



Institute of Water
Administration

Governance and Operations Manual

3 April 2025



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Version History

Version	Comment	Changes
1	Final to IWA Board for approval on 3 April 2025	
2	Changes as approved by IWA Board on 3 April 2025	Inclusion of Not-for-Profit section Minor wordsmithing changes Inclusion of objectives for most of the SIG Charters that were previously missing



1 Introduction

This Governance and Operations Manual has been developed to assist in the transfer of knowledge about governance and operating processes of the Institute of Water Administration (IWA) Incorporated.

The IWA Board (including President and Vice-President), Secretary, Treasurer, Special Interest Group (SIG) Convenors can change reasonably frequently and practices, as well as the history behind practices, can get lost in transition.

This manual should assist inducting new people into key roles of the IWA and act as a point of truth and common understanding.

The preparation of the governance content of this manual has been crafted to ensure it is consistent with the Rules of Association, however care should be taken to refer to the Rules of Association when undertaking any formal governance activities, such as elections.

An annual update to this manual is included in the Annual Calendar (Section 8.7 below) to ensure the manual remains contemporary and useful for water professionals, IWA office holders and SIG Convenors into the future.

2 About Us

The IWA's primary objective is to advance the standards of management within the water sector and make an active contribution to the future directions of the industry.

We do this by having:

- A strong vision and framework that connects our industry and our people
- Collectively work on current and future challenges
- Create an agile industry that will continue to benefit the community and the environment.

We bring people together to build connections and create forums to enable our people to be heard, influence, lead, learn and make an impact to the benefit of customers and the community.

We regularly review our service offering to ensure we stay relevant in changing times and to ensure that the IWA continues to meet the needs of our members and the wider industry.

The IWA's services are achieved through a Board consisting of up to ten elected representatives and two appointed representatives in addition to a Treasurer and Secretary from amongst the Victorian water industry. The Board members volunteer their time and expertise to deliver the IWA's services.

2.1 Not for Profit

The IWA is a not-for-profit association and has strong links to both the Victorian Water Industry Association (VicWater), the Victorian branch of the Australian Water Association (AWA) and the Water Operations Industry Association (WIOA).

As a not-for-profit entity:

- (a) The income and property of the IWA must be applied solely towards the Purpose.



- (b) No part of the income or property of IWA may be paid or transferred directly or indirectly to Members or Board of Directors by way of dividend, bonus or other profit distribution in their capacity as Members or Board of Directors.
- (c) Rule (b) does not stop the IWA from making a payment:
 - (i) to a Member for goods or services provided or expenses properly incurred at fair and reasonable rates or rates more favourable to IWA.
 - (ii) to a Member in carrying out IWA's Purpose.
 - (iii) of premiums for insurance indemnifying Board of Directors to the extent allowed for by law and this Governance and Operations Manual.
 - (iv) of reimbursement of expenses properly incurred in performing a duty as a Board of Director
 - (v) with the prior approval of the Board of Directors to the Secretary and Treasurer of an honorarium.



3 History

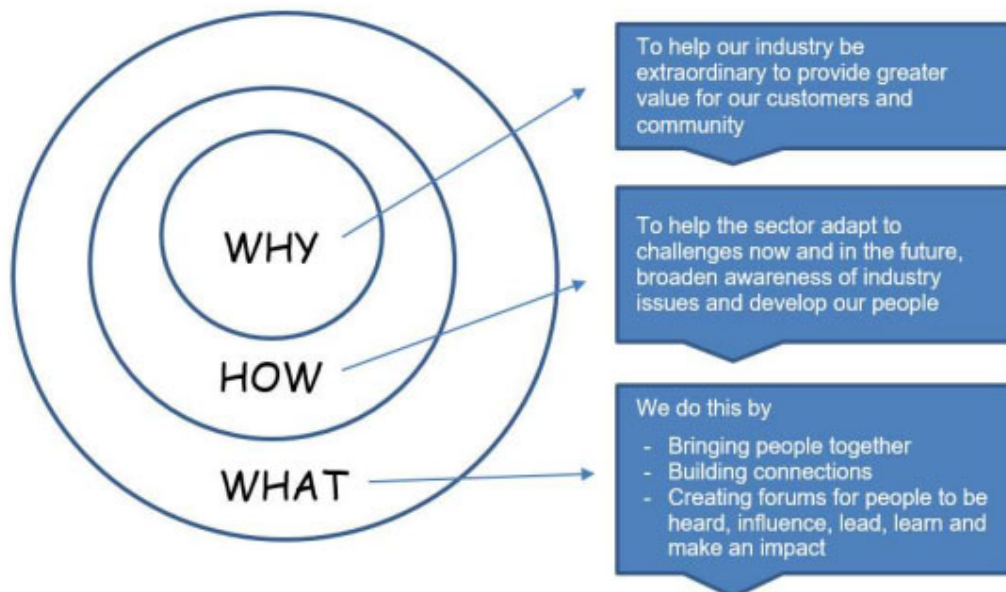
The IWA has a proud history, starting as a group of Water and Sewerage Trust Secretaries in Gippsland coming together in 1967 to share ideas and experiences to improve their individual and collective administrative capability and performance.

During the next couple of decades, the IWA became a statewide body and played a leading role in developing skills and networks which helped the industry transform during the 1980's and early 90's. By the mid 1990's the reform of the industry had reduced the number of Water Authorities by about 80%, and the IWA faced significant challenges with membership and attendances.

In 1997, the IWA responded to these challenges by undertaking a strategic planning process, which amongst other things, led to the creation of SIGs, which have continued to grow and provide a unique learning and networking platform for the Victorian water industry since then.

To ensure that the IWA continued 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.



Fast forward to the present, the IWA and its twelve (12) different SIGs, in collaboration with VicWater, WIOA and the Victorian Branch of the AWA is going stronger than ever.

4 Statement of Corporate Intent

Vision – of the people, for the people			
To be recognised by the water industry in Victoria as the key forum for sharing information, networking and learning for management and water professionals.			
Purpose			
We exist to help the sector adapt to challenges now and in the future, broaden awareness of industry issues, and develop our people for the benefit of the community and the environment.			
Approach			
We bring people together to build connections and create forums to enable our people to be heard, influence, lead, learn and make an impact. We do this through:			
Special Interest Groups	Functions (Dinners)	Conferences	Development Awards
Connecting practitioners to explore industry wide issues, solve problems, and build networks	Celebrating, building networks across leadership levels and organisations	Creating forums to expand and develop our people, build networks across leadership levels and organisations	Offering awards that promote and develop our people
Offering			
12 Special Interest Groups: <ul style="list-style-type: none"> • Corporate Governance • Customer Service • Development Services • Educators • Energy & Greenhouse • Environment • Executive Assistants • Finance • Human Resources • Information Technology • PR/Communications • Technical Services 	Celebrations to acknowledge the achievements of the IWA and recognise the SIGs Acknowledge those who have played a significant role in the water industry i.e. Laurie Gleeson Dinner	Conferences and Virtual Preliminary speakers at SIG events	Sponsor the WIOA Operators Award Laurie Gleeson Development Award



5 Rules of Association

The Institute of Water Administration Incorporated's Rules of Association is available from the IWA [website](#).

The Rules of Association include provisions for:

- The purpose of the IWA
- Powers including managing finances
- Defining classes of membership
- Membership management (applying, resigning, expulsion, ceasing, grievance procedure, register of Members, subscriptions and fees)
- Annual General Meeting and General Meetings
- Conferences and events including setting fees
- Special Interest Groups
- Awards and Recognition
- Establishment of a Board of Directors
- Removal of Directors
- Board meetings
- Financial Records and Reporting
- Winding Up or Cancellation

Relevant sections of the Rules of Association have been summarised and included in this manual, however, care should be taken to refer to the Rules of Association when undertaking any formal governance activities, such as elections.

6 General Meetings

The Board sets the dates for the holding of General Meetings each calendar year, including the Annual General Meeting, which must occur at least once every 12 months.

The Board may also call Special General Meetings. It will also call a Special General Meeting within one month of receiving a request to do so signed by more than half of the number of Members with voting rights at the Association.

The ordinary business of meetings shall be to:

- receive, consider and approve the minutes of the previous Meeting
- receive any committee reports
- receive and put motions to the vote of the Members
- in the case of the Annual General Meeting:
 - receive committee reports upon the transactions of the Association during the preceding Financial Year
 - announce the results of the election of Elected Directors
 - receive and consider financial statements which the *Associations Incorporation Reform Act 2012* requires to be prepared
 - conduct such other business as the Board considers appropriate.

A quorum for any General Meeting is twelve (12) Members holding voting rights present in person, by representative or by proxy.

6.1 Voting Eligibility and Entitlements

A Member (other than an Honorary Member or an Employee Member) is entitled to vote in a General Meeting.

A Member of the Association who is entitled to vote has the right:



- to receive notice of General Meetings and of proposed special resolutions in the manner and time prescribed by these Rules
- to submit items of business for consideration at a General Meeting
- to attend and be heard at General Meetings
- to vote at a General Meeting
- to have access to the minutes of general meetings and other documents of the Association
- to inspect the register of Members
- to nominate qualified persons for the position of Elected Director
- to be a recipient or apply for any awards offered by the Association from time to time.

A Member (other than an Honorary Member or an Employee Member) has a single vote in any meeting with exception of the Chairperson. To avoid confusion, a Representative who is also an Individual Member, Associate, Fellow or Honorary Life Fellow may cast a vote in their capacity as a Representative and may cast another vote in their capacity as an Individual Member, Associate, Fellow or Honorary Life Fellow.

A Corporate Member that is a water corporation in Victoria may appoint a person to be the Representative of the Corporate Member to attend and shall have the right to cast a single vote.

An Honorary Member is entitled to attend but has no voting rights and is not entitled to be nominated or elected to the Board but may hold the position of Secretary or Treasurer.

An Employee Member is entitled to attend but shall have no voting rights in the proceedings of the Association and shall not be entitled to be nominated or elected to the Board. An Employee Member may attend conferences and events offered by the Association.

6.2 Voting

Clause 19 of the Rules of Association sets out the voting process.

A vote shall require a proposer and a seconder, be made by a show of hands and at the declaration of the Chairperson the resolution may be carried unanimously, carried by a particular majority or lost.

In the case of an equal number of votes the Chairperson of the Meeting shall have a second or casting vote.

All matters put to a vote shall be decided by a simple majority of those present at the meeting except:

- any motion for the winding up of the Association
- any motion to amend these Rules
- any other motion for which the Act requires a special resolution.

A Member may appoint another Member as his or her proxy to vote and speak on his or her behalf. A Member not physically present at a General Meeting may be permitted to participate in the meeting using technology.

6.3 Minutes

The Board must ensure that minutes are taken and kept of each General Meeting. The minutes must record the business considered at the meeting, any resolution on which a vote is taken and the result of the vote.



In addition, the minutes of each Annual General Meeting must include:

- the names of the Members attending the meeting
- proxy forms given to the Chairperson
- the financial statements submitted to the Members
- the certificate signed by two Board members certifying that the financial statements give a true and fair view of the financial position and performance of the Association
- any audited accounts and auditor's report or report of a review accompanying the financial statements that are required under the Act.

6.4 Auditors

An auditor will be appointed at the Annual General Meeting to audit or review the Association's financial statements in accordance with the Act.

If the auditors appointed by the Annual General Meeting cease to act in that capacity the vacancy shall be filled by the Board appointing an alternative auditor or auditors.

7 Membership

The IWA has several membership categories. Current Members to 30 June 2024 are included in Attachment 1.

The membership categories are listed in the Rules of Association and summarised in the following sections.

7.1 Honorary Life Fellow (F.I.W.A. Hon.)

An individual who has been nominated for such Membership class by the Board in its absolute discretion on the basis that the person has rendered such services to the Association or possesses such knowledge and experience of and connected with the provision of Water Administration as entitles the person to that distinction and after such nomination election shall occur only by a majority vote of those Members present at a General Meeting.

7.2 Fellow (F.I.W.A.)

An individual who has been elected to that Membership class by the Board on the basis that the person:

- holds an approved certificate of qualification as determined acceptable by the Board
- is and has been for a period of not less than ten (10) years in a fulltime capacity (or equivalent accepted by the Board) involved in Water Administration
- has held the Membership class of Associate for at least five (5) years; or has rendered such services in the field of Water Administration or for the Association in particular which in the opinion of the Board entitles the person to such a distinction, which may include serving the role of President.

7.3 Associate (A.I.W.A.)

An individual who has been elected to that Membership class by the Board on the basis that the person:

- holds an approved certificate of qualification as determined acceptable by the Board



- is and has been for a period of not less than five (5) years employed in a full-time capacity (or equivalent accepted by the Board) in Water Administration by a Water Organisation
- has held the Membership class of "Individual Member" for at least three (3) years; or has rendered such services in the field of Water Administration for the Association in particular which in the opinion of the Board entitles the person to such distinction, which may include serving the role of a Director.

7.4 Individual Member (M.I.W.A.)

An individual who applies for Membership in this class and has been elected to that Membership class by the Board on the basis that the person holds an approved certificate of qualification as determined acceptable by the Board.

7.5 Corporate Member (M.I.W.A. Corp.)

Any Federal or State Government Department, Authority, Trust, Statutory Body, or other corporation, partnership, association or business entity, which has made application to the Association and the Board elects that person to such Membership class.

7.6 Employee Member (M.I.W.A. Emp.)

A person who is an Employee from time to time of a Corporate Member from time to time.

7.7 Honorary Member (M.I.W.A. Hon.)

A person nominated by the Board who in the opinion of the Board has rendered such service to the Association or Water Administration generally or possesses such knowledge and experience of and connected with the profession of Water Administration as reasonably entitles that person to the distinction and after such nomination of the Board the election to Membership shall occur only by a majority vote of those Members present at a General Meeting.

7.8 Retired Designation

Any person who held Membership under any class of Membership and permanently retires and wishes to maintain their Membership who has applied to the Board which shall in its discretion be entitled to classify that Member as retired.

A retired Member may add "Ret." to Membership designation e.g. A.I.W.A.- Ret.

7.9 Membership Lapse

Any Member who fails to pay on any subscription, joining fee or other fee levied by the Association shall regardless of any other action taken by the Association or Board be expelled from Membership if they fail to pay the relevant fee within the Financial Year it became due.

7.10 Membership Application, Resignation and Expulsion

A person seeking to be admitted as a Member or to change their Membership class, may apply for such admission or change in writing to the Secretary in the form and together with such information and references as the Board from time to time shall require.



Any application for such Membership shall be accompanied by the application fee and annual subscription set by the Board from time to time applicable to the class of Membership sought.

The Board may approve or refuse any application for Membership and shall not be required to give any reason for its refusal.

A Member may resign from the Association by giving not less than one month's notice in writing to the Secretary.

The Rules of Association (Clause 10) sets out the processes for expelling or fining a Member.

7.11 Register of Members

The Secretary is to keep a register of Members including:

- the name and address of each Member
- the date of which the person was entered on the register as a Member
- the dates for any changes in Membership class or classes
- the date on which the person ceased to be a Member.

7.12 Membership Fees

The Board may from time to time set fees in relation to the following:

- Annual subscriptions for the respective Membership class in respect of each Financial Year
- Application and entrance fees in respect of the relevant Membership class
- Any other fees or levy applicable from time to time.

In setting fees, the Board must take into consideration:

- The financial position of the Association at that time
- The extent of programs and services it plans to deliver during the year
- Any other future liabilities
- Any other aspects the Board considers appropriate.

The subscriptions / fees of the Association must be approved by the Board at a Meeting prior to the end of the financial year.

The Secretary must notify each Member or applicant for Membership as soon as practicable after the fixing of any fee, the nature of the fee and its due date for payment.

Each Member (or applicant for Membership) after receipt of notification of the relevant fee must pay the fee:

- in relation to annual subscriptions within one month of receipt of notice of that annual subscription
- in relation to any other fees by the due date indicated on the particular notice.

Where any [new] fee or levy under is proposed to be imposed on Members or a particular class of Member, the proposal to make such a levy or fee shall be referred to a General Meeting which will make the final decision by way of a simple majority vote of Members present at the meeting.

The Board may in its absolute discretion in any particular case if in its opinion if circumstances warrant it remit or excuse the payment of any fee or part thereof.

Employee Members will not be required to pay any subscription, fees or levy.



8 Board of Directors

The Board shall control and manage the business and affairs of the Association, subject to the Rules, the Regulations and the Act.

The Board may delegate to a member of the Board, a subcommittee or staff, any of its powers and functions other than this power of delegation or a duty imposed on the Board by the Act or any other law.

8.1 Board Membership

The Board shall consist of twelve (12) Directors and shall include:

- A President, being an Elected Director
- A Vice President, being an Elected Director
- Eight other Elected Directors
- Two Appointed Directors appointed by the Board from time to time based on the skills, background and expertise deemed necessary or desirable by the Board (including, without limitation, to complement the Elected Directors) for the effective operation of the Board. An Appointed Director need not be a Member.

An Elected Director shall hold office for three years between Annual General Meetings.

An Appointed Director may hold office for a period of up to three years.

8.2 Board Nomination and Election

Within two (2) months of an Annual General Meeting (AGM), a notice sent to all Members providing the following:

- calling for nominations for election to the Board
- indicating which Elected Directors would be resigning and retiring, and indicating which will be remaining
- requiring nominations to be lodged with the Secretary no later than one (1) calendar month prior to the Annual General Meeting
- Each Nomination shall be in writing and shall incorporate
 - the signature (indicating consent) of the person to be nominated
 - the signature of two Members of any Membership class.

If the number of applicants exceeds the positions vacant, the Secretary shall, with other papers Associated with the AGM, send to each Member a ballot paper.

The Returning Officer (Secretary or other person appointed by the Board) shall count the votes cast by postal ballot and shall provide to the Chairperson a statement indicating the number of votes cast for each candidate.

At the Annual General Meeting, the returning officer shall declare elected to the Board the relevant five Members receiving the greatest number of votes.

In the event of a tied vote to fill any required vacancy the Returning Officer shall have the casting vote. Where the positions will be for different periods, the candidates receiving the greatest number of votes will receive the longest terms.

8.3 Ceasing to be a Director

The office of Director shall be deemed to be vacated and the Director disqualified if that person:



- holds any office of profit under the Association
- becomes bankrupt or makes an arrangement or composition with creditors generally
- conducts themselves in a manner contrary to the purposes and Rules of the Association
- is of unsound mind
- resigns the office by notice in writing to the Association
- in the case of an Elected Director — ceases to be a Member
- is deceased
- fails to attend any two (2) consecutive Board Meetings in a year or any two (2) meetings (other than Board Meetings) in succession without the prior written approval of the Board
- is directly or indirectly interested in any contract with the Association and fails to declare the nature of that interest in the manner similar to that under the Water Act 1989.

8.4 Casual Vacancy

A casual vacancy exists if:

- insufficient nominations are received to fill a vacancy on the Board at an Annual General Meeting
- any Director resigns from their position as a Director
- any Director ceases to be eligible to be a Director, then that position becomes a casual vacancy.

If there is a casual vacancy on the Board:

- in the case of the President, Vice President – the Board may appoint an Elected Director to fill that vacancy, and that person’s previous position becomes a casual vacancy
- in the case of any Elected Director other than the President and Vice President – the Board may appoint any eligible Member to fill that vacancy.
- in the case of any Appointed Director – the Board may appoint a person

Any person appointed as a Director under the above shall hold office until the next Annual General Meeting, at which time a replacement will be elected to serve the balance of the original Director’s term of office.

8.5 President, Vice President, Secretary and Treasurer Appointment

The Board shall appoint:

- two Elected Directors to the position of President and Vice President.
- a Secretary and Treasurer of the Association. The person so appointed may or may not be Members, and the same person may be appointed to both positions.

The Board may pay each person appointed such remuneration to the Secretary and Treasurer (if any) as it thinks fit. Current practice is to pay an honorarium to the Secretary and Treasurer.

8.6 Board Meetings

The Board shall meet not less than three (3) times per year and conduct of any meeting of Board shall be carried out in the manner the Board thinks fit.



Any questions arising at a Board Meeting shall be determined by a simple majority of Directors present and in the case of an equality of votes the Chairperson shall have the casting vote.

A quorum for a Board Meeting is five Directors.

8.7 Annual Calendar

An annual calendar has been developed to ensure the IWA and Board undertake its roles and responsibilities in a systematic way.

Month	Event
January	March Plenary Working Group meeting (and liaison with SIG Convenors)
February	Nil
March	Plenary, SIG meetings
April	Board meeting: <ul style="list-style-type: none"> • Succession planning • Set Budget for next FY • Set Membership Fees for next FY • Set Honorarium for next FY • July Plenary Working Group formation • November Conference Working Group formation • March Plenary Report incl SIG minutes • VicWater Service Level Agreement Review
May	July Plenary Working Group meeting (and liaison with SIG Convenors)
June	Nil
July	Plenary, SIG meetings Annual Update to VicWater MDs Forum
August	Board meeting: <ul style="list-style-type: none"> • Approval of Member Awards (and award sponsorship) • AGM Planning • Audited accounts review • VicWater Service Level Agreement review • July Plenary Report incl SIG minutes • Appointment of President and Vice-President to commence following AGM (and subject to election result at AGM) • Consideration of Auditor for next FY (to AGM)
September	SIG Convenor and November Conference Working Group meeting
October	Call for Board nominations Election Notice (if required) AGM Notice
November	SIG Convenor and Board member dinner Conference and Conference dinner SIG Meetings Annual General Meeting: <ul style="list-style-type: none"> • Annual Report <ul style="list-style-type: none"> ○ Presidents Report ○ Financial Statements ○ SIG Annual Report • Appointment of Auditor • Results of Board Elections • Announcement of President and Vice-President

Month	Event
December	Board meeting: <ul style="list-style-type: none"> • Conference Report and SIG Minutes • Program dates for next calendar year including events, Board meetings and AGM • March Plenary Working Group formation • Review and update this Governance and Operations Manual Induct new Board members

Board meeting Agenda standing items:

- Declaration of Conflicts of Interest
- Minutes of previous meeting
- Actions Items
- Secretary's report, including current and past office holders, Director terms, program dates
- Finance report, including YTD results, debtors, cashflow
- Partner Updates
- Membership management including applications (as they arise)

8.8 Role Statements

The following role statements are provided to increase awareness and understanding of the incumbents. The role statements have been shaped by the requirements within the Rules of Association, good governance and current practices.

8.8.1 Role of the Board

The Board's primary role is to control and manage the business and affairs of the Association, subject to the Rules, the Regulations and the Act.

It makes strategic decisions and is focused on creating Member value.

The Rules of Association identify the following specific activities for the Board:

- Make decisions on membership
- Set subscription fees and levies
- Set dates for meetings, including the AGM
- Offer conferences and events
- Establish Special Interest Groups
- Make available Awards to Members
- Appoint a President and Vice President
- Appoint a Secretary and Treasurer
- Ensure the requirements relating the financial statements are met

8.8.2 Role of a Director

The role of individual Directors will include the following:

- Accept ultimate accountability for all Board matters, recognising that the Directors are jointly and severally responsible for all decisions taken by the Board.
- Recognise, understand and comply with their legal and fiduciary responsibilities including but not limited to:
 - Acting with care, diligence and skill
 - Acting in the best interests of the IWA
 - Making proper use of position and information
 - Acting with fairness and impartiality
 - Demonstrating financial responsibility



- Acting with honesty and integrity
- Managing Conflicts of Interest
- Directors are expected to be diligent, punctual and attend regularly for the full extent of Board meetings and to be willing to contribute between meetings if required. Directors should come fully prepared for Board meetings.

8.8.3 President Role

The President's primary role is to ensure the integrity of the Board's governance performance through effective management of the Board's processes.

The roles includes:

- Setting the cultural tone of the Board including developing and embedding values as well as encouraging performance
- Manage and lead Board processes
- Representing the IWA to outside parties from time to time
- Managing key stakeholder relationships
- Working with the Secretary on the Board Agenda

The President has no authority to alter, amend or ignore Board processes.

8.8.4 Vice President Role

The purpose role is to:

- Provide support, and serve as deputy, to the President.
- Lead the Board (e.g., meetings, decision making) where the President is absent; or unable, or unwilling, to preside due to a conflict of interest.
- Create governance succession capacity as a future President (subject to subsequent Board decisions).

8.8.5 Secretary Role

The role and specific activities of the Secretary is identified through-out the Rules of Association, but generally includes and is summarised as:

- Administrative tasks: Recording the association's activities with Consumer Affairs Victoria (CAV) to ensure legal obligations are met. This includes lodging annual statements, notifications of change, and other documents with CAV.
- Meeting management: Calling and convening meetings, preparing agendas, taking and recording meeting minutes, and making them available to Members.
- Membership management: Keeping the register of Members, managing membership.
- Correspondence: Sending and receiving letters, emails, and other documents.
- Advising: Advising the President or Treasurer on urgent matters.
- Committee nominations: Taking nominations for the committee and coordinating the election process.
- Special resolutions: Notifying the association of special resolutions to wind up the association or distribute its assets.

The Secretary also assists in event coordination.

8.8.6 Treasurer Role

For each financial year, the Board must ensure that the requirements under the Act relating to the financial statements are met.

Those requirements include:

- the preparation of the financial statements



- if required, the review or auditing of the financial statements
- the certification of the financial statements by the Board
- the submission of the financial statements to the Annual General Meeting of the Association.
- the lodgement with the Registrar of the financial statements and accompanying reports, certificates, statements and fee.

The Treasurer must keep in their custody, or under their control the financial records for the current financial year; and any other financial records as authorised by the Board.

It is the responsibility of the Treasurer:

- to report on the finances of the Association:
 - a) to the Board at regular intervals, and when requested by the Board to do so
 - b) to General Meetings when requested by the Board to do so
- to present a report on the financial statements to the Annual General Meeting.
- to confer regularly with the Secretary about the financial circumstances of the Association and the performance by the Secretary of the Secretary's responsibilities under this clause.
- collect and receive all payments due to the Association and make all payments authorised by the Association.
- keep correct accounts and books showing the financial affairs of the Association with full details of all receipts and expenditure arising from the activities of the Association.

9 Special Interest Groups

The IWA has Special Interest Groups (SIGs) in order to advance the professional development of Members and other water professionals.

Special Interest Groups:

- May adopt their own rules with the approval of the Board
- Meetings may be held in conjunction with any or all the conferences or events run by the Association
- Will appoint their own Chairperson (called a SIG Convenor)
- Will report to the Board on the attendees, discussions items and any other matters no later than the next Board Meeting.

The President (or their nominee) has the right to attend a SIG meeting as an ex-officio member of the group to discuss issues, directions and any other matters pertaining to the purposes of the Association.

The IWA currently supports twelve (12) Special Interest Groups (SIGs). Each SIG meets three (3) times a year (March, July and November) in conjunction with the IWA plenary sessions and November conference.

9.1 SIG Charters

Each SIG is to have a Board approved Charter which outlines:

- Purpose - a forum for sharing information, networking and professional development on governance issues, trends and best practice in the Victorian water industry
- Objectives – a list of the topics to focus on
- Activities – key activities of the SIG
- Timeframe – nominally ongoing
- Membership – who may attend and guests



- Policies – can create policies but must be approved by the Board
- Meetings – nominally three meetings a year, but can call additional meetings
- Annual Reports – preparation of an Annual Report for including it the IWA Annual Report
- Meeting Procedures
- Minutes – minutes of meeting are to be kept
- Confidentiality
- Approval and Amendment – regular review of the charter and approval by the IWA Board.

The Governance SIG Charter is attached in Appendix 2 as an example template Charter.

Charters are to be reviewed as required and, at least, every two years. Once amended, the Charter will be submitted to the IWA Board for approval.

9.2 Current SIGs

The IWA currently has twelve (12) Special Interest Groups (SIGs) as outlined below.

Special Interest Group	Stated Objective
Corporate Governance	To consider and gain continuous improvement in governance topics of value to the Victorian water corporations, including: <ul style="list-style-type: none"> • Board meeting process • Acts, regulations and compliance activities across the industry • Best practice governance practices • Forum issues applicable to all businesses such as policies, appointment processes, storage of information etc.
Customer Service	To consider and gain continuous improvement in Customer Service topics of value to the Victorian water corporations, including but not limited to: <ul style="list-style-type: none"> • Customer Experience uplift • Customer Support including hardship and support for vulnerable customers • Collections including escalation pathways • Vulnerability and accessibility • Family & Domestic Violence and Safety By Design • Complaints • Billing, collection and CRM Systems and processes • Emerging issues for customer domains • Regulatory environment including upcoming changes • Emergency / event preparedness • Advocate as an industry for issues important to us and our customers.
Developer Services	To consider Development Services issues relevant to the Victorian Water Corporations, including: <ul style="list-style-type: none"> • Share practices, experiences and knowledge for the benefit of other Water Corporations across land development and new connections functions • Collaboration on common challenges and opportunities • Considering common ways of working for consistent and efficient service delivery • Exploring industry trends and developments through the availability of data and information • Managing impacts Industry level stakeholders have on Water Corporations, such as regulators and other government departments

Special Interest Group	Stated Objective
Educators	<p>To consider Education issues relevant to the Victorian Water Corporations, including:</p> <ul style="list-style-type: none"> • Statement of Obligations (SoO) requirements • Identification of water education areas of importance that require coordinated industry policy or practice • Building and maintaining relationships • Maintain links with the Australian Water Association’s Water Education Specialist Network • National Water Week planning and activities • Working together to achieve productivity savings • Australian Curriculum, and any other emerging curriculum, implementation and development
Energy & Greenhouse	[Need to locate]
Environment	<p>To consider Environmental and Regulatory issues relevant to the Victorian Water Corporations, including, but not limited to:</p> <ul style="list-style-type: none"> • Environment Protection Authority • Emerging contaminants • Groundwater contamination • Organisational environmental risk • Environmental Management Systems • Environment Protection Act and other legislation. • Knowledge sharing between authorities • Asbestos and other prescribed waste management • Treated effluent discharge
Executive Assistants	<p>The EA SIG will ensure ongoing professional development of its members. This will take the form of a workshop held once a year.</p> <p>To consider and gain continuous improvement in Executive Assistant SIG issues relevant to the Victorian water corporations, including:</p> <ul style="list-style-type: none"> • Board meeting process • Acts, regulations and compliance activities across the industry • Best practice governance practices • Forum issues applicable to all businesses such as policies, appointment processes, storage of information etc
Finance	<p>To consider Finance and Procurement issues relevant to the Victorian Water Corporations, including:</p> <ul style="list-style-type: none"> • Industry and Regulatory Updates • Accounting Policy and Standard changes • Networking with peers
Human Resources	<p>To consider Human Resources issues relevant to the Victorian Water Corporations, including:</p> <ul style="list-style-type: none"> • Fostering strong relationships between human resource practitioners in the Water Sector • Workforce Planning & Development • Industrial Relations • Aging Workforce Issues • Recruitment & Retention • Enterprise Bargaining • Networking with key Government departments • Information sharing for Best Practice in Human Resources

Special Interest Group	Stated Objective
Information Technology	To consider Information Technology issues relevant to the Victorian Water Corporations, including: <ul style="list-style-type: none"> • Information Technology Trends • Information Management • Project Management • Change Management • Governance • Vendor Experiences • Opportunities for Collaboration / Co-operation • Professional Development Opportunities
PR/Communications	[Need to locate]
Technical Services	To consider Technical Services issues relevant to the Victorian Water Corporations, including: <ul style="list-style-type: none"> • asset management; asset planning, technical, economic and financial project definition • asset management systems; policies, processes, computer-based and other support tools • strategic planning; master planning, development planning, sewerage system management plans • capital works and project delivery • service delivery, operation and maintenance • treatment facilities and processes • risk management • environmental management • resourcing, engineering and technical-related functions • changes to regulations, legislation or codes of practice

9.3 SIG Meeting Practices and Flexibility

As per their respective Charters and current practices, the SIGs meet three (3) times a year aligned with the March Plenary (virtual), July Plenary (virtual) and November conference (in-person).

For the in-person SIG meetings associated with the November conference, the conference organisers will organise a meeting room for the SIGs.

A SIG has flexibility to call additional meetings as it sees fit, whether that be virtual or in-person. If the additional meeting is in-person, the SIG Convenor will be responsible for organising a venue.

A SIG may also decide to meet in-person at the March or July plenary sessions, noting that the SIG Convenor will be responsible for organising a suitable venue.

An invitation to attend a SIG Meeting is circulated prior to the meeting and attendees are to register their attendance as outlined in the invitation. This is important to capture attendance, but also to ensure meeting room capacity for in-person meetings.

9.4 SIG Annual Report

Each SIG is to prepare an annual report for including into the IWA's Annual Report to the Annual General Meeting (the AGM is typically held in November coinciding with the November Conference).

The SIG Annual Report is to be prepared by the SIG Convenor and is a report on the group’s functions for the prior financial year including outcomes on all meetings, topics and emerging issues the group addressed.

9.5 New SIGs

New SIGs have been created over time and typically are in response to an emerging need identified by Members.

The formation of a new SIG requires a proposal to be prepared for Board consideration. The proposal needs to provide relevant information including:

- The focus area of the SIG and how that relates to the activities of Members
- Demonstration of the level of interest in participating in the SIG by Members or prospective Members
- How the SIG will create Member value
- The level of support for the proposal from Members and in particular Corporate Members
- Likely costs and benefits of the SIG.

The Board will consider any requests and its consideration will include the above matters but also the additional administrative requirements to support the SIG.

9.6 SIG Convenor Role

The SIG Convenor has an important role in coordinating the activities of the SIG which includes liaising with IWA and other SIG Convenors for event coordination, communicating with SIG Members and IWA Secretary for reporting.

A SIG Convenor is elected by the SIG Members and while not a fixed rule, it is recommended that the SIG Convenor role is for a term not extending beyond two (2) years.

The SIG Convenor’s role includes the following activities:

Role	Description
SIG Annual Planning	<ul style="list-style-type: none"> • Develop key priorities and themes for the next financial year including inviting input from all SIG Members • Succession Planning – consider deputy SIG Convenor position and/or succession plan for when the SIG Convenor’s term expires • Review SIG Charter periodically, but not less than every two years. Seek Board approve for changes
SIG Meeting Agenda Preparation and Communication	<ul style="list-style-type: none"> • Ensure the agreed key priorities and themes shape meeting Agendas • Invite and coordinate guest presenters and stakeholders to meetings • Consider general updates from across the water sector • Consider co-joined meeting and/or topic with other SIGs where similar themes are identified • Promote of IWA conferences and SIG meetings • Communicate with SIG Members in the lead up to a meeting

Role	Description
SIG Meeting Management	<ul style="list-style-type: none"> • Ensure roles for SIG meetings are carried out including Chair (nominally the SIG Convenor), minute taker and other roles as required • Coordinate guest speakers and presenters • Provide access to agendas, minutes and presentations • Finalise and circulate minutes to SIG Members • Collect feedback following SIG meetings • Identify opportunities to share online content and data base of information
IWA Event Liaison	<ul style="list-style-type: none"> • Liaise with IWA Events team to ensure appropriate rooms and facilities for meetings • Attend IWA meetings with other SIG convenors to plan conferences and SIG meetings
SIG Culture and Member Management	<ul style="list-style-type: none"> • Promote a culture of inclusion, where attendees at any level feel welcomed and have the opportunity for growth • Maintain a list of SIG Members with contact details • Liaise with IWA Secretary on membership list
SIG Administration and Continuous Improvement	<ul style="list-style-type: none"> • Review the SIG Charter regularly (at least every two (2) years) • Annual Review of SIG performance – nominally through discussion once a year • Maintain records and facilitate access by SIG Members, including Agendas, minutes and the Charter
SIG Reporting to IWA Secretary	<ul style="list-style-type: none"> • Provide reports on activities following each SIG meeting • Provide an Annual Report of activities and trends for inclusion in the IWA Annual report (due November each year) • Notify IWA Secretary of any change of SIG Convenor and handover to the new SIG Convenor

As mentioned above, one aspect of the SIG Convenor role is to prepare SIG Meeting Agendas and Minutes. To assist SIG Convenors in this task, a template SIG meeting Agenda and Minutes for an in-person SIG Meeting included in Attachment 3.

10 Events and Conferences

The IWA offers events, including conferences, each year in order to improve and elevate the knowledge of water administrators and other persons from the water industry. Any conference or event is also be made available to any interested person to attend.

The purpose of such conferences and events shall be to further the purposes of the Association.

The Board, on advice of the Treasurer, and in accordance with any approved financial plan of the Board, set the fee and charges for Members and non-Members for such conferences and event.

10.1 Calendar of Events

The Board periodically reviews event frequency, timing and format. It also considers feedback following all events and has periodically engaged with Members on their preferred event schedule and format.

Member attendance to virtual events is generally higher than for in-person events. It is thought that this due to the geographic location of members across Victoria and associated time and costs for travel and accommodation.



The event schedule was reviewed in 2021 which included a member survey of preferences. As a result, the 2021/22 year represented a transition from the old model of three in-person SIG Meetings and Conferences per year, to our new, post-pandemic hybrid model that has two virtual Plenary and SIG Meetings days and one in-person November Conference and SIG Meeting that is joined together by a dinner focused on networking for our SIG’s attendees across the Victorian water sector.

The model was reviewed by the Board in early 2025 and was considered appropriate to continue moving forward.

The current calendar of events is then summarised as:

- March Event (virtual):
 - Plenary Session
 - SIG Meetings

- July Event (virtual)
 - Plenary Session
 - SIG Meetings

- November Event (in-person)
 - SIG Convenor and Board Dinner
 - Annual General Meeting
 - SIG Meetings
 - Annual Conference (including Conference Dinner)

SIG members regularly report that they believe the November “*Conference is for others*”. The Board has approved a trial in 2025 to re-brand and re-format the November Conference to be a ‘SIG Conference and Dinner’ with the following format:

- Day 1 Afternoon – SIG Conference
- Day 1 Evening – SIG Conference Dinner
- Day 2 Morning – SIG Meetings

The outcomes of this trial will be considered and preferred format determined for the 2026 Conference.

10.2 Plenary Sessions

It is important that the plenary session theme and speaker topic is relevant for the diverse interests of SIG Members. Previous Plenary themes have been as follows:

Date	Event Theme
March 2025	Complexity in the Water Sector
July 2024	Climate Resilience and Readiness
March 2024	Emergency Management and Sector Resilience
July 2023	‘Planning for El Niño and La Niña – ideas for an integrated approach for water corporations
March 2023	‘Scottish Water – planning for a sustainable future in an uncertain world
July 2022	Cyber Mega Trends and the Water Sector: What you and your organisation need to know
March 2022	Insights from pricing submission preparations: cursory tales and critical opportunities
July 2021	– Going Circular: The opportunity to transition to a more circular Australia



Date	Event Theme
February 2021	Optimism and Innovation: Building Your Realistic and Infectiously Optimistic Innovation Team
March 2020 (Conference)	Complex conversations in 280 characters
July 2019 (Conference)	Our Water Future in a Drying Climate
March 2019 (Conference)	Water for the Future: Opportunities and a mindset for Optimism
July 2018 (Conference)	Partnering for an extraordinary Water Industry
March 2018 (Conference)	Leadership for Livability in our Community
June 2017 (Conference)	Doing business in a disrupted future
February 2017 (Conference)	Renewing energy in the water industry

The event duration is approximately 45 minutes to 1 hour, commencing at 9:00am and is hosted by a Board member, usually but not always the President.

Following a short break, the Plenary session is followed by virtual SIG Meetings nominally commencing at 10:00am.

The following activities occur in the lead up to holding a Plenary Event:

- The Board appoints Plenary Working Group, nominally including two to three Directors. This working group together with the VicWater Events Coordinator to form the 'Event Team'. The IWA Secretary is invited to attend meetings.
- The Event Team meets to discuss potential Plenary themes and speakers
- The Event Team liaise with the SIG Convenors and gets feedback on potential event themes and speakers
- The Event Team considers the feedback and agrees on the Plenary theme and speakers and general Plenary approach
- Provide an opportunity for SIG Convenors to liaise with each other to see if there are opportunities for collaboration on the SIG meeting Agenda items.

The Board working group is delegated by the Board to:

- Determine the theme and speaker(s)
- Approve communication materials
- Approve commitment of expenditure within the budget for the Plenary as set by the Board. Any additional expenditure requires Board approval
- Approve the Plenary attendance fees for member and non-members, noting that virtual Plenary sessions have historically been free to attend.
- Approve any sponsorship arrangements for the Plenary.

The VicWater Events Coordinator is primarily responsible for coordinating the event, including:

- Coordinate regular planning meetings with Plenary Working Group, IWA Secretary and SIG convenors
- Coordinate SIG meetings and timetable with convenors, add information to IWA website
- Source and confirm plenary speaker
- Prepare pdf program brochure, promotional material and EDM communications
- Promote event on LinkedIn and other social media (prior and post event)
- Set up and manage registrations via Eventbrite, provide registration lists to SIG convenors



- Set up and manage virtual platform (inc. rehearsal with speakers)
- Prepare running sheets and master power point slides
- Prepare thank you emails, feedback surveys and video recordings
- Produce event evaluation report and present to IWA Board

The Board receives the evaluation report and considers opportunities for improvement.

10.3 Annual Conference

The in-person annual conference is the key annual event for the IWA.

The conference is in-person experience which assist in networking, relationships and collaboration. It also provides an opportunity to recognise the acknowledge and celebrate the great work that occurs by the SIGs and Members more generally over the year.

Like the Plenary event, ideally the conference theme and speaker topics are relevant for the diverse interests of SIG Members.

Previous conference themes have been as follows:

Date	Event Theme
2024	Megatreands
2023	Leading the Future
2022	Creating the Future
2021	The Great Resignation (virtual due to COVID-19)
2020	Future of Work
2019	Solutions for a changing climate
2018	Trust: a critical success factor for culture, customers and community
2017	Workforce of the Future – Becoming more extraordinary
2016	Looking forward, looking back – 50 years in the making

The Board sets the dates for the Annual Conference in December each year.

For the Annual Conference, the following activities occur in the lead up to holding the event:

- The Board appoints Conference working group, nominally including two to three Directors, one of whom is the incoming President. This working group together with the VicWater Events Coordinator form the 'Event Team'. The IWA Secretary is invited to attend meetings
- The Event Team meets to discuss potential Conference themes and speakers
- The Event Team liaise with the SIG Convenors and gets feedback on potential event themes and speakers
- The Event Team considers the feedback and agrees on the Conference theme and speakers and general Conference approach, including the Conference Dinner and AGM.
- Provide an opportunity for SIG Convenors to liaise with each other to see if there are opportunities for collaboration on SIG meeting Agenda items.

The Board working group is delegated by the Board to:

- Determine the conference location, theme and speakers
- Approve communication materials
- Approve commitment of expenditure within the budget for the Conference and Conference Dinner as set by the Board. Any additional expenditure requires Board approval



- Approve the Conference and Conference Dinner attendance fees for member and non-members in line with the budget as approved by the Board
- Approve sponsorship arrangements for the Conference and Conference Dinner.

The VicWater Events Coordinator is primarily responsible for coordinating the event (2 dinners, IWA Board meeting, AGM, SIG meetings and half-day conference), including:

- Coordinate regular planning meetings with Board working group, IWA Secretary and SIG Convenors
- Prepare conference program in consultation with Board working group and IWA Secretary, including theme, session topics, speakers, timings
- Source and book venue in consultation with Board working group and IWA Secretary
- Source overflow SIG Meeting rooms and overflow accommodation
- Coordinate SIG Meetings and timetable with convenors
- Prepare sponsorship proposal, secure sponsors, ensure sponsor inclusions are met
- Prepare pdf program brochure, promotional material and EDM communications
- Promote event on LinkedIn and other social media (prior and post event)
- Set up and manage registrations via Eventbrite, provide registration lists to SIG Convenors
- Select and manage event catering (inc. numbers and dietaries)
- Prepare running sheets and master power point slides
- Liaise with conference speakers, venue staff and AV team
- Attend event, host registration desk and oversee operations
- Prepare thank you emails, feedback surveys and video recordings
- Produce event evaluation report and present to IWA Board

The Board receives the evaluation report and considers opportunities for improvement.

10.4 Events Coordination

The Association has a long-standing arrangement with VicWater to undertake event coordination services. The current Service Level Agreement (SLA) concludes on 30 June 2025 and includes the following services:

- Event Coordination:
 - Virtual events (x2) – keynote plenary presentation, SIG meetings
 - In person event – 2 dinners, IWA Board meeting, AGM, SIG meetings and half-day conference
- SIG Convenor support – Provide support to convenors in the leadup to events and throughout the year
- Sponsorship – Maintain relationship with regular sponsors throughout the year
- Annual report – Prepare summaries of IWA events for inclusion in Annual Report

A new SLA is intended to be agreed to commence from 1 July 2025. Review of the SLA is in the Board Annual Calander for April each year.

11 Awards

The IWA has two (2) awards (The Barry E Leach Prestige Award and The John Robbins Memorial Award) that can be bestowed by the Board from time to time.

The IWA has a \$5,000 professional development award (Laurie Gleeson Professional Development Award) which is nominally subject to receiving a commercial sponsorship to be able to offer the award in any particular year.



The IWA sponsors WIOA's Young Operator of the Year Award which is managed by WIOA and supported by the IWA through helping to assess applications and presenting the award at the WIOA Victorian Annual Conference. The award includes an all expenses paid trip to join the WIOA Delegation on the New Zealand Tour at a value of approximately \$4,500.

11.1 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.

PAST WINNERS:

2016	Peter Quinn
2014	Les McLean
2012	Les Mathieson
2007	Dennis Cavagna
2007	Jim Martin
2007	Neil Brennan
2004	Laurie Gleeson
1998	John Wilkinson
1997	John Maglen

11.2 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 WINNERS:

2020	David Ryan
2020	Brett Millington
2017	Frank McShane
2016	Neil Brennan
2014	Rebekah Foster
2012	Sarah Johnston
2012	Graeme Jolly
2007	Dennis Brockenshire
2006	Peter McManamon
1999	Brian Grogan
1998	Robert Illig
1997	Jim Martin

11.3 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 was a Past President and IWA Board Member of the Institute.



In honour of Laurie Gleeson the IWA offers a \$5000 grant for the winner to undertake a project of their choice.

PAST WINNERS:

2020 Apanie Wood
2019 Dean Phillips

11.4 WIOA Young Operator of the Year Award

The IWA sponsors the WIOA Victorian Young Operator of the Year award.

The award is designed to provide encouragement to young water industry employees by recognising excellent performance, initiative and all-round attention to detail.

Eligibility - To be eligible for consideration the nominees:

- Must be employed in the Victorian water industry and be aged under 30 years
- Must have been employed in the water industry for less than 5 years

Assessment Criteria – Nominations are judged based on submissions from employers covering:

- Commitment to and demonstrating a strong OHS ethic in all work performed
- Commitment to undertaking training and then implementation of skills learned into the workplace
- Commitment to teamwork and following enterprise SOP's etc
- Commitment to meeting Corporation and regulatory requirements in the course of all work
- Demonstrated use of initiative or suggestions leading to efficiency or safety improvements
- Any other relevant industry-based achievements.

The completed applications are judged by an independent panel and the winner of the IWA Prize receives a perpetual trophy for his or her organisation to keep for 12 months, a personal trophy to keep permanently, as well as an all expenses paid trip to join the WIOA Delegation on the New Zealand Tour.

PAST WINNERS:

2025 Dalkeith McCallum-Hanley (Barwon Water)
2024 Belle Beale (Barwon Water)
2023 Bailey Andersen (Goulburn Valley Water)
2022 Nina Braid (Yarra Valley Water)
2021 Lillie Hardy (Gippsland Water)
2020 Tom Bennett (Barwon Water)



Attachments

Attachment 1 – Current Membership

Membership of the Institute as at 30 June 2024

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 Mitchell

FELLOW

Brett Millington

David Thomas

David Ryan

Glenn Berwicke

Ian Johnson

Les McLean

Pat McCafferty

Paul O'Donohue

Peter Robinson

Peter Quinn

Sarah Johnston

Tony Wright

ASSOCIATE

Ann McCurly

Chris McLeod

Christina Bassani

Craig Heiner

Daniel Hogan

Dona Tantirimudalige

Donald Vincent

George Wall

Joanne Church

Joanne McBain

Mark Williams

Mathew Scott

Peter Jacob

Peter Johns

Phillipe Du Plessis

Rebekah Foster

Thomas Fricke

Mildura Regional Development

Greater Western Water

SA Water

Goulburn Valley Water

Water Futures Consulting

Yarra Valley Water

Central Highlands Water

PT3B Consulting Pty Ltd

VicWater

Gippsland Water

Barwon Water

Goulburn Valley Water

Goulburn Valley Water

Westernport Water

GHD

WIOA

Goulburn Valley Water

Wannon Water

GWM Water

East Gippsland Water

Marsden Jacob Associates

PBJ & Associates

GHD Pty. Ltd.

MEMBER

Stephen Capewell

Robert Murphy

Jodie Hallam

Gavin O'Neill

Sarah Cumming

Charmaine Quick

Christina Bassani

Andrew Jeffers

Dona Tantirimudalige

Barwon Water

Central Highlands Water

Coliban Water

Gippsland Water

Greater Western Water

Goulburn Murray Water

Goulburn Valley Water

Crampians Wimmera Mallee Water

Lower Murray Water

Melbourne Water

North East Water

South East Water

South Gippsland Water

Southern Rural Water

Wannon Water

Westernport Water

Yarra Valley Water

Goulburn Valley Water

South Gippsland Water

Greater Western Water

Melbourne Water

Gippsland Water

Goulburn Murray Water

Goulburn Valley Water

Wannon Water

Westernport Water

RETIRED MEMBERSHIP

Terence Larkins

Mark Lawlor

Vernon Robson

Merv Hair



Attachment 2 – Governance SIG Charter (Template)

IWA GOVERNANCE SPECIAL INTEREST GROUP CHARTER

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

The IWA now still exists to provide a forum for sharing information, networking and professional development in the Victorian water industry.

The IWA specifically targets offerings to executive management and industry professionals managing business related functions within all Victorian Water Corporations.

The IWA provides a means for Victorian water industry staff to meet and exchange ideas helping build professional networks across the industry. This in turn provides benefits to all businesses in the State through collaborative efforts and sharing of information.

The IWA is governed by a Board who are elected representatives from within the industry who are also individual IWA Members.

The IWAs Special interest groups (SIGs) focus on a range of business functions within water corporations. SIGs report to the Board who in turn support the activities of all SIGs ensuring they are addressing appropriate issues and providing value to the industry as a whole.

PURPOSE

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

OBJECTIVES

To consider and gain continuous improvement in governance topics of value to the Victorian water corporations, including:

- Board meeting process
- Acts, regulations and compliance activities across the industry
- Best practice governance practices
- Forum issues applicable to all businesses such as policies, appointment processes, storage of information etc.



ACTIVITIES

Provide a forum for interaction at all levels around strategic Governance issues, including information sharing and learning from each other's experiences to identify and adopt best practice.

Foster networks and communications between water sector Governance SIG Members.

Collaborate with other IWA Executive and other Special Interest Groups where expertise, topics of interest or objectives are aligned.

TIMEFRAME

Ongoing

GROUP MEMBERSHIP

Open to all individuals with appropriate responsibilities in Governance related functions in rural, regional and urban water corporations in Victoria with the involvement of guests by invitation only.

POLICIES

SIGs may create policies for review for industry consideration. These can only be endorsed industry wide through the approval of the IWA Executive and the VicWater Board.

MEETINGS

Meetings will be held at least three (3) times per annum, in accordance with the scheduled IWA conferences.

The Convenor may call additional meetings when appropriate.

ANNUAL REPORTS

Convenors are to submit a report on the group's functions for the prior financial year including outcomes on all meetings, topics and emerging issues the group addressed. The report is to be submitted to the Public Officer in August each year for inclusion in the IWA Annual Report.

MEETING PROCEDURES

The Group will determine its own procedures for the conduct of its meetings. However, meeting procedures will be consistent with those prescribed for IWA Board Meetings in the IWA Rules.

Group Members will elect the Convenor of the Group. The term of office of the Convenor will be for a maximum of two (2) years, with the intention that the role rotates among water corporations.

The Group Convenor must be endorsed by the IWA Board. Convenors must become an individual Member of the IWA within six (6) months of being endorsed as the SIG Convenor.

MINUTES

The Convenor of the meeting will circulate the minutes of the meeting to the Chair for comment within 5 business days of the meeting and then to all other Members and the IWA Board within 7 business days after the meeting.

The minutes are to include an introductory executive summary listing key themes addressed in the meeting and emerging strategic issues.



CONFIDENTIALITY

All information nominated as confidential by Group Members must remain confidential and not be divulged outside of the Group's proceedings, other than to Members of the IWA Board.

APPROVAL AND AMENDMENT

The Group will review this Charter as required and, at least, every two (2) years. Once amended, the Charter will be submitted to the IWA Board for approval.



Attachment 3 – SIG Templates (Agenda and Minutes)



IWA Human Resources SIG

Meeting Agenda

XX November 20XX



Institute of Water
Administration

SIG Purpose: *The Human Resources Special Interest Group exists to provide a forum for sharing information, networking and professional development in the Victorian Water Industry.*

[meeting location]

AGENDA

- 8.45am** ***Coffee and Tea on arrival***
- 9.00am** **Welcome by Convenor – [Convenor Name]**
Minutes of Previous Meeting
Action Items
- 9.10am** **Topic 1**
Presenter – Presenter Organisation
- 9.45am** **Topic 2**
Presenter – Presenter Organisation
- 10.45am** ***Morning Tea***
- 11.30am** **Topic 3**
Presenter – Presenter Organisation
- 12.30pm** ***Lunch***
- 1.15pm** **Cases Studies within the Water Sector**
Case Study 1
Presenter – Presenter Organisation
Case Study 2
Presenter – Presenter Organisation
- 2.10pm** **Administration and Updates**
 - Charter Review
 - Member Changes
 - IWA Update – XXXXX
- 2.50pm** ***Afternoon Tea***
- 3.00pm** **General Business (around the table)**
- 3:45pm** **Meeting Review (opportunity for improvement)**
- 4.00 pm** **CLOSE**

NEXT MEETING: [Date and location]

Invited Attendees:

[Name]

[Organisation]

Guests

[Name]

[Organisation]

Apologies

[Name]

[Organisation]

Action items from Previous Meeting

Item	Issue	Responsibility	Status

**IWA Human Resources SIG
Meeting Minutes**

XX November 20XX



SIG Purpose: *The Human Resources Special Interest Group exists to provide a forum for sharing information, networking and professional development in the Victorian Water Industry.*

Attendees:

Guests:

Apologies:

OUTCOMES FROM ITEMS OF BUSINESS:

TOPIC 1

-

TOPIC 2

-

TOPIC 3

-

CASE STUDIES

-

ADMINISTRATION AND UPDATES

-

GENERAL BUSINESS

-

MEETING REVIEW

-

NEXT MEETING:



ACTION LIST:

Item	Issue	Responsibility	Status