmart Schools, Smiles for Miles, Department of Education and Training Victoria, local schools, early learning centres and tertiary institutions.

Meetings

Educators SIG meetings are held twice a year. Throughout the 2019/20 year, the Education SIG meetings covered a range of topics, as shown below:

September 2019 - (attended by 13 participants in Warrnambool)

- ◆ National Water Week poster competition state-wide judging and discussion
- ◆ Representative update: DELWP & SWEP
- ◆ Roles/ representatives for industry groups
- ◆ Guest Speakers / Tours:
 - ◆ Geological Survey of Victoria – Geo education program
 - ◆ Flagstaff Hill & Tower Hill education
- ◆ Water corporations update on current projects
- ◆ Workplace & Innovation platform review and discussion
- ◆ Melbourne Water treatment plant digital education tool and water education activities

March 2020 - (attended by 14 participants in Geelong)

- ◆ Update from water corporations on initiatives
- ◆ National Water Week poster competition planning for 2020
- ◆ Representative update: DELWP & SWEP
- ◆ Guest presenter ResourceSmart Schools
- ◆ Barwon Water's SWEP program
- ◆ Role of AWA, discussion around collaboration
- ◆ 'Education Bites' – showcasing education activities

Catherine Grist (Sept 2019 / March 2020)
Engagement and Education Advisor
Wannon Water

Alice Rowbottom (March 2020)
Corporate Education Officer
Coliban Water



Special Interest Group (SIG) Reports 2019/20 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 2019 - 18 attendees from 12 Water Corps (plus DELWP and WSAA).
- ◆ February 2020 - 20 attendees from 13 Water Corps. (plus WaterRA)
- ◆ July 2020 - 15 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 2019/20 year, the Energy and Greenhouse SIG meetings covered a range of topics, as shown below:

November 2019

- ◆ Wastewater Aeration Study (Barwon Water)
- ◆ Energy Procurement (Wannon Water)
- ◆ IWN Energy and Carbon Program update (IWN)

February 2020

- ◆ Fugitive Emissions and Nitrous Oxide Mitigation (University of Queensland)
- ◆ IWA SIG Charter Development Workshop (PWC)
- ◆ Water Research Australia- review of latest projects for energy and greenhouse (WaterRA)

July 2020

- ◆ Renewable Organics Networks (Barwon Water)
- ◆ Carbon Offsets (Melbourne Water)
- ◆ Demand Management (Western Water)
- ◆ Vicwater and IWN program updates

Richard Fincher (November 2019)
Capital Delivery Project Manager
East Gippsland Water

Murray Dancey (February and July 2020)
Program Manager Carbon Neutrality
Wannon Water



Special Interest Group (SIG) Reports 2019/20 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 2019/2020; SIG meetings provided a platform for members to present on topics of interest, workshop and discuss current issues. EA SIG attendees are a combination of metro, regional and rural water businesses. SIG attendance has increased in recent years to approximately 20 attendees per meeting.
- ◆ Due to COVID-19 pandemic the annual Victorian Water Industry EA/PA breakfast did not take place this year.
- ◆ **New EA SIG Convenor from November 2019:** Roslyn Shipton (Yarra Valley Water) concluded her term as Convenor in July 2019. Julie Douglas (City West Water) is the new EA SIG Convenor.

Meetings:

November 2019

- ◆ Pride in Water - the underlying vision which forms the foundation of the initiative (YVW)
- ◆ Resilience & Wellbeing when bosses resign - "Four Room Apartment" social styles (YVW)
- ◆ Stress - causes, effect & management techniques (YVW)
- ◆ Gifts Benefits and Hospitality policy (all)

March 2020

- ◆ Urban Water Strategy - community engagement program (Barwon Water)
- ◆ Group discussions - useful apps and programs, venues for Board workshops and COVID-19 with regards to what preparations and planning each business was currently undertaking as at the day of this meeting. The group undertook a site tour of Barwon Water's office (all)

July 2020 (virtual meeting)

- ◆ COVID-19 update - members discussed in length the impact of lockdown, working from home, a new way of working, managing remote learning for children, concerns going forward and their wellbeing and that of their colleagues and family members. They shared technology tips-and-tricks that have helped them as they work remotely. This discussion also included allowances, extra hours worked and the support from employers, how to stay connected and changes to the workplace post-Covid lockdown (all)



Special Interest Group (SIG) Reports 2019/20 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 2019 – 44 attendees
 - ◇ March 2020 – 40 attendees
- ◆ Attendees and demographic: regional, metro, rural and regulator
- ◆ Major stakeholders/organisations with close linkages: Victorian Auditor General's O (VAGO), Department of Environment, Land, Water and Planning (DELWP), Department of Treasury and Finance (DTF), Department of Treasury and Finance (DTF). The chair also works closely with the VicWater Finance Issues Steering Group (FISC).

Meetings:

November 2019

- ◆ Issues around the state – All members
- ◆ FISC (VicWater): Update of current work program including 2021 revaluation, regulatory accounting issues, environmental accounting, NTER – James Cleaver
- ◆ DELWP: Sector update and Corporate Plan timelines – Antony De Sarro
- ◆ DELWP: Update on 2018 HARC review to streamline water corporation performance reporting – Anna J Quayle
- ◆ ATO: FBT Specific Q&A – Taras Pearce & Izzy Sur
- ◆ PWC: Transforming the Finance Function - Presentation/Working Group – Amy Senti & Navin Naidu
- ◆ VAGO: 2018/19 Accounts and 2019/20 Themes – Paul Martin
- ◆ General discussion about systems and processes adopted to ensure accurate reporting for AASB15 and AASB1058 – all members

March 2020

- ◆ Issues around the state – All members
- ◆ DEWLP: Corporate Plan Guideline and Letter of Expectation – Stuart Craven
- ◆ VAGO: 2020 Audit Planning and 2020 Financial Reporting – Paul Martin
- ◆ PWC: Transforming the Finance Function Part 2 - Presentation/Working Group – “The Power of Conversation” Amy Senti & Alexander Ross
- ◆ Melbourne Water: Automation and Robotics (about Darla and Bean) – Marlon Rodrigo
- ◆ PWC: Mindset in an Environment Change – Renne Tunne
- ◆ Yarra Valley Water: Journey to Finance Transformation – Trent Jones
- ◆ TCV: Economic Update – Emma Lawson
- ◆ FISC (VicWater): Update of current work program including ESC Accounting Code, NTER, Puddle Accounts, Asset Revaluation, Accounting Standards, Cost of Debt – Jie Yang
- ◆ General business including Introduction of IWA Finance SIG Online Group (via the Public-Sector Network) and Review of Finance SIG Charter – Isabelle Cancino & Kathy Hawke



Special Interest Group (SIG) Reports 2019/20 Overview

Corporate Governance Special Interest Group

Purpose

The SIG purpose is to provide a forum for sharing information, networking and professional development on governance issues, trends and best practice in the Victorian water industry

Meetings:

November 2019

- ◆ Acting Convener: Danny Hogan, Goulburn Valley Water
- ◆ Attendees: 15
- ◆ Key items discussed
- ◆ Director Induction Process
- ◆ Board Performance Review Process
- ◆ DELWP Update on issues such as CEO Remuneration and public sector governance resources
- ◆ Water Legislation Amendment Act 20-19
- ◆ Managing Climate Change and Risk – Guidance Notes for Board Members and Executive

February 2020

- ◆ Acting Convener: Danny Hogan, Goulburn Valley Water
- ◆ Attendees: 12
- ◆ Key items discussed
- ◆ Outcomes from Director Development Day
- ◆ Governance during the bushfires
- ◆ DELWP Update on issues eg. Corporate Secretaries Training and new OH&S legislation
- ◆ Board performance review process
- ◆ Agreement to appoint Chris Dalton, Goulburn Murray Water, as the ongoing Convener

July 2020

- ◆ Convener: Chris Dalton, Goulburn Murray Water
- ◆ Attendees: 30
- ◆ Key items discussed
- ◆ Organisational evolution during COVID-19
- ◆ Virtual Board meetings
- ◆ Best Practice Board Papers: the “2+5 Model” – discussion facilitated by external guest Diane James AM, Chair of Southern Rural Water and Goulburn Murray Water
- ◆ IBAC Update – presentation by Stuart Macintyre, Manager Strategic Intelligence, IBAC
- ◆ DELWP Update on issues such as changes to Regulations, Corporate Secretaries Training and director instruments of remuneration
- ◆ First SIG meeting to be undertaken using video conference technology
- ◆ Results of survey of meeting attendees: 57% of attendees rated the meeting overall as very good and 43% rated it overall as excellent

Other Activities

SIG members between meetings have continued to use the State Government’s online Innovation Portal to share information.

Acknowledgement

SIG members acknowledged Danny Hogan for his commitment to water industry governance by agreeing to be Acting Convenor until an ongoing replacement could be found.

Danny Hogan
Goulburn Valley Water
Acting Governance SIG Convenor

Chris Dalton
Goulburn Murray Water
Governance SIG Convenor (from Feb 2020)



Special Interest Group (SIG) Reports 2019/20 Overview

Human Resources Special Interest Group

Brief overview:

- ◆ Purpose: The Human Resources Special Interest Group exists to provide a forum for water industry HR professionals to share information, network and access professional development in the Victorian Water Industry.
- ◆ Attendance: averages around 20-25 participants – all water corporations are well represented.
- ◆ Major Stakeholders/Organisations with close linkages: Water Services Association Australia (WSAA), VicWater (L&D Group and Diversity and Inclusion Steering Committee)

Meetings:

November 2019

- ◆ Safety & People Work programs update (WSAA)
- ◆ People Strategy - process and approach underpinning the development of the new strategy covering Customer and Employees (NEW)
- ◆ EA Bargaining Experience - presentation on Barwon Water's bargaining under the secondary pathway - a new feature of the Government's Wages Policy and Bargaining Framework (BW)
- ◆ Vic Water Diversity & Inclusion Steering Committee presentation (GVW) .
- ◆ EA Bargaining Experience - process and issues to date (MW)
- ◆ Workforce Verification: Provision of National Police Checking Service Provider (Australia Post)
- ◆ People and Culture across the sector - each attending corporation outlined current strategies, priorities, challenges being faced, and used the time to request resources available from the broader group (all)

March 2020

- ◆ Intelligent Water Networks (IWN) Leadership Program - presentation (IWN / DNM Group)
- ◆ Industrial Manslaughter Legislation - overview (PWC)
- ◆ Gender Equality Legislation - presentation (PWC) .
- ◆ VicWater update - new website, jobs board, water industry exchange initiative and VicWater Connect event (VicWater)
- ◆ EA bargaining experiences - each attending corporation shared current and recent EA experiences (all)
- ◆ People and Culture across the sector - Each attending corporation outlined current strategies, priorities, challenges being faced, and used the time to request resources available from the broader group (all)

July 2020 (virtual)

- ◆ COVID-19 and the HR perspective - an opportunity for all attendees to share experiences and learnings from the last few months (all)
- ◆ EA bargaining experiences - each attending corporation shared current and recent EA experiences (all)



Special Interest Group (SIG) Reports 2019/20 Overview

Information Technology Special Interest Group

Brief overview:

- The IT/Digital SIG aims to share lessons learned, strategic thinking and vendor presentations within the Water Industry.
- Attendance was steady during the year.
- Attendees came from various Water Corporations with strong attendance from rural and regional representatives.
- Cloud enabled services, limited funding for ICT, particularly OPEX within the industry, the constantly evolving security landscape and project management continued to be the key challenges.
- The SIG Charter was refreshed to reflect the changing nature of IT towards Digital.

Meetings:

- Throughout the 2019/20 year, the IT/Digital SIG meetings covered a range of topics, as shown below. The previous convenor, Scott Lamshed, left the water industry and Ryan McGowan (Goulburn Valley Water) and Sharon Green (Westernport Water) were appointed co-convenors.

November 2019

- Jordan Hunt from Hunt Digital Forensics + Incident Response discussed the initial steps you need to take in the case of a cyber security incident.
- Darktrace presented their Cyber AI platform, showcasing how AI can be utilized to protect IT and OT networks.
- Nic from VeroGuard discussed 'Our identities and what we have access to are the new keys to the kingdom.'
- As usual a valuable 'around the state' session was held.

March 2020

- Mentimeter was introduced as a real time meeting feedback tool.
- A strategic planning session was held to guide future SIG meetings.
- Chris Webb from PWC presented on Agile project management outside of the IT/Digital context.
- Franklin Rozario from DPC Enterprise Solutions discussed the Victorian Government's 'ICT Dashboard' and ICT Project Governance.
- Dean Barnett from IWN provided an update.
- A valuable 'around the state' session was held. There was a timely discussion about what could be done in the IT/Digital area to help with the COVID-19 response.



Special Interest Group (SIG) Reports 2019/20 Overview

Technical Services Special Interest Group

Brief overview:

- The 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.
- 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 2019/20 year, the technical SIG meetings covered a range of topics, as shown below:

November 2019

- Melbourne Water & Elefant presented on “You Bring the Data, We Bring the Science” & “Elefant in the Field”
- Western Water presented on Water Carting – Theft, security, quantifying
- A Inflow and Infiltration workshop was held which discussed two case studies (Romsey (Western Water) and Cardigan Village CHW). Explored the impact of I&I, the potential sources and solutions.
- City West Water presented on “Aligning contracts and operating models with Strategy”

March 2020

- Presentation on IWN Digitisation of the Victorian Water Industry – State of Play
- Presentation on Bushfire response in the North East of Victoria
- Goulburn Valley Water presented on Standpipe Automation

July 2020 (virtual)

- Western Water presented on Virtual Tender Briefings & Inductions

Institute Awards

Laurie Gleeson Professional Development Award

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 2020 winner Apanie Woods (Melbourne Water) was announced at the November 2019 conference dinner.

Apanie's submission outlined the challenges of balancing investment in emergency preparedness with the continued delivery of core services. Apanie proposes to learn from other agencies, and bring back innovative approaches and new ideas to share across the water sector in Victoria.



Past recipients of the Laurie Gleeson Award to date are:

- 2013 Gwyneth Elsum
- 2014 Ciara Stirling
- 2015 Lara Caplygin
- 2016 Paul Rawson
- 2017 Kristy Elrington
- 2018 Rosalind Martin
- 2019 Dean Phillips
- 2020 Apanie Woods



Institute Awards

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
- 2019 Brett Millington / David Ryan



Membership of the Institute as at 30 June 2020

Members

Corporate	17
Individual	93

Members made up of:

Honorary	1
Fellow (Hon Life)	3
Fellow (Hon Life Ret)	11
Fellow (Ret)	2
Fellow	12
Associate	17
Associate (Ret)	0
Member (Individual)	44
Member (Individual Ret)	3

Total Members	110
----------------------	------------



Membership Register 30 June 2020

HONORARY MEMBER

Bernie Cummins

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

FELLOW (RET.)

Barry Norman
Geoff Michell

FELLOW

Brett Millington	Mildura Regional Development
David Thomas	Western Water
David Ryan	SA 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
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
Annette Katiforis	Sth Gippsland Water
Anthony Norrish	GHD
Anthony Hernan	North East Water
April Jenkins	South East Water
Brian Radford	Downer
Carolyn Reilly	Western Water
Charmaine Quick	Goulburn-Murray Water
Chris Murdoch	Goulburn Valley Water
Ciara Sterling	Yarra Valley Water
David Kirby	AWA
Emma Harry	Westernport Water
Gavan O'Neill	Melbourne Water
Graham Holt	Western Water
Ian Edwards	Formbird
Isabelle Cancino	Yarra Valley Water
Jacinta Emmacora	Wannon Water
Jeff Haydon	Central Highlands Water
Julie Campbell	Lower Murray Water
Julie Douglas	City West Water
Julie Logan	Southern Rural Water
Kellie King	Wannon Water
Livia Bonazzi	Western Water
Mark Hosking	Formbird
Mark Bartley	HWL Ebsworth
Matt Houdyk	Western Water
Megan Kruetzer	Coliban Water
Melissa Barras	Western Water
Michael Watson	Barwon Water
Nicole Cooper	Western Water
Nicole Laurie	Western Water
Neville Pearce	Western Water
Paul Kerrins	Goulburn Valley Water
Peter Quigley	Westernport Water
Rachael Nuttall	SUEZ
Rebecca Jhonston	North East Water
Rosemary Lowe	Western Water
Roslyn Shipton	Yarra Valley Water
Ryan McGowan	Goulburn 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

Members & Sponsors 2019/20





Treasurer's Report

Financial Report

For the 2019/20 financial year there was a \$51k turnaround in net result from the 2018/19 year after several initiatives were implemented. These included:

- Higher Water Corporation membership fees to cover the increasing costs of hosting Special Interest Group meetings (\$7k additional revenue)
- Reduced spending on guest speakers (reduced costs by \$30k)
- Signing on of corporate sponsor PwC (\$12k additional revenue)

The following is a high-level summary of results for the past five years.

Year Ending 30 June:	2020	2019	2018	2017	2016
Events:					
SIG	3	3	2	3	3
Conference Dinner	3	2	2	3	2
Conference	3	3	2	3	3
Laurie Gleeson Dinner	0	1	0	0	1
Revenue \$k					
Memberships/Other	102	95	94	82	80
Conference/Dinner	115	106	69	141	81
Corporate Sponsorship	12	0	0	0	0
Laurie Gleeson Dinner	0	103	0	0	87
	229	304	163	223	248
Expenses \$k					
Conference/Dinner/SIG	190	218	122	219	152
Laurie Gleeson Dinner & Donation	0	98	0	0	87
Other/Admin	24	24	27	22	25
	214	340	149	241	264
Net Profit/(Loss)	15	(36)	14	(19)	(16)
Assets include: \$k					
Cash at Bank	79	52	87	54	111
Receivables	30	15	45	17	48
Prepayments	2	60	112	24	17

Other initiatives that had not kicked in during 2019/20 was searching for alternative venues to host SIG's as the audio visual costs at Crown were costing upwards of \$12k per event.

Impact of COVID-19: IWA was fortunate that the last 2019/20 event in March 2020 was held and the whole pandemic situation was only emerging during the conference. Prior to this, as mentioned above, IWA had no forward venue bookings for the July or November 2020 events so we had no bookings we had to honor. The Board are yet to decide what a COVID normal IWA looks like so in the mean time the 2020/21 Water Corporations have been issued and the 2020/21 financial year will see a year of consolidating the financial position.

David Thomas
Treasurer
10 November 2020



Financial Statements

[Institute of Water Administration Inc.](#)

ABN 96 103 789 875

For the year end 30 June 2020

Prepared by:
Reeves Taxation & Accounting Group (RTAG)
9/13 Nexus Way
Gisborne Vic 3437
Phone: 03 5428 1011
Email: admin@rtag.com.au
Website: www.rtag.com.au



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Contents

- ◆ Committee's Report
- ◆ Statement of Profit or Loss and Other Comprehensive Income
- ◆ Statement of Financial Position
- ◆ Statement of Cash Flows
- ◆ Notes to the Financial Statements
- ◆ Statement by Members of the Committee
- ◆ Independent Auditor's Report to the Members
- ◆ Certificate by Member of the Committee
- ◆ Compilation Report
- ◆ Income and Expenditure Statement



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Board's Report

Your committee members submit the financial accounts of the Institute of Water Administration Inc. for the financial year ended 30 June 2020.

Committee Members

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

- ◆ Dona Tantirimudalige - President
- ◆ April Jenkins - Public Officer
- ◆ David Thomas - Treasurer
- ◆ Sarah Johnston
- ◆ George Wall
- ◆ Gavan O'Neill
- ◆ Peter Robinson
- ◆ Ian Johnson
- ◆ Peter Quinn
- ◆ Paul O'Donohue
- ◆ Charmaine Quick
- ◆ 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's platform for delivering their services includes: 1. Regular conferences addressing strategic and contemporary issues of interest to their target audience. 2. Special Interest Groups which focus on a range of business functions within water corporations. 3. Social networking opportunities to promote fellowship and collaboration through conference dinners; and 4. 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 2020	30 June 2019
\$	\$
14,903.33	(35,771.90)

Signed in accordance with a resolution of the Members of the Board on 19 November 2020.

Dona Tantirimudalige - President

David Thomas - Treasurer



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Statement of Profit or Loss and Other Comprehensive Income

For the year end 30 June 2020

	Note	2020 \$	2019 \$
Revenue	1	228,707.67	304,565.60
Cost of sales		(204,041.36)	(327,776.26)
Gross profit		24,666.31	(23,210.66)
Selling Expenses		(753.56)	(335.76)
Administration expenses		(9,009.42)	(12,225.48)
Profit before income tax		14,903.33	(35,771.90)
Income tax (credit) expense			
Profit for the year		14,903.33	(35,771.90)
Other comprehensive income:			
Items that will not be reclassified subsequently 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		14,903.33	(35,771.90)

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Statement of Financial Position as at 30 June 2020

	Note	2020	2019
		\$	\$
Assets			
Current Assets			
Cash assets	2	78,728.39	52,236.16
Receivables	3	29,845.00	15,508.00
Other		2,340.66	60,531.95
Total Current Assets		110,914.05	128,276.11
Total Assets		110,914.05	128,276.11
Liabilities			
Current Liabilities			
Payables	4	11,285.00	34,594.93
Current tax liabilities	5	6,845.67	(12,662.53)
Other			28,463.66
Total Current Liabilities		18,130.67	50,396.06
Total Liabilities		18,130.67	50,396.06
Net Assets		92,783.38	77,880.05
Equity			
Retained profits		92,783.38	77,880.05
Total Members' Funds		92,783.38	77,880.05
Cash Flow From Operating Activities			
Receipts from customers		213,085.39	326,453.26
Payments to Suppliers and employees		(186,727.52)	(398,749.61)
Interest received		134.36	271.22

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 ended 30 June 2020

	2020 \$	2019 \$
Cash Flow From Operating Activities		
Receipts from customers	213,085.39	326,453.26
Payments to Suppliers and employees	(186,727.52)	(398,749.61)
Interest received	134.36	271.22
Net cash provided by (used in) operating activities (note 2)	26,492.23	(72,025.13)
Net increase (decrease) in cash held	26,492.23	(72,025.13)
Cash at the beginning of the year	52,236.16	124,261.29
Cash at the end of the year (note 1)	78,728.39	52,236.16

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 ended 30 June 2020

	2020	2019
	\$	\$

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	61,029.11	34,610.69
Short Term Deposits	17,699.28	17,625.47
	78,728.39	52,236.16

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

Operating profit (loss) after tax	14,903.33	(35,771.90)
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	(14,337.00)	24,247.91
(Increase) decrease in prepayments	58,191.29	14,285.87
Increase (decrease) in trade creditors and accruals		(5,000.00)
Increase (decrease) in other creditors	(51,773.59)	(46,212.28)
Increase (decrease) in sundry provisions	19,508.20	(23,574.73)
Net cash provided by operating activities	26,492.23	(72,025.13)

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 ended 30 June 2020

	2020	2019
Note 1: Revenue and Other Income		
Revenue:		
Interest revenue	134.36	271.22
Revenue	228,573.31	304,294.38
	228,707.67	304,565.60
Note 2: Cash Assets		
Bank Accounts:		
Cash at bank	61,029.11	34,610.69
Short Term Deposits	17,699.28	17,625.47
	78,728.39	52,236.16
Note 3: Receivables		
Current:		
Trade debtors	29,845.00	15,508.00
	29,845.00	15,508.00
Note 4: Payables		
Unsecured:		
Other creditors	11,285.00	34,594.93
	11,285.00	34,594.93
	11,285.00	34,594.93
Note 5: Tax Liabilities		
Current:		
GST Clearing	6,845.67	(12,662.53)
	6,845.67	(12,662.53)
Note 6: Auditors' Remuneration		
Remuneration of the auditor of the company for:		
Auditing or reviewing the financial report	1,590.00	50.00
Other services		
	1,590.00	50.00

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 ended 30 June 2020

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

1. Presents fairly the financial position of Institute of Water Administration Inc. as at 30 June 2020 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.

2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

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

Dona Tantirimudalige - President

David Thomas - Treasurer

19 November, 2020

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 ended 30 June 2020

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 2020, 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 committee 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 Act 1991 including:

- (a) giving a true and fair view of the association's financial position as at 30 June 2020 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 committee 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 2020, 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 Committee for the Financial Report

The committee 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 the Australian Capital Territory under the Associations Incorporation Act 1991 and for such internal control as the committee 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 committee 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 committee 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 committee.
- ◆ Conclude on the appropriateness of the committee'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

The accompanying notes form part of these financial statements.



Financial Statements

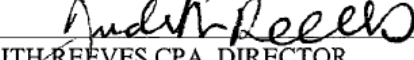
Institute of Water Administration Inc.
ABN 96 103 789 875

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.

- ◆ 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 committee 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 10 November, 2020:



JUDITH REEVES CPA, DIRECTOR
REEVES TAXATION & ACCOUNTING GROUP
9/13 NEXUS WAY, GISBORNE VIC 3437

The accompanying notes form part of these financial statements.



Financial Statements

Institute of Water Administration Inc.
ABN 96 103 789 875

Compilation Report to Institute of Water Administration Inc.

We have compiled the accompanying general purpose financial statements of Institute of Water Administration Inc., which comprise the Statement of Profit or Loss and Other Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows and Statement of Financial Position as at 30 June 2020, a summary of significant accounting policies and other explanatory notes. These have been prepared in accordance with the financial reporting framework described in Note 1 to the financial statements.

The Responsibility of the Committee

The committee of Institute of Water Administration Inc. is solely responsible for the information contained in the general purpose financial statements and the reliability, accuracy and completeness of the information.

Our Responsibility

On the basis of information provided by the committee, we have compiled the accompanying general purpose financial statements in accordance with the financial reporting framework and APES 315 Compilation of Financial Information.

We have applied our expertise in accounting and financial reporting to compile these financial statements in accordance with Australian Accounting Standards. We have complied with the relevant ethical requirements of APES 110 Code of Ethics for Professional Accountants (including Independence Standards).

Assurance Disclaimer

Since a compilation engagement is not an assurance engagement, we are not required to verify the reliability, accuracy or completeness of the information provided to us by management to compile these financial statements. Accordingly, we do not express an audit opinion or a review conclusion on these financial statements.

The general purpose financial statements were compiled for the benefit of the committee who is responsible for the reliability, accuracy and completeness of the information used to compile them. We do not accept responsibility for the contents of the general purpose financial statements.

RTAG
9/13 Nexus Way
Gisborne VIC
11 November, 2020

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 ended 30 June 2020

	2020 \$	2019 \$
Income		
Trading profit (loss)	(204,041.36)	(327,776.26)
Revenue	228,573.31	304,294.38
Interest received	134.36	271.22
Total income	24,666.31	(23,210.66)
Expenses		
Audit fees	1,590.00	50.00
Bad debts	1,150.92	2,089.03
Bank fees & charges	566.93	739.23
Computer Expenses	753.56	335.76
Insurance	2,461.16	2,330.43
Printing & stationery	416.09	561.70
Travel, accommodation & conference	2,824.32	6,455.09
Total expenses	9,762.98	12,561.24
Profit from ordinary activities before income tax	14,903.33	(35,771.90)
Income tax revenue relating to ordinary activities		
Net profit attributable to the association	14,903.33	(35,771.90)
Items recognised directly in equity:		
Net increase in Asset Revaluation Reserve		
Increase (decrease) in retained profits due to:		
Opening Equity		113,651.95
Total revenues expenses and valuation adjustments attributable to the association and recognised directly in equity		113,651.95
Total changes in equity of the association	14,903.33	77,880.05
Opening retained profits	77,880.05	
Net profit attributable to the association	14,903.33	(35,771.90)
Adjustments:		
Opening Equity		113,651.95
Closing retained profits	92,783.38	77,880.05

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
2019-20	D. Tantirimudalige	R. Foster / A. Jenkins	D. Thomas



Notes:



Institute of Water
Administration

