



Institute of Water  
Administration

# IWA Annual Report 2011/2012



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## About Us

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

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

The services include:

- Regular conferences addressing strategic and contemporary issues of interest to our target audience;
- Nine special interest groups convened by volunteers which focus on a range of business functions including Finance, Technical Services, Customer Service, Information Systems, Human Resources and PR/Communications, Executive Assistants, Electricity and Greenhouse and Governance;
- Distinguished service and professional development awards.

The IWA's services are achieved through an Executive Council; this Council consists of ten elected representatives from amongst the water industry. The Councilors 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 (VicWater) and the Victorian branch of the Australian Water Association (AWA).

## Presidents Report

Without doubt, the highlight of my second term as 2011/12 President was the opportunity to host IWA's 45th Anniversary Dinner at the RACV Club in Melbourne during June 2012.

What a pleasure it was to see so many past IWA members and office bearers return, and share with us this important milestone. The commemorative wine bottles were a definite hit with all delegates, and were a key part of the celebrations that extended well into the evening...!

Congratulations must also go to all award winners on the night, particularly to Les Mathieson of East Gippsland Water as the latest recipient of IWA's most prestigious award, the Barry E Leach Award. Awarded occasionally upon recognising exceptional service to IWA and the Victorian Water Industry, the Barry E Leach Award has only been awarded to seven previous recipients since its inception in 1997. Barry was unfortunately a late apology, and unable to present the award himself on this occasion.

Congratulations also to John Wilkinson who was awarded Honorary Life Membership of IWA, and to dual recipients of the 2012 John Robbins Award, Graeme Jolly and Sarah Johnston for their outstanding service to IWA and the water industry.



*IWA President Les McLean presents John Wilkinson with Honorary Life membership*

To top off the enjoyable evening, the IWA Executive honoured Laurie Gleeson, by renaming the annual IWA Development Award to the "Laurie Gleeson Award", and both the Executive and Laurie look forward to the inaugural presentation of this \$5000 professional development award at the November 2012 dinner.

Also at the November 2012 dinner and conference, I will be announcing the commencement of a small project to research, collect and record the "History of the IWA – the first 50 Years". The culmination of this project is expected to be a book, or other historical record, of IWA to be launched at the 50th Anniversary dinner. I ask that all members consider any worthy material for submission to the Public Officer (some element of truth is recommended...!). Retired Honorary Life member, John Wilkinson has agreed to lead this important project.

Throughout the year, IWA conferences, dinners, Special Interest Group meetings and events continued to form the basis of our professional networks, encouraging and facilitating the sharing of information among members and industry stakeholders.

This year's conference themes attracted speakers of the highest calibre and the very strong attendance by IWA members confirms the effectiveness of our conference programming in meeting our member needs.

Conference themes of "Managing the Unexpected", sponsored by MWH and VicWater, "Employee Engagement and Wellbeing", sponsored by Barwon Water and Marsden Jacob consultants and "Yesterday, today, tomorrow", sponsored by GHD & AECOM, were highly relevant in addressing the challenges facing the industry. I wish to sincerely thank all

event sponsors as their support has made these events possible.

The success of our Special Interest Groups continues to grow, with high levels of attendance in all nine SIG disciplines of Finance, Customer Service, Technical Services, Information Technology, Human Resources, Executive Assistants, Governance, PR/Communications and the new Energy & Greenhouse Group that has just commenced. On behalf of the IWA Executive, I would like to thank all Special Interest Group convenors. Their efforts throughout the year ensured that the Groups continued to meet regularly and contribute to the future directions of the water industry by facilitating the sharing of information and debating key issues surrounding each discipline.

I would like to particularly commend all SIG convenors for their active participation and support in the Strategic Round Table planning session at the regional Torquay conference, and their ongoing support in participating in conference programming.

Of course, these events and achievements are only possible with the support of our two event partners, VicWater and AWA (Vic Branch) and I thank both Tony Wright and Peta Maddy respectively for their contribution of staff (particularly Gail Reardon) and resources to these events, and shared co-operation regarding industry functions, initiatives and events that support our mutual industry aims. IWA works particularly closely with VicWater, and during the year finalised a co-operative MOU to acknowledge and recognise this support provided by each corporation. At the time of writing this report, IWA is also advancing a similar arrangement with AWA (Vic branch) for the mutual benefit of both not-for-profit industry bodies.

Also, I would like to thank my fellow IWA Executive members, Ian Johnson, John Wilkinson, Les Mathieson, Neil Brennan, Pat

McCafferty, Grant Green, Michael Malouf, Steve Evans, Peter Quinn, IWA Treasurer David Cappellari, and IWA Public Officer/Secretary Sarah Johnson supported exceptionally by Kim Calvi. All have provided me with support, guidance, and the benefits of their collective wisdom during my term as IWA President.

On behalf of the IWA Executive, my appreciation also extends to Russell Kennedy, for hosting IWA executive meetings held throughout the year and to Russell Kennedy and MWH for their agreed support for the first 3 years of the new Laurie Gleeson Award.

To my employer Western Water, I appreciate the opportunity given to serve as President and I thank the outgoing Chairman, Terry Larkins and recently retired Managing Director, John Wilkinson, for the Board's encouragement and support.

To all institute members, both individual and corporate, I thank you for the opportunity to serve you as President in our 45th year, and appreciate your continued value associated with IWA membership. To incoming President, Pat McCafferty, I offer encouragement, support and pass on a strong and viable membership into 2012/13, our 46th year.

Les McLean  
IWA President 2011/12

# Special Interest Group (SIG) Reports

## **CUSTOMER SERVICE SPECIAL INTEREST GROUP – 2011/12 OVERVIEW**

Our SIG covers a range of topics associated with the work undertaken by work units within water corporations dealing with our customers. All members of the group are associated with, or manage work groups who have day to day contact with all our customer groups.

We have seen regular attendance numbers for the past year in the low to mid 20's which is a slight improvement over recent years, with all metropolitan and regional water businesses represented at our meetings. The increase in attendance numbers over the past 12 months can be largely attributed to including water corporations from Tasmania in our group and the regional rural water businesses.

The major challenges facing all water corporations, regardless of their size, demographic or geographic location revolves around ensuring the best possible service to our customers in an ever evolving climate of change. This was done with an eye to the future in an attempt to be ahead of change or at worst not being left behind as demands and pressures increase on all customer service staff.

As staff in our group are the primary public face of all water corporations our major stakeholders include but are not limited to Energy and Water Ombudsman Victoria (EWOV), the Essential Services Commission (ESC), various Government Departments such as the Department of Sustainability and Environment (DSE), Department of

Health (DoH), and, increasingly over the past 12 to 18 months, the other Special Interest Groups with whom we have been working more closely.

### ***Meetings***

Throughout the 2011/12 year, the Customer Service SIG meetings covered a range of topics, as shown below. We attempted to cover a broad range of issues and topics that were of interest and relevant to our group and to that end we had presentations from speakers covering a varied and wide ranging topic base;

### **November 2011**

- ◆ Customer Relationship Management Project - Jaquelin Barnes Manager Customer Systems SEWL
- ◆ Cross Agency Referrals - Sue Fraser, Kildonan
- ◆ ESC Trade Waste Customer Service Code - Chris Hutchins, Project Manager – Trade Waste, Water Division ESC
- ◆ Concession Validation Amendment Proposal - Glen Cooksley, Self-Service Project Manager, Yarra Valley Water
- ◆ In addition we also conducted a Joint Presentation to PR/Communications and Customer Service SIG's. IWN Customer Needs and Values Working Party Update - Representative from Accenture Australia Limited OBO IWN Customer Needs and Values Group

### **March 2012**

- ◆ Electronic Notice of Dispositions - Grant Colling, Manager, Customer Contact Centre, Yarra Valley Water
- ◆ Customer Service Benchmarking Australia: Recent Trends in Customer Service Measurement - Paul van Veenendaal, Managing Director,

Customer Service Benchmarking Australia (CSBA)

- ◆ WSAA – Customer Service cost to serve performance Improvement Project - Peter Gee, Program Manager, Performance Improvement, Water Services Association of Australia
- ◆ Best Practice Investigations – Debt Collection - Gayan Mudalige and Murray Cornwall, Gippsland Water

### **June 2012**

- ◆ Electronic Delivery of Notices: Why LMW chose BPAY View® over internal functionality - David Rohrlach, Business Systems Administrator, Lower Murray Water
- ◆ EWOV: Current Performance and Trends - Matt Chable, General Manager, Investigations EWOV
- ◆ Kildonan – Energy Saver Scheme - Sue Fraser
- ◆ Department of Human Services; Water Industry Issue - Kim Pulvirenti, Manager Financial Process Improvement Financial & Corporate Services
- ◆ In addition we also conducted a Joint Presentation to PR/Communications and Customer Service SIG's. IWN latest findings and up date of the program's next steps - Andrew Jeffers, General Manager Service Delivery, Wannon Water

As can be seen from the agenda items we covered a wide range of issues and topics that were of interest to all in our group.

A special mention must go to those who have assisted over the past year in organising and conducting the SIG Meetings. Without their input and support particularly in ensuring rooms and equipment are available and set up and minutes are recorded and distributed, my role as convenor would be that much more difficult.

### **Convenor**

**John Morris**

**Manager Customer Relations  
North East Water**

## **ENERGY AND GREENHOUSE SPECIAL INTEREST GROUP – 2011/12 OVERVIEW**

The Energy and Greenhouse SIG held its inaugural meeting on 21 June 2012 after formal endorsement to become a SIG by the IWA Executive Council. The group exists to explore and share current and emerging issues and technologies relating to energy and greenhouse gas management.

There were 22 participants in attendance at the first meeting with representatives from all Victorian water corporations. A major challenge this group plans to address is the water energy nexus, this will be assisted by the groups close ties to VicWater and WSAA.

### **Meetings**

The Energy and Greenhouse SIG, at its inaugural meeting in June covered a range of topics:

- ◆ Update to group charter
- ◆ Greener Government Building Program
- ◆ Feedback from WSAA workshop including latest update on NGRS reporting
- ◆ VicWater report
- ◆ Carbon Pricing Mechanism
- ◆ Sub-metering

### **Convenor**

**Jennifer Bartle-Smith**

**Sustainability Coordinator  
GWMWater**

**Additional convenor:**

**Steve Shinnars, Gippsland Water**

## **EXECUTIVE ASSISTANTS (EA) SPECIAL INTEREST GROUP – 2011/12 OVERVIEW**

The EA SIG is established to facilitate Executive/Personal Assistants to Chairs, CEOs/MDs within the Victorian Water Industry by providing a forum to share industry best practice, knowledge transfer and professional development opportunities.

Meetings of the EA SIG over the past 12 months have been attended by representatives across the State, including both Metropolitan and regional water businesses. The SIG also has close ties with the EA's in other government agencies including the ESC and DSE.

The major challenge faced by the EA SIG is keeping abreast of the changes in technology for the dissemination of information to the Board, staff, customers, colleagues and other stakeholders. As can be seen from the areas of focus from each meeting, a major stream over 2011/12 was how the new technologies could be used to the advantage of each business across the State. Through the sharing of knowledge and targeted presentations from key technology providers the EA's SIG has made a valuable contribution to the industry as a whole.

### ***Meetings***

Throughout the 2011/12 year, the EA SIG meetings covered a range of topics, as shown below:

#### **November 2011**

- ◆ Held at the Telstra Experience Centre, Melbourne, the SIG was provided with a tour of the facility and demonstration of the latest telecommunications and conferencing for home/office IT solutions. As part of the meeting the

SIG had the opportunity to use the latest conferencing equipment and two members joined the meeting via video conference from Ballarat. Key topics discussed at the meeting were IPad technology used by corporations and policies in place, use of social media and individual corporations' strategic planning formats.

#### **March 2012**

- ◆ Held at Barwon Water, members were provided with a demonstration of Barwon's Water's approach to social media and an overview of the staff intranet site. Central Highlands Water provided a demonstration of its Board extranet web site and included discussion on distribution methods used for Board Papers. Members who use iPads were provided with details about handy IPad applications and accessories.

#### **June 2012**

- ◆ Held at Russell Kennedy Office, this meeting commenced with Zero Inbox Training. Attendees found the training very useful and something that they could use back at the office to manage their inbox without losing control of what's coming in. In the afternoon a guest speaker; Judith Fitzmaurice, Assistant to the Chief Executive at Victoria Racing Club and ex-President AIOF, gave a talk about her career path and the current challenges in her position. The meeting was wrapped up with a presentation from Anne Barker, Managing Director of City West Water who talked informally to the group about a Managing Director's view of their EA and what makes the EA/MD team work well.

#### **Role of Convenor shared among group members**

**Ann McCurley  
Executive Assistant  
Gippsland Water**

## **Finance Special Interest Group – 2011/12 Overview**

The Finance SIG meetings are designed to bring together representatives from water corporations and provide information on issues/topics that are common throughout the industry. All water corporations were represented at one or two of the SIG meetings with an average 40 people attending.

Three major accounting issues dominated the SIG in the 2011/12 year. They were:

- ◆ Water Plan 3
- ◆ Asset Revaluation
- ◆ Defined Benefits Funding Call

The work undertaken by all water corporations in meeting the regulatory requirements of the Water Plan 3 led to a major information sharing session at the February meeting. Representatives shared the challenges faced by their corporation as well as the different pricing options they were considering.

The wash up from the infrastructure revaluation was presented at the November meeting and the impact from the revaluation is material across all corporations. Consensus amongst the group was the next revaluation process will need to be better planned and delivered to avoid the mistakes made in 2010/11.

The magnitude of the Defined Benefits Funding Call was not known at the February meeting, but Vision Super indicated a major call was imminent. The impact on corporations was material and discussions amongst the group regarding the payment options and whether the cost should be included in the Water Plan 3 was beneficial.

### ***Meetings***

Throughout the 2011/12 year, the Finance SIG meetings covered a range of topics, as shown below:

### **November 2011**

- ◆ This meeting was held at the Rendezvous hotel in Melbourne. A total of 38 people attended the meeting and topics of discussion included:
- ◆ Asset revaluation & the impact on the industry going forward
- ◆ ESC & WP3 process
- ◆ VAGO, TCV and DSE updates
- ◆ Presentation on the Mitchell River aquifer Storage & recovery project

### **March 2012**

- ◆ This meeting was held at the Wyndham Resort in Torquay. A total of 41 people attended the meeting and topics of discussion included:
- ◆ New Customer Contributions
- ◆ WP3 price control and discussion among attendees
- ◆ Vision Super update – Defined Benefits Funding Call

### **Convenor**

**Mathew Scott**

**Manager Financial Services**

**East Gippsland Water**



## **Governance Special Interest Group – 2011/12 Overview**

The purpose of the Governance SIG is to provide a forum to enhance the standard of governance in the Victoria Water Industry, with attendees primarily fulfilling the Corporate Secretary role in their respective authorities.

Attendances have averaged 10 attendees per meeting, which because of the role is a single organisational position, represents a significant component of the industry. The majority of attendees have come from the regional authorities. Inaugural Chair of the Group, Russell Barnier resigned from the position in November and the group acknowledges his significant contribution in the establishment of the group. Danny Hogan was appointed to the convenor position.

As the role of Corporate Secretary is often shared with other responsibilities, a primary focus of the group has been around sharing issues and learning from each other, both at and between meetings.

A primary stakeholder relationship which is being developed is with the governance group of DSE to ensure that the role of Corporate Secretary in a water industry environment is well understood by both Board Directors and the Corporate Secretaries themselves.

### ***Meetings***

Throughout the 2011/12 year, the Governance SIG meetings covered a range of topics, as shown below:

#### **November 2011**

- ◆ The group finalized its draft charter for submission to the IWA Executive

- ◆ Compliance and external reporting monitoring arrangements were discussed
- ◆ Comparison reviews were undertaken of various Board charters

#### **March 2012**

- ◆ Rowena Scheffer (DSE) presented to the Group on the rollout of the new Governance Bill
- ◆ Ian Johnson (IWA Executive team member) presented to the group on the role of the Institute and efforts being undertaken to increase the linkages to the Special Interest Groups
- ◆ Comparison reviews were undertaken of various Corporation policies

#### **June 2012**

- ◆ Michael Wheelahan, Group Director, Industry Governance & West Region, DSE briefed the Group on a range of governance issues including the Board Appointment and Director induction processes
- ◆ The group shared information in relation to Board Cover sheets as well as Board Effectiveness reviews

#### **Convenor**

**Danny Hogan**

**General Manager – Corporate Services  
Goulburn Valley Water**

## **Information Technology (IT) Special Interest Group – 2011/12 Overview**

The IT SIG exists to provide a means on knowledge sharing between SIG members, presenting on new and emerging trends within the IT industry and to provide updates for current vendors on product development.

The IT SIG is well supported and most water corporations have a representative, SIG meetings usually have between 30-35 attendees including staff from Melbourne Water, Metro/Regional corporations and Catchment Management Authorities.

The major challenges faced by the IT SIG include managing software maintenance costs and keeping up-to-date with new technologies. BYOD (bring your own device) ie staff wishing to access corporate systems via their personal smart phone or tablet is also a hot topic and emerging challenge. There is some overlap between the Communications and Customer SIG's and we ensure we work together to set agendas in order to get the most out of presentations held at the meetings.

### **Meetings**

Throughout the 2011/12 year, the IT SIG meetings covered a range of topics, as shown below:

#### **November 2011**

- ◆ Mobile Devices and Apps: Kevin Noonan - OVUM
- ◆ Phone Bill Management : Tony Simmons - Full Circle Group
- ◆ Water Plan 3
- ◆ Microsoft Licencing

#### **March 2012**

- ◆ BPay View Project: David Rohrlach - Lower Murray Water

- ◆ Microsoft Customer Immersion Experience: Paul Woods - Data#3
- ◆ Customer Care & Billing: Phillip Martin and Liz Ellicott - Oracle

#### **June 2012**

- ◆ Intelligent Water Networks: Penny Dent – Western Water
- ◆ Interagency Cooperation: Luke Gibbons, Cail Rayment and James Link - Save Water Alliance
- ◆ One Water: Amit Sion, Behnam Roohizadegan and Darren White – Technology One

#### **Convenor**

**Rob Duoba**

**Business Innovation & Project Manager  
Western Water**

## **PR/Communications Special Interest Group – 2011/12 Overview**

Now in its fourth year of operation, the PR/Comms SIG continues to provide an important forum for communications specialists to explore common challenges and issues.

This year our focus was:

- ◆ Water plan 3 – communications and consultation
- ◆ implementing social media strategies
- ◆ emergency and crisis communications
- ◆ stakeholder and community engagement
- ◆ annual report processes and guideline
- ◆ building strong relationships

This year membership of the group remains strong, with regular attendees from regional and rural water business. This year also saw attendances expand to include members from the Department of Sustainability and Environment.

The key benefits of the group are:

- ◆ the ability to build strong relationships within the water industry and DSE
- ◆ learn about what is happening at each business, including projects and initiatives
- ◆ shared knowledge, experience and learning

### ***Meetings***

Throughout the 2011/12 year, the PR/Communications SIG meetings covered a range of topics, as shown below:

#### **November 2011**

- ◆ Savewater presenters Michael Smit, Cail Rayment and James Link shared the findings on Wannon Water's 'Valuing Water' project.

- ◆ DSE presenter Helen Delaporte, provided an overview of the 'Permanent Water Savings Plan review process' from a communications perspective.
- ◆ Southern Rural Water presenter Janet Granger-Wilcox provided training on 'Plain English'
- ◆ North East Water presenter Pat Hehrig, facilitated a session 'Communications: how, why, when, where and to whom?'

#### **March 2012**

- ◆ Barwon Water presenter Nick Stone provided a presentation on 'Implementing social media at a water corporation'.
- ◆ Redstick Strategic Communications presenter Tony White provided information on external communication challenges, crisis comms and liaising with government.
- ◆ DSE presenter Jane Ryan shared her learnings from doing time at Goulburn-Murray Water.
- ◆ Geelong Independent editor Tony Galpin provided a presentation on 'Journalism and the Water Industry'.
- ◆ Group discussion topics – Water Plan 3

#### **June 2012**

- ◆ Playgroup Victoria presenter Jason Doherty provided a presentation on who they are, what services they provide and how we can work together.
- ◆ Southern Rural Water presenter Janet Granger-Wilcox provided an outline on Information Mapping and how Southern Rural Water has implemented it.
- ◆ Water Industry Operations Association of Australia presenter Craig Mathisen, provided a

presentation on what's happening at WIOA.

- ◆ DSE presenter Binhur Sappideen explained the Annual Report requirements and timelines.
- ◆ Group discussion topics – Water Plan 3 engagement and Customer Committees.

All the corporations are to be congratulated for supporting the PR/Communications Special Interest group and the individuals for their support, information and knowledge sharing that exists within the group.

We would like to thank the IWA for supporting the PR/Communications SIG, and are looking forward to another successful year.

**Convenors**

**Julie Logan**

**Communications Officer**

**Southern Rural Water**

**Janet Granger-Wilcox**

**Communications Manager**

**Southern Rural Water**

## **TECHNICAL SERVICES SPECIAL INTEREST GROUP – 2011/12 OVERVIEW**

I am proud to report on the activities of the Technical Services Special Interest Group (TSSIG) for the 2011/12 year. During this period of heightened planning activity, particularly as water corporations were preparing Water Plans for the next regulatory period, the opportunities facilitated by the SIG meetings to reflect on the industry's differing approaches to the technical aspects was particularly helpful.

The purpose of the TSSIG is to explore matters relating to technical functions of interest to water corporations, including the broad areas of; engineering, asset management, service delivery, operation and maintenance, risk management, and related functions. Through the three meetings held, and numerous exchanges between members outside of meetings, the TSSIG has realised its aims as a forum for interaction between members and guests.

The TSSIG meetings are going from strength to strength, with attendances consistently exceeding expectations. During the year the number of attendees has been consistently high, varying between 23 and 25 at each of the three meetings held.

Attendees at TSSIG meetings included representatives from across the regional urban water corporations and from most of the Melbourne metropolitan businesses. Other attendees include representatives from several engineering consulting firms, as well as guest speakers from a range of agencies, regulators and other industry stakeholders and partners.

Having continued to build interest in and support for the group over the last two

years, the major challenge is to maintain relevance to members and to clearly articulate purpose and benefits. Maintaining relevance to members is achieved by having interesting and challenging agendas and speakers – this is an ongoing challenge, and one that the group can directly control. The TSSIG agendas try to cover the whole range of subjects of interest to technical leaders in the industry – these include professionals working in areas as diverse as strategic planning, asset management, operations, maintenance, capital works design and delivery, process management, and related personnel and resource management. Having motivated group members supporting the convenor, through the agenda is obviously the key.

Major stakeholders/organisations with close linkages to the TSSIG include various consulting firms, a range of VicWater and DSE working groups (covering areas as diverse as, for example; Dams Working Group, Catchments Task Group, New Customer Contributions, Contiguous Boundaries, Asset Revaluation, Stock in Waterways, and others), our various regulators, including DSE, ESC, EPA, DoH, and other acronyms. TSSIG has also engaged with other stakeholders, including; Smart Water Fund, Intelligent Water Networks, VicRoads and others.

### ***Meetings***

Throughout the 2011/12 year, the TSSIG meetings covered a range of topics, as summarised below:

#### **November 2011**

- ◆ Andrew Cooper of Goulburn-Murray Water – presentation as the recipient of the 2010 IWA Young Operator of the Year Award.
- ◆ Simon Robertson, of East Gippsland Water - presentation on EGW's Managed Aquifer Recharge/Aquifer

Storage & Recharge (ASR) project for drinking water supply.

- ◆ Water Plan 3 Preparations – What are Water Corp’s doing?.
- ◆ Don Vincent of GHD presented the WSAA Capital Prioritisation Principles & Guideline project.
- ◆ Jon Anstey of Coliban Water presented on Coliban Water’s Enterprise Portfolio Management Approach to WP3 Development.
- ◆ Simon Robertson of EGW also presented on the development of EGW’s Works Program – A Risk Based Approach.
- ◆ Works Programs/Project Delivery – Susie Allia of Melbourne Water presented on the Aboriginal Heritage Act review. As a follow-up action to this presentation, a small working group was formed from group members to develop a template submission on the review able to be used by all the water corporations.
- ◆ Intelligent Water Networks was a common theme for presentations and updates at all the TSSIG meetings, with valuable contributions by Andrew Chapman of South East Water and other group members.
- ◆ New Customer Contributions was also a common theme during the year, with Rob Franklin of Western Water and others keeping the group up to date with developments.
- ◆ Rob Franklin also kept the group up to date on planning changes relating to open potable water supply catchments, and matters relating to catchments generally.
- ◆ Other items raised at this meeting included; VicRoads and VicTrack requirements, water industry general conditions of contract, EPA’s enforceable undertakings and implications and spill risk assessment,

developer works and customer connections, and the definition of Non-Revenue water.

### March 2012

- ◆ Key messages from the IWA Strategic session.
- ◆ Kevin Murphy of Lower Murray Water - presentation on their remote meter reading technology and its application at facilities along the Murray River.
- ◆ Preparing WP3 - including; forecasting electricity price increases and carbon tax implications, robustness of capital cost estimates, benchmarking of costs within the group, impact of localisation on estimates renewals, increase in funding during the next water plan and impact on customer service and how asset replacement decisions are made.
- ◆ Gary McLay of Wannon Water - overview on the WSAA Water Loss project.
- ◆ A key outcome from this meeting was the development of a list of “Hot Topics and Burning Issues”, to be considered for future TSSIG agendas. The Hot Topics are retained on the agenda and include; SoO update, demand projections, Asset Management Spatial trends, onsite waste water, pressure sewer systems, development of our “technical” people, etc.

### June 2012

- ◆ This meeting was chaired by Neville Pearce of Coliban Water in the Convenor’s absence
- ◆ Bruce Duncan of Coliban Water and Siraj Perera from DSE - presented on Dams Management and ANCOLD guidelines.
- ◆ Christine Cussen (CEO) and Ashraf

Abdelmoteleb Smart Water Fund, provided an overview of the SWF, its activities and objectives.

- ◆ Rob Franklin - update on the status of New Customer Contributions.
- ◆ Michael Lowe and Jon Theobald of South East Water – provided an outline of the automated Rising Main Electronic Detection (ARMED) leak detection process.
- ◆ Alan Collins of Vic Roads – provided an update on the Road Management Act and its impacts on water corporations.

In between these meetings, group members were also engaged, mainly via email exchanges, to share information on specific items of interest, as raised by various group members.

My thanks go to all the attendees at the TSSIG meetings, and particularly the presenters and contributors, for their efforts in making the TSSIG a valuable part of the fabric of the Victorian water industry.

**Convenor**  
**Dean Boyd**  
**Executive Manager Infrastructure**  
**East Gippsland Water**

## Human Resources Special Interest Group – 2011/12 Overview

The HR SIG has continued to provide opportunities for formal networking and professional development of Human Resources practitioners from across the Victorian Water Industry.

During 2011/12, the HR SIG meeting attendance saw an average of 15 attendees with representation from most Regional Urban and Rural Water Corporations together with participation from the Metropolitan Corporations. New attendees included Ms. Gaye Pilven from Coliban Water and Ms. Janet Dempster from Barwon Water.

Mark Wilkin, Goulbourn Valley Water, stood down from the Convenors role in February 2012 after his two year rotation. Colleen Rose from Wannon Water has assumed the role of Convenor for 2012/2013. The HR SIG thanks Mark for his hard work and contribution to the SIG.

### Meetings:

#### November 2011

**Scott Johnson - Vision Super Update** – Scott spoke on Super Guarantee changes, Income Protection update, Trustee Funding Plan and Investment performance update.  
Amy Millar –Meerkin & Apel Solicitors – Amy presented on Social Media Pitfalls and Best Practice

**Julie Menzies – Department of Health-** SIG members brought the relevant workplace Health Check Data from their workplaces. A spread sheet was developed to review “high risk areas”. It was highlighted that generic issues facing the industry were a lack of:

- Fruit consumption
- Vegetable consumption
- Physical activity

Department of Health advised they would

be happy to provide help/resources if available to promote an industry wide program.

**H2Oz** – Usage by Water Corporations.

#### March 2012

The February SIG meeting was titled “Self Development”. Maree Eddings from Vibrant Futures. This hands on workshop, provided participants with the confidence to implement a coaching approach into their daily work life.

Workshop Content

- ◆ Why is coaching a powerful tool for HR Professionals?
- ◆ Who should HR Professionals coach?
- ◆ When should HR Professionals coach? When should HR professionals consult?
- ◆ What coaching approaches and tools can HR Professionals use when coaching?
- ◆ How can coaching be implemented into your work life?

The workshop provided an environment to develop and implement a range of coaching skills including advanced questioning and communication within the context of the HR profession.

#### June 2012

**Martin Bowles** – OHS Manager, Melbourne Water - Martin spoke on the Eastern Treatment Plant Incident (Fatality in December 2011) and the Impact on Workplace Culture.

**Scott Johnson - Vision Super Briefing** – Scott presented on the decision to not proceed with the merger between Vision and Equip Super. Also further updates on My Super, Mandatory reporting of Superannuation payments on Pay advices, members information sessions and the



recall for the Defined Benefit fund.

**Hay Group – Peng Yang Long** - The Hay Group explained the process of job mapping and the success they have had working with Southern Rural Water

**Paul O’Brien Training/Project Manager – Vic Water** – Paul provided his periodical update with regard to Water Industry Training & Development.

The IWA HR SIG continues to be well attended and provides excellent networking opportunity for all of the participants. There has been a significant turnover of HR staff in some corporations this year. Mark Wilkin GVW resigned to take up a senior role at Barwon Health. Mark Jackson from Western Water moved into Managing HR at Vinnicare and Katrina Baddeley has moved to an Executive Officer role at Victorian Regional Community Leadership Programs Secretariat.

The SIG group wishes Mark, Mark and Kat the very best in their new career pathways. I wish to take this opportunity to thank all participants (former & current) for supporting the SIG concept and the individuals for the generous camaraderie, information and knowledge sharing that exists within the group.

**Colleen Rose**  
**Branch Manager Human Resources**  
**Wannon Water**  
**HR Convenor**

## Executive Council 2011/2012

### **PRESIDENT:**

**Les Mclean** BBus, FCPA, FIWA, GAICD  
General Manager Strategy & Performance  
Western Water

### **PUBLIC OFFICER:**

**Sarah Johnston** BCom, BLaw, CPA, MIWA  
Executive and Board Operations Officer  
East Gippsland Water

**Kim Calvi**  
Information Services Infrastructure Coordinator  
City West Water

### **TREASURER:**

**David Cappellari** CPA, BBus (Acc), Grad Dip, A.Fin  
Manager Treasury & Financial Analysis  
South East Water

### **MEMBERS:**

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

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

**John Wilkinson** BCom, FCPA, RCA, FIWA, FAICD  
Managing Director (now retired)  
Western Water

**Ian Johnson** B Eng (Civil), Grad Dip Business Admin, AIWA  
Manager Water Resource Strategy  
South East Water

**Michael Malouf** FIPAA, FAICD, FIEA, MIWA

**Grant Green** MBA, Grad. Dip. Man., Dip. BS (Acc.), FCPA, MAICD, AIWA  
Managing Director  
Wannon Water

**Steve Evans** Dip.Eng (Mech), FAIM, MAICD, AIWA  
Managing Director (now retired)  
South Gippsland Water

**Pat McCafferty** BBus, Exec MBA, FWCLP, FCSIA, MIWA  
General Manager, Strategy & Communications  
Yarra Valley Water

**Les Mathieson** B. Arts, Dip. Frontline Man, FIWA, MAIM, FACID  
Managing Director  
East Gippsland Water

## Joint IWA/AWA Conferences

The 10th and 11th November 2011 Conference was held at the Rendezvous Hotel, Melbourne with a theme of "Managing the Unexpected". The Conference was proudly sponsored by MWH with special thanks to VicWater for sponsoring the Thursday dinner.



The Conference program on the 11th November included presentations from:

- ◆ **David Parsons**, Manager Emergency Management and Security Unit at Sydney Water outlined a consolidated approach to leadership for disaster recovery. This was based on his experience in the Christchurch recovery effort and both the Queensland and Victorian floods.
- ◆ **Mark Simister**, Director of Programs Asia Pacific at MWH outlined a MWH disaster recovery program that looks at the management and coordination of assessment, repair and rebuilding efforts.
- ◆ **Terry A'Hearn**, Global Director, Regulatory Innovation, Climate Change & Sustainability Services at WSP Environment & Energy provided insights into major global mega-trends that may disrupt international and local economic, environmental and social systems over the next 20-30 years.

- ◆ **Rob Franklin**, General Manager Sustainability at Western Water provided an update on Catchment planning issues across Victoria.
- ◆ **Peter Betson**, Executive Director Urban Water Policy, Department of Sustainability and Environment provided insights into the likely impacts of the Ministerial Advisory Council (MAC) on the Victorian water industry.
- ◆ **Rod McCoy**, Special Projects Manager, Yarra Valley Water and **Paul Pretto**, General Manager Asset Planning, Melbourne Water are working with the Democratic Republic of Timor-Leste to develop a master plan for sanitation and drainage for the City of Dili.

The 1st and 2nd March 2012 Conference was held at the Wyndham Resort, Torquay with a theme of "Employee Engagement and Well-Being – Why this is as important as Water Plans". The Conference was proudly sponsored by Barwon Water and Marsden Jacob Associates.



With much delight, the Conference was opened by the Hon. Peter Walsh, MLA, Minister for Water who presented on the Government's vision and challenges for the water industry. Other presentations included:

- ◆ **Nicole Fauvrelle**, Special Counsel from Middleton's provided a snapshot of the OH&S National Harmonisation project.
- ◆ **Matt Houdyk**, Communications Officer at Western Water explored some of the newest opportunities that exist for communicating with customers – online communications.

- ◆ **Mark Wilkin**, Manager People and Wellbeing at Goulburn Valley Water outlined the implementation and benefits of the corporation's workplace capability plan and the culture of care and workforce health.
- ◆ **Brad McDougall**, Managing Director from Springboard Health and Performance outlined a case study of how a large employer used data to deliver sustainable and comprehensive health and productivity outcomes for the organisation and the employees.
- ◆ **Max Wells**, Executive Director from Surfing Victoria provided insights into his experiences working with Surfing Victoria.
- ◆ **Tom Fricke**, Executive Manager and Ross Young, Business Leader, both from GHD Water provided insights into the urban water industry both past and present.
- ◆ **Dr Karl Braganza**, Manager Climate Monitoring, National Climate Centre at the Bureau of Meteorology provided analysis on how the research on climate change is progressing across Australia and how the lessons from the past are influencing the future.
- ◆ **Adam Lovell**, Executive Director of WSAA presented on recent issues and directions in water from a national perspective and how these might impact on the Victorian water industry.
- ◆ **Tarnya McKenzie**, Manager Marketing and Communications and **Brett Mathieson**, Manager Regulation & Planning, both from Yarra Valley Water shared a number of customer insights from the Water Plan 3 consultation process.

The 21st and 22nd June 2012 Conference was held at the RACV Club, Melbourne with a theme of "Yesterday, Today, Tomorrow". The Conference was proudly sponsored by GHD, with thanks to AECOM for sponsoring the Thursday dinner.



This Conference celebrated the 45th anniversary of IWA, presentations included:

- ◆ **Professor Geoffrey Blainey**, one of Australia's best-known historians, authors and commentators outlined the lessons in our water history, further exploring what we can take into the future.
- ◆ **John Wilkinson**, Managing Director from Western Water provided a brief history of the water industry and the integral part the IWA has played.

## Business Development Award 2012

The IWA Business development award is designed to encourage professional development and shared industry knowledge throughout the IWA membership base. The recipient of the award receives a grant of \$5,000 from the Institute to assist with the costs of undertaking a professional development project.

The winner of the 2012 IWA Business Development award was Bob Knowles of Goulburn Murray Water. Bob has a Bachelor of Science, majoring in Geology from the University of Adelaide.

Bob will use the \$5,000 award to complete a study tour on strategic groundwater management in the US. This will allow Bob to further investigate groundwater management in respect to economic, environmental and social values.

Through working with the United States National Groundwater Association, Bob will

be able to identify relevant groundwater management agencies that undertake similar regulatory roles as Goulburn Murray Water, and learn about their management and impact on the community.

With increased demand, groundwater management is becoming more regulated and prominent in the community, improved consultation and consideration of the international groundwater management practices can contribute to management outcomes to address significant State and Federal water reform policy.

While Bob's particular patch may be the Murray Darling Basin, the learning's will be applicable to the whole state with a full report to be provided by Bob identifying how resource managers address; sustainable yields, consider groundwater surface interactions, consider groundwater dependent ecosystems and adapt to different groundwater management practices.

## IWA Awards

### 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.

During 2011/12 there were two members presented with the John Robbins memorial award.

Firstly, the Institute recognised Graeme Jolly for his long time contribution to the IWA finance special interest group as well as his substantial role in influencing financial policy at an industry level.

Secondly Sarah Johnston was recognised for her extensive involvement over the past four years as the Public Officer of the Institute as well as her wider industry work while at VicWater.

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



*Graeme Jolly and Sarah Johnston receiving John Robbins Award from IWA President Les Mclean*

## IWA Awards

### THE BARRY E LEACH PRESTIGE AWARD

The Barry E Leach Prestige Award is awarded occasionally to a person who has given exceptional service to the Institute and the Victorian water industry over a long period of time.

Barry E Leach was a member of the Institute for 18 years, including being President in 1978-1979 and Secretary from 1980-1992. Barry was awarded Life membership for his outstanding contribution to the Institute.

At the IWA's 45th anniversary celebration in Melbourne in June 2012, Les Mathieson was presented with the Barry E Leach award to recognise outstanding service to the Institute and the industry for 30 years, including serving as president of the IWA

on two occasions.

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



*Les Mathieson receiving Barry E Leach Prestige award from IWA President Les McLean*

# Membership Register 30 June 2012

## FELLOWS - (HON. LIFE)

Robin Fletcher  
Barry Leach  
John Maglen  
David Roberts  
John Wilkinson

## FELLOWS - (HON. LIFE RET.)

Jack Austin  
Ron Dudley  
Laurie Gleeson  
Robert Jordan  
Robert Leslie  
Jim Martin

## MEMBERS

Stephen Costley  
Andrew Osborne  
Andrew Kneebone  
Paul O'Donahue  
Darren Heritage  
Jenni Kalstrom  
Roslyn Salmon  
Anthony Norrish  
Murray Cornwall  
Kevin Murphy  
Peter Jacob  
Malcolm Speirs  
Andrew Chapman  
Stephen Carter  
Thomas Fricke  
Anthony Hernan  
Mark Wilkin  
Andrew Dilley  
Chris Murdoch  
Andrew Jeffers  
Jason Dagger  
Phillippe Du Plessis  
Peter Everist  
Paul Kerrins  
Katrina Baddely  
Daniel Hogan  
Michael Malouf  
Nigel Finney  
Paul Houlihan  
George Wall

Osborne Management  
Cradle Mountain Water  
Central Highlands Water  
Coliban Water  
Coliban Water  
Coliban Water  
GHD  
Gippsland Water  
Lower Murray Water  
Marsden Jacob Associates  
SMEC Australia  
South East Water  
Central Highlands Water  
GHD Pty. Ltd.  
North East Water  
Goulburn Valley Water  
Wannon Water  
Goulburn Valley Water  
Wannon Water  
Goulburn Valley Water  
South Gippsland Water  
Water Infrastructure Group  
Goulburn Valley Water  
Central Highlands Water  
Goulburn Valley Water

## FELLOWS

Jeff Mayo  
Barry Norman  
Russell Worland  
David Heeps  
Dennis Cavagna  
Les McLean  
Mick Bourke  
Damien O'Doherty  
Neil Brennan  
Leslie Mathieson  
Peter Quinn  
Ronald Leamon  
  
Geoff Michell  
Peter Robinson  
Graeme Jolly  
Ian Johnson

SMEC Australia  
  
ESC  
ESC  
Western Water  
CFA  
Wannon Water  
Central Highlands Water  
East Gippsland Water  
Goulburn Valley Water  
Lower Murray Urban &  
Rural Water  
  
MWH  
Goulburn Valley Water  
South East Water

Victoria Leavold  
Les Johnson  
Prevos Peter  
Tony Leonard  
Andre Kersting  
Joe EL Zein  
Frank McShane  
Brett Millington  
Nigel Corby  
Jim Keary  
Mark Bartley  
Steve Bird  
Mathew Scott  
Ian Edwards

Savewater Alliance  
Central Highlands Water  
Water Industry  
Operators Association  
VicUrban  
Wannon Water  
Coliban Water  
Westernport Water  
City West Water  
Tyco Water  
EG Water  
EG Water  
City West Water  
Hunter Water  
DLA Phillips Fox  
  
East Gippsland Water  
Open Spatial

## FELLOW (RET.)

Robert Illig

## ASSOCIATES

Peter Donlon  
Eamonn Tobin  
Colin White  
Tony Wright  
Andrew Hunt  
Mark Williams  
  
Loris Davis  
  
Chris McLeod  
Noel Squires  
Glenn Bewicke  
Bruce Hammond  
Stephen Evans  
Grant Green  
Craig Heiner  
Greg Sharpley  
Pat McCafferty  
David Thomas  
John Morris  
David Cappellari  
Sarah Johnston  
Donald Vincent

Western Water  
  
VicWater  
DSE  
Grampians-Wimmera  
Mallee Water  
Lower Murray Urban &  
Rural Water  
Barwon Water  
Goulburn Valley Water  
Goulburn Valley Water  
Goulburn Valley Water  
South Gippsland Water  
Wannon Water  
North East Water  
Sharp Coefficient  
YVW  
Western Water  
North East Water  
South East Water  
East Gippsland water  
GHD

## RETIRED MEMBERSHIP

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

Committee for Geelong

## HONORARY MEMBERS

Bernie Cummins



CORPORATE MEMBERS



- ◆ Local Authorities Solutions Civica Pty Ltd
- ◆ Procurement Australia
- ◆ PBJ & Associates
- ◆ Water Infrastructure Group
- ◆ United Water
- ◆ RMCG- RM Consulting Group
- ◆ IBM Austrlia limited



NORTH EAST WATER

**MEMBERSHIP OF THE INSTITUTE AS AT 30/6/2012**

<b>Members</b>	
Members	101
Corporate Members	31
<i>Made up of:</i>	
Honorary Life Fellows Retired	6
Honorary Life Fellows	5
Honorary Members	1
Fellows	16
Retired Fellows	1
Associates	21
Retired Members	7
Members	44
<b>Total Members</b>	<b>132</b>

# Financial Statements

## Institute of Water Administration Inc. Committee's Report For the year ended 30 June 2012

Your committee members submit the financial accounts of the Institute of Water Administration Inc. for the financial year ended 30 June 2012.

### Committee Members

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

Les McLean - President

Les Mathieson

Ian Johnson

Peter Quinn

Michael Malouf

Neil Brennan

Pat McCafferty

Grant Green

Steve Evans

John Wilkinson

### Principal Activities

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

The services include:

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

### Significant Changes

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

**Institute of Water Administration Inc.  
Committee's Report  
For the year ended 30 June 2012**

**Operating Result**

The profit from ordinary activities after providing for income tax amounted to

Year ended	Year ended
30 June 2012	30 June 2011
\$	\$
21,269.28	(2,292.63)

Signed in accordance with a resolution of the Members of the Committee on 12 November 2012:



---

Les McLean -President



---

Neil Brennan –Committee Member

The accompanying notes form part of the financial statements.

**Institute of Water Administration Inc.**  
**Statement of Comprehensive Income**  
**For the year ended 30 June 2012**

	Note	2012 \$	2011 \$
Revenue		167,201.53	122,331.55
<b>Gross profit</b>		<b>167,201.53</b>	<b>122,331.55</b>
Marketing		(84,526.82)	(67,162.45)
Administration expenses		(61,405.43)	(57,461.73)
<b>Operating profit before income tax</b>		<b>21,269.28</b>	<b>(2,292.63)</b>
Income tax (credit) attributable to operating profit (loss)			
<b>Operating profit after income tax</b>		<b>21,269.28</b>	<b>(2,292.63)</b>
Retained profits at the beginning of the financial year			
		133,173.59	135,466.22
Total available for appropriation		154,442.87	133,173.59
<b>Retained profits at the end of the financial year</b>			
		<b>154,442.87</b>	<b>133,173.59</b>
<b>Other comprehensive income:</b>			
<b>Other comprehensive income for the year, net of tax</b>			
<b>Total comprehensive income for the year</b>		<b>154,442.87</b>	<b>133,173.59</b>

The accompanying notes form part of the financial statements.

**Institute of Water Administration Inc.**  
**Balance Sheet As At 30 June 2012**

	Note	2012 \$	2011 \$
<b>Current Assets</b>			
Cash assets		10,492.19	860.26
Short term deposit		97,066.65	71,123.95
Receivables		40,474.68	41,270.30
Prepayments		11,531.81	23,673.49
<b>Total Current Assets</b>		<b>159,565.33</b>	<b>136,928.00</b>
<b>Total Assets</b>		<b>159,565.33</b>	<b>136,928.00</b>
<b>Current Liabilities</b>			
Payables		1,080.00	5,460.00
Current tax liabilities		4,042.46	(1,705.59)
<b>Total Current Liabilities</b>		<b>5,122.46</b>	<b>3,754.41</b>
<b>Total Liabilities</b>		<b>5,122.46</b>	<b>3,754.41</b>
<b>Net Assets</b>		<b>154,442.87</b>	<b>133,173.59</b>
<b>Members' Funds</b>			
Retained profits		154,442.87	133,173.59
<b>Total Members' Funds</b>		<b>154,442.87</b>	<b>133,173.59</b>

The accompanying notes form part of the financial statements.

**Institute of Water Administration Inc.**  
**Statement of Cash Flows**  
**For the year ended 30 June 2012**

	2012	2011
	\$	\$
<b>Cash Flow From Operating Activities</b>		
Receipts from customers	164,012.08	100,848.45
Payments to Suppliers and employees	(138,170.57)	(149,319.49)
Interest received	3,985.07	3,549.30
Income tax paid	5,748.05	(800.74)
Net cash provided by (used in) operating activities (note 2)		
	35,574.63	(45,722.48)
Net increase (decrease) in cash held	35,574.63	(45,722.48)
Cash at the beginning of the year	71,984.21	117,706.69
Cash at the end of the year (note 1)	107,558.84	71,984.21

The accompanying notes form part of the financial statements.

**Institute of Water Administration Inc.**  
**Statement of Cash Flows**  
**For the year ended 30 June 2012**

2012

2011

**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	10,492.19	860.26
Short term deposits	97,066.65	71,123.95
	107,558.84	71,984.21

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

Operating profit (loss) after tax	21,269.28	(2,292.63)
Increase/(decrease) in provision for income tax	5,748.05	(800.74)

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

(Increase) decrease in trade and term debtors	795.62	(17,933.80)
(Increase) decrease in prepayments	12,141.68	(21,855.31)
Increase (decrease) in trade creditors and accruals	(4,380.00)	(2,840.00)
<b>Net cash provided by operating activities</b>	<b>35,574.63</b>	<b>(45,722.48)</b>

The accompanying notes form part of the financial statements.



**Institute of Water Administration Inc.**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2012**

**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 Act 1981.

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 Incorporation Act 1981.

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**

*First-time Adoption of Australian Equivalents to International Financial Reporting Standards*

Institute of Water Administration Inc. has prepared financial statements in accordance with the Australian equivalents to International Financial Reporting Standards (IFRS) from the 1 July 2005.

In accordance with the requirements of AASB 1: First-time Adoption of Australian Equivalents to International Financial Reporting Standards, adjustments to the company's accounts resulting from the introduction of IFRS have been applied retrospectively to 2005 comparative figures excluding cases where optional exemptions available under AASB 1 have been applied. These accounts are the first financial statements of Institute of Water Administration Inc. to be prepared in accordance with Australian equivalents to IFRS.

The accounting policies set out below have been consistently applied to all years presented. The entities have however elected to adopt exemptions available under AASB 1 relating to AASB 132: Financial Instruments: Disclosure and Presentation, and AASB 139: Financial Instruments: Recognition and Measurement. Refer the Notes for further details.

Reconciliations of the transition from previous Australian GAAP to IFRS have been included in Note 2 to this report.

*Reporting Basis and Conventions*

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

**(B) Accounting Policies**

**Cash and Cash Equivalents**

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

The accompanying notes form part of the financial statements.

**Institute of Water Administration Inc.**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2012**

**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.

**Prepayments**

Prepayments represents deposits for future conference facilities.

**Comparative Figures**

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

The accompanying notes form part of the financial statements.

**Institute of Water Administration Inc.**  
**Statement by Members of the Committee**  
**For the year ended 30 June 2012**

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 2012 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:



---

Les McLean

President



---

Neil Brennan – Committee Member

The accompanying notes form part of the financial statements.

## **Institute of Water Administration Inc. Independent Auditor's Report to the Members**

### **Report on the Financial Report**

We have audited the accompanying financial report of Institute of Water Administration Inc. (the association), which comprises the Statement by Members of the Committee, the Statement of Comprehensive Income, the Statement of Financial Position, Statement of Cash Flows, Statement of Changes In Equity, a summary of significant accounting policies and other explanatory notes for the financial year ended 30 June 2012.

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

The Committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the Associations Incorporation Act 1981, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error. In Note 1, management also states in accordance with Accounting Standard AASB 101: Presentation of Financial Statements, that the financial report complies with International Financial Reporting Standards.

### **Auditor's Responsibility**

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

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

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

### **Independence**

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

The accompanying notes form part of the financial statements.

## Institute of Water Administration Inc. Independent Auditor's Report to the Members

### Auditor's Opinion

In our opinion:

- (i) The financial report gives a true and fair view of the financial position of Institute of Water Administration Inc. as 30 June 2012, and of its performance and its cash flows for the year ended in accordance with the Australian Accounting Standards and the Associations Incorporation Act 1981; and
- (ii) the financial report also complies with International Financial Reporting Standards as disclosed in Note 1.

Signed on : 12TH NOVEMBER 2012

Christopher Falkingham

Christopher Falkingham FCA & FCPA,

Balance Corporation Pty. Ltd.

144 Cochranes Road, Moorabbin Vic. 3189

**Institute of Water Administration Inc.**  
**Compilation Report to Institute of Water Administration Inc.**

We have compiled the accompanying special purpose financial statements of Institute of Water Administration Inc., which comprise the Income and Expenditure Statement and Balance Sheet as at 30 June 2012, a summary of significant accounting policies and other explanatory notes. The specific purpose for which the special purpose financial statements have been prepared is to provide financial information to the committee of management.

*The Responsibility of the Committee of Management*

The committee of management is solely responsible for the information contained in the special purpose financial statements and has determined that the basis of accounting adopted is appropriate to meet the needs of the committee of management for the purpose of complying with the association's constitution.

*Our Responsibility*

On the basis of the information provided by the committee of management, we have compiled the accompanying special purpose financial statements in accordance with the basis of accounting and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information which the committee of management provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The special purpose financial statements were compiled exclusively for the benefit of the committee of management. We do not accept responsibility to any other person for the contents of the special purpose financial statements.



---

Michael McClaren

Balance Corporation Pty Ltd

144 Cochranes Road

Moorabbin VIC

8 November, 2012

**Institute of Water Administration Inc.**  
**Income and Expenditure Statement**  
**For the year ended 30 June 2012**

	2012	2011
	\$	\$
<b>Income</b>		
Membership Dues	48,170.02	18,699.85
Conference Revenue -February	46,543.54	41,318.16
Conference Revenue - June	37,907.53	31,511.96
Conference Revenue -November	27,953.10	25,649.45
Interest received	3,985.07	3,549.30
Other income	2,642.27	1,602.83
Total income	167,201.53	122,331.55
<b>Expenses</b>		
Conference Expenses - February	46,070.58	43,437.89
Conference Expenses - June	43,474.64	32,693.04
Conference Expenses - November	41,052.18	34,469.41
Audit fees	340.00	260.00
Awards and Certificates	7,000.00	7,000.00
Bank Fees And Charges	119.00	26.75
Honoraria	2,550.00	2,250.00
Printing & stationery	311.00	565.00
Software Costs	268.18	250.00
Sundry expenses	926.22	526.36
Travel, accom & conference	3,820.45	3,145.73
Total expenses	145,932.25	124,624.18
<b>Profit from ordinary activities before income tax</b>	<b>21,269.28</b>	<b>(2,292.63)</b>
Income tax revenue relating to ordinary activities		
<b>Net profit attributable to the association</b>	<b>21,269.28</b>	<b>(2,292.63)</b>
<b>Total changes in equity of the association</b>	<b>21,269.28</b>	<b>(2,292.63)</b>
Opening retained profits	133,173.59	135,466.22
Net profit attributable to the association	21,269.28	(2,292.63)
<b>Closing retained profits</b>	<b>154,442.87</b>	<b>133,173.59</b>

The accompanying notes form part of these financial statements.

## Past Presidents, Secretaries and Treasurers

YEAR	PRESIDENT	SECRETARY/PUBLIC OFFICER	TREASURER
1967-68	J.C.G. Aplin	I.M. Symington	-
1968-69	A.P. Brumley	R.H. Leslie	-
1969-70	A. Dewar	R.A. Fletcher	-
1970-71	A.L. Carr	R.A. Fletcher	-
1971-72	N.P. Haymes	F.D. Trainor	-
1972-73	E.J. Austin	J.C. G. Aplin	-
1973-74	R.H. Leslie	C.J. Paterson	-
1974-75	R.A. Fletcher	A.L. Carr	J.C. Maglen
1975-76	F.D. Trainor	G.G. Scott	J.C. Maglen
1976-77	J.C. Maglen	G.G. Scott	G.J. Kerr
1977-78	E.J. Robbins	A.R. Edwards	G.J. Kerr
1978-79	B.E. Leach	A.R. Edwards	G.J. Kerr
1979-80	R.E. Dudley	N.R. Illig	E.J. Robbins
1980-81	A.R. Edwards	B.E. Leach	E.J. Robbins
1981-82	E.J. Austin A.R. Edwards	B.E. Leach	E.J. Robbins
1982-83	J.C. Maglan	B.E. Leach	E.J. Robbins
1983-84	L.C. Spitty	B.E. Leach	E.J. Robbins
1984-85	D.J. Roberts	B.E. Leach	L.J. Gleeson
1985-86	J.T. Wilkinson	B.E. Leach	L.J. Gleeson
1986-87	R.E. Dudley	B.E. Leach	J.C. Maglen
1987-88	L.J. Gleeson	B.E. Leach	J.C. Maglen
1988-89	R.A. Jordon	B.E. Leach	J.C. Maglen
1989-90	J.B. O'Brien	B.E. Leach	J.C. Maglen
1990-91	M.W. Brown	B.E. Leach	G.J. Kerr
1991-92	W.J. Hobson R.A. Fletcher	B.E. Leach	G.J. Kerr
1992-93	G.I. Keith	R.A. Fletcher	G.J. Kerr
1993-94	J.F. Martin	R.A. Fletcher	G.J. Kerr / J.T. Wilkinson
1994-95	N.P. Brennan	R.A. Fletcher / D.R. O'Doherty	J.T. Wilkinson
1995-96	R.A. Jordan	D.R. O'Doherty/R.D. Anderson	J.T. Wilkinson
1996-97	J.T. Wilkinson	R.D. Anderson	R.A. Jordan
1997-98	L.J. Gleeson	R.D. Anderson	R.A. Jordan
1998-99	D.J. Roberts	R.D. Anderson	R.A. Jordan
1999-2000	J.F. Martin	M.J. Wooten	R.A. Jordan
2000-01	D. Cavagna	M.J. Wooten	L.B. McLean
2001-02	R. Leamon	M.J. Wooten / P.A. Quinn	L.B. McLean
2002-03	R. Worland	P.A. Quinn	L.B. McLean
2003-04	L. Gleeson	P.A. Quinn	L.B. McLean / A. Hunt
2004-05	J.T. Wilkinson	P.A. Quinn	A. Hunt
2005-06	D. Heeps	P.A. Quinn	A. Hunt
2006-07	L.B. Mclean	P.A. Quinn	A. Hunt
2007-08	L. Mathieson	P.A. Quinn	A. Hunt
2008-09	I. Johnson	S. Johnston / K. Calvi	A. Hunt / D. Cappellari
2009-10	P. Quinn	S. Johnston / K. Calvi	D. Cappellari
2010-11	L. Mathieson	S. Johnston / K. Calvi	D. Cappellari
2011-12	L. McLean	S. Johnston / K. Calvi	D. Cappellari





**Institute of Water  
Administration**