

The Queensland Water Directorate

One voice for the Queensland urban water industry



Since 2003, the Queensland Water Directorate (**qldwater**) has represented the interests of our members, taking on a central leadership role in supporting the Queensland urban water industry.

qldwater aims to strengthen the industry to maintain and improve the safety, health, wellbeing and sustainability of Queensland's communities.

We provide our members with:

- a strong, dependable and united industry voice
- an accurate, reliable and timely information source
- critical technical and professional resources
- links to essential skills and training programs to help improve industry capabilities and assist career development
- opportunities for contribution in policy formulation
- support for water management, regional collaboration and efficiency improvements
- information sharing and streamlined water reporting

Corporate Structure

qldwater is a dedicated industry body with strong working relationships with national water industry associations as well as Local, State and Commonwealth government agencies.

qldwater is a business unit of the Institute of Public Works Engineering Australasia, Queensland (IPWEAQ), reporting to the Institute's Board.

We maintain strong relationships with our other "parent" bodies, the Local Government Association of Queensland (LGAQ), Australian Water Association (AWA) and the Local Government Managers Association (LGMA).

Board

Queensland



Management & Governance: Strategic Advisory Committee



Technical: Technical Reference Group

Banana SC
Bundaberg RC
Burdekin SC
Cairns RC
Central Highlands RC
City of Gold Coast
Fraser Coast RC
Gladstone RC
Gympie RC
Livingstone SC
Logan CC
Mackay RC
North Burnett RC
Queensland Urban Utilities
Rockhampton RC
South Burnett RC
Toowoomba RC
Townsville CC
Unitywater
Whitsunday Regional Council

Chair:

Trevor Dean (Fraser Coast)

Deputy:

Troy Pettiford (Whitsunday)

Policy



+ Water and Sewerage
Advisory Group
(councillors and senior staff)



Key Programs & Membership 2018/19

MEMBERS

In 2018-19 **qldwater** had a total of 71 full members.

2 of 2 Torres Strait Island Council Service Providers

15 of 15 Indigenous Councils

51 of 52 Non-Indigenous Councils

2 of 2 council-owned statutory authorities in SEQ (Unitywater, QUU)

1 of 2 state government-owned Statutory Authorities (Gladstone Area Water Board)

AFFILIATE MEMBERS



Department of Natural Resources, Mines and Energy
Department of Health



Advocacy and Member Services



99% of Queensland Service Providers used SWIM for mandatory reporting last FY (up from 90.3%)



The licensed version of **swimlocal** currently has 34 subscribers (up from 28). The **swimlocal** annual data reporting tool is freely available to all members.



50 Members
(**qldwater** members plus Seqwater)
(up from 45)



Queensland Water Regional Alliance Program

30 Councils participating in 5 regions (funded)

3 emerging regions

Acknowledged in independent review by the National Productivity Commission and winning a number of awards including:

Winner IPWEAQ Water Projects Over \$5million:

Wide Bay Burnett ROC Sewer Rehabilitation Program 2017

Winner IPWEAQ Water Projects Under \$2million: RAPAD Water and Sewerage Alliance Water Quality Program 2017

Winner IPWEAQ Innovation & Sustainability in Water Project Award 2018

Winner AWA Program Innovation Award 2018

Shortlisted for National AWA Program Innovation Award 2019



Water Taste Tests
(state and national,
WIOA Water of Origin)



Publications & Resources

Message from the Technical Reference Group Chair



As Chair of the **qldwater** Technical Reference Group (TRG), I convene a group of over 20 professionals drawn from council-owned service providers from across the state who meet regularly to review projects and activities, meet with key agency representatives, plan events, troubleshoot technical problems and broader policy issues, and maintain an important network for information exchange.

The group has strong representation from small, medium and large councils and SEQ utilities.

Being part of TRG means getting to take part in the deliberations and participate in the filtering process to choose activities and projects.

New TRG members are welcome, and while not every **qldwater** member will have the capacity to participate directly, there is an open invitation to raise issues of importance and project ideas.

Maintaining a strong membership base is critical for our advocacy to be successful, and 2019 is a focal year with the development of our industry roadmap.

I commend to you this annual statement of capabilities and program highlights and trust that your organisation can continue to support the important work of the Directorate.

Trevor Dean
Fraser Coast



Key Highlights 2018 - 2019

Advocacy and industry representation

qldwater has continued to represent the Queensland water industry on key issues and negotiations with state and federal governments throughout 2018-2019.

In 2019, our focus has been on consultation with members to develop an industry roadmap – examining 10 key sector priorities to refine the **qldwater** work plan, articulate opportunities for further sector collaboration, and develop policy recommendations for government, and other major stakeholders. By the end of the calendar year we aim to have a simple to read, focused document to help drive the sector's policy agenda.

The approach has been strongly supported by the Australian Water Association and IPWEAQ, and there has been enthusiastic participation in member polling and other workshop activities held to date.

The key priorities include:



1. Data transforming the water sector

Championing industry performance and benchmarking



2. Strategic sector-wide investment

Addressing historical underinvestment and optimising future investment



3. Regional innovation

Driving innovation and improved customer service through strategic alliances



4. Harmonising water regulation

Streamlining regulation for urban water and sewerage services



5. Resource recovery and renewables

Making best use of all of our assets, including "waste"



6. Catchment resilience in a changing environment

Sustainable, fit for purpose solutions



7. Exceeding customer expectations

Building customer understanding and supporting sustainable behaviours



8. Building jobs in a changing industry

Strategic development of water skills to adapt our workforce



9. Next Gen Water

Transforming technologies, research and data into innovation in service delivery



10. Small, remote and nimble

Affordable and sustainable solutions for regional and remote service providers

The following topics have been the focus of engagement with state agencies throughout 2018-2019:

Department of Natural Resources, Mines & Energy and Department of Health

- Key Performance Indicators and Reporting with a review of both the existing state KPIs and broader review of the National Performance Report managed by the Bureau of Meteorology
- Support for the review of statutory and other drinking water guidelines
- Drinking Water Operator Certification, improvements to drinking water legislation and statutory reporting
- Improved communication and planning among state agencies
- Regional alliance activities including increased departmental involvement in program governance.

Joint advocacy on behalf of members ensures a rational approach to regulatory reporting and a principle of common sense being applied to new departmental initiatives.

Department of Environment and Science

- Meetings of the Sewerage and Water Environmental Advisory Panel input into a range of departmental policies and regulation (detailed below) and creation of an emerging contaminants standing group following an industry workshop

- Advocacy on Reef policy, including recognition of the enormous investment made by members in environmental protection, and commencement of a strategic Reef Stewardship project
- Concerns around recycling and reuse initiatives including biosolids, and offsets policy.

The relationship with the department continues to grow with active participation in **qldwater** initiatives from across the agency and significant improvement in consultation approaches.

Both DNRME and DES have been active participants in **qldwater's** Annual Forum and Water Connections Tour for several years, with both activities serving to give departmental representatives exposure to real world issues.

Department of Employment, Small Business and Training

- Advice on the department's investment strategies to ensure that water operations and other key training priorities receive generous state funding offsets
- Strategic advice to reflect the changing nature of the industry (including national advocacy through the Water Industry Reference Committee and Water Industry Skills Taskforce).

Submissions, position papers and publications include

- Queensland's Urban Potable Water and Sewerage Benchmarking Report 2017/18
- Outputs from SCADA Cybersecurity Workshop 2018
- Southern Downs Regional Council Community Engagement Workshop Report
- Federal Vocational Education and Training Sector Review, January 2019
- Feedback on the third draft Point Source Water Quality Offsets Policy and a range of other DES initiatives
- DNRME cyber security KPI review
- Video production of DNRME Water Quality Workshop with Dr Peter Mosse
- "Gas or Hypo or something else?" Discussion paper on disinfection options
- DOH – Feedback on draft guidelines for low exposure recycled water schemes
- Water demand management fact sheets
- Aqua card online training course – for contractors (now incorporating water quality online training course for members)
- Input to the Havelock North enquiry through WSAA
- Future of Work Discussion Paper, March 2019
- Skills for Queensland Discussion Paper, October 2018
- QWRAP Research Report 5.2: Infrastructure Cliff? Queensland's Ageing Water and Sewerage Assets
- Feedback on Productivity Commission Draft Report on National Water Reform
- Regular articles and contributions to the Engineering for Public Works Journal, Industry Queensland and other industry publications
- Many additions to the **qldwater** member Resource Library

Representative Groups

qldwater relies on the efforts of our many member representatives who go above and beyond their day jobs to contribute to sector improvements, including:

- Our Technical Reference Group
- Our Sewerage and Water Environmental Advisory Panel (and now Emerging Contaminants Standing Group)
- Our Emerging Leaders Group;
- Water Skills Partnership members;
- Water Industry Worker Group; and
- All of the individuals who help us with opinions, technical advice and other support for our work program in an environment which increasingly challenges capacity to undertake meaningful consultation.



Major Programs

Data management and reporting – SWIM

The **Statewide Water Information Management (SWIM)** program is a local database/online water reporting portal that collates data submitted by service providers to streamline mandatory reporting requirements to a range of State and Federal agencies. Having a centralised reporting system strengthens industry negotiations to achieve standardised definitions and reduces the incidence of poorly considered one-off data requests. It also increases the reliability of benchmarking and comparative data – a critical tool to improve industry performance and provide customer confidence.

With 34 Service Providers currently using the full licensed version of **swimlocal** and an additional four at least signing up for 2019/20, the program continues to evolve in line with customer needs.

All **qldwater** members have access to a free version of the **swimlocal** software (to enter their regulatory required annual water and sewerage data and some metadata) and the SWIM member's portal (for managing additional metadata).

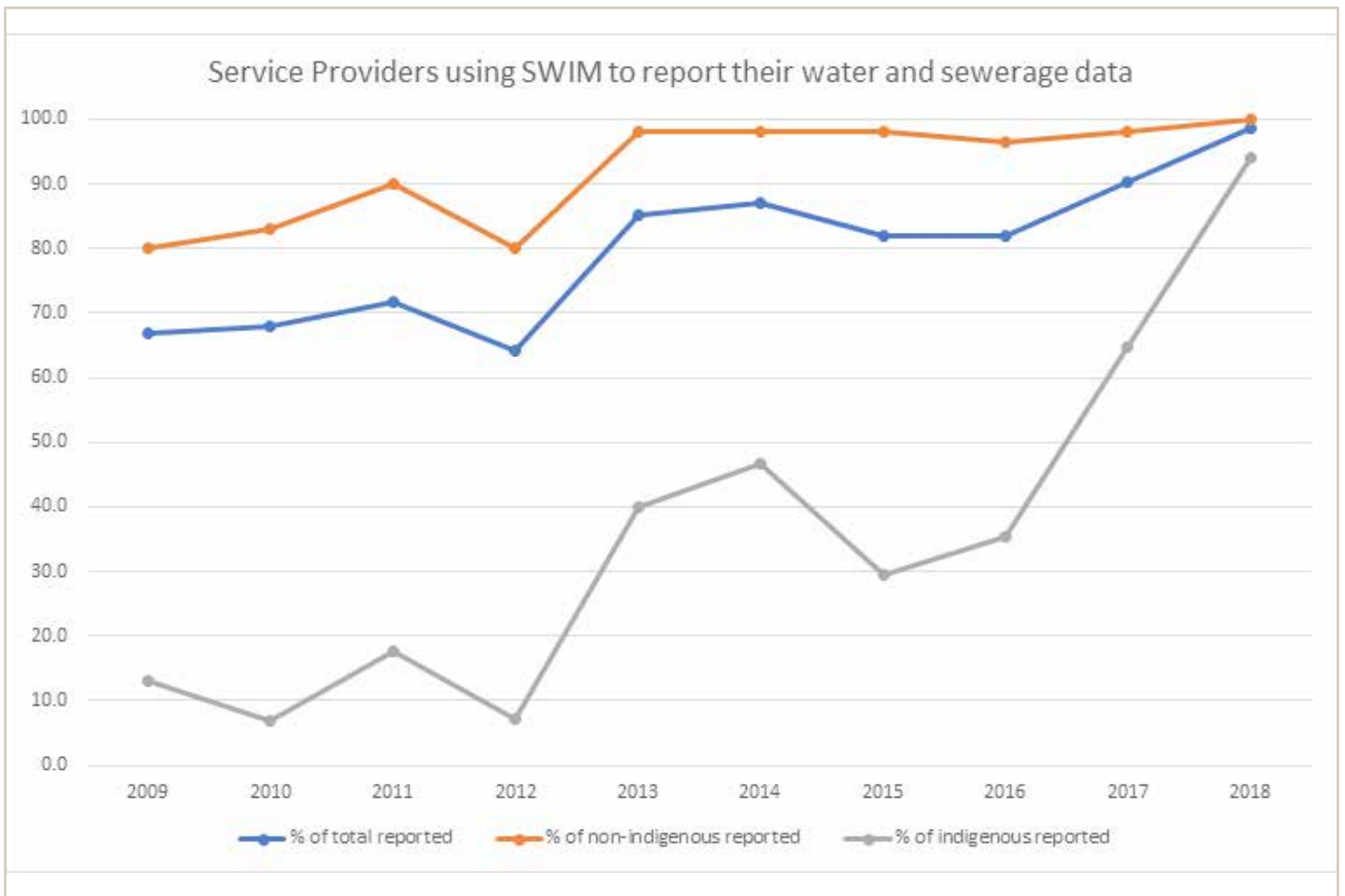
The full licensed version of **swimlocal** includes significantly more functionality to help manage data at a local level:

- Indicators module which allows SPs to manage Indicator data more frequently
- Task module which allows SPs to manage their 'regular' maintenance tasks
- Alerting via SMS/email, QA/QC processes, mobile data entry and other enhancements

A major update of the **swimlocal** software was released in March 2019.

SWIM also supports a significant advocacy program, continually seeking to refine and reduce the reporting burden on members.

The eighth annual **qldwater Water and Sewerage Benchmarking Report** was published in the period, with a range of training initiatives provided to members.



Capacity Building – Queensland Water Skills Partnership

After eight years of operation, the Queensland Water Skills Partnership has established itself as the pre-eminent industry-led skills program for the water industry in Queensland.

The Partnership performs a number of functions in this role including securing skills and training funding for industry, producing reports and workforce planning documentation, coordinating industry wide skills/workforce development projects, piloting training initiatives, information sharing and collaboration opportunities and representation for Queensland on numerous national industry skills committees.

The Partnership is the key industry vehicle for progressing the skills agenda for the urban water industry in Queensland – both in developing a focus for implementing strategy and ensuring the State and Federal governments invest appropriately in this essential industry.

There are currently 50 subscribers to the Water Skills Partnership for 2018/2019.

2018-2019 Key Projects

- The second annual **Queensland Water Industry Skills Forum** provided an excellent information sharing opportunity and valuable input for a range of existing project priorities and potential new initiatives to support the skilling and training needs of Queensland water service providers.
- Support from Department of Employment, Small Business and Training (DESBT) to encourage uptake of Operator Certification with more than \$150,000 in subsidies provided for more than 80 operators to undertake gap training to achieve Certification over the past two years.
- Exploring additional Skill Sets to provide further pathways for operators to undertake additional training to achieve Certification.
- Working with the Water Industry Reference Committee to advocate for changes to the packaging rules to allow more flexibility in the development of Skill Sets.
- Expansion of the Water Industry Worker pilot program in Mackay, Townsville, Cairns, Whitsunday and Burdekin councils after successful implementation in SEQ.
- Representation on the Technical Advisory Committees for the revised Diploma of Water

Industry Operations and review of the Certificate II in Water Industry Operations, Certificate III Water Industry Treatment and Certificate III Water Industry Operations.

- Continued role as a Vocational Education and Training Industry Advisory Organisation for the Department of Education, Small Business and Training.
- Submission to the Federal Government's review of the VET sector.
- Response to a Jobs Queensland discussion paper on "The Future of Work in Queensland to 2030 – Evolution or Revolution."
- Response to the Department of Employment, Small Business and Training's discussion paper on "The Skills for Queensland."
- Release of the Queensland Aqua Card, an online training course covering basic water quality awareness for those working on or around water infrastructure.
- Continued role as secretariat for the Water Industry Operator Certification Taskforce (formerly Water Industry Skills Taskforce) with CEO Dave Cameron as Chair.
- Ongoing partnerships with key agencies and organisations.
- Support for the Wide Bay Burnett Regional Organisation of Councils in establishing a regional traineeship program.
- Support for the Far North Queensland Regional Organisation of Councils in arranging Certificate III training for water operators.
- Participation in WSAA Workforce Planning initiatives.



The Queensland Water Regional Alliance Program (QWRAP)

qldwater has been working with the **Local Government Association of Queensland** (LGAQ) on regional collaboration initiatives for the urban water industry since 2006 and this program was expanded in June 2010 through a joint Memorandum of Understanding, which includes the Queensland Government (DNRME).

QWRAP is an industry-led initiative built on this partnership, to investigate regional collaboration. It has created a significant opportunity for Queensland councils to discuss regional-scale water and sewerage management opportunities, including alternative institutional models and water reform. It has been funded by the State Government for five years with the grant recently extended until June 2022 through DNRME.

QWRAP has generated genuine and consistent engagement at political and managerial levels in 30 participating councils across five regions comprising more than 50% of Queensland's area and nearly two thirds of the population outside of the south east corner. This has resulted in numerous collaborative projects as well as investigation of alternative institutional models.

QWRAP Regional updates and 2018/2019 highlights:

RAPAD Water and Sewerage Alliance

The first QWRAP Water Alliance to form, the RAPAD Water and Sewerage Alliance in western Queensland has a small population spread over an area 1.6 times the size of Victoria. Recent projects include a joint water quality improvement program, water security reviews and joint SCADA planning

Far North Queensland Regional Organisation of Councils

Councils in the Far North Queensland region have agreed to form two sub-groups to cope with the large scale of the region and are discussing a number of projects including:

- A region-wide information portal
- A study of current approaches to Water Security Planning across the region
- Coordination of workforce planning

Whitsunday Isaac Mackay Water Alliance

The Whitsunday Isaac Mackay Water Alliance has arguably the most ambitious raft of projects with a focus on coordinating investment in STP design, construction and maintenance as well as a program to build water industry worker skills that extends to other councils outside their region.

Wide Bay Burnett Water Alliance

The WBBROC Water Alliance located immediately north of SEQ also has a diverse portfolio of projects that range from a strategic review of Drinking Water Quality Plans and a regional Design and Construct Code to Stage II of their multi-award-winning sewer relining collaboration.

Downs and Surat Basin Water Group

The most recent QWRAP region to be funded, the five Downs and Surat Basin (DASB) councils immediately west of SEQ are currently considering recommendations from their institutional review at council level, and in the mean-time are working on a range of cooperative projects and joint procurement.

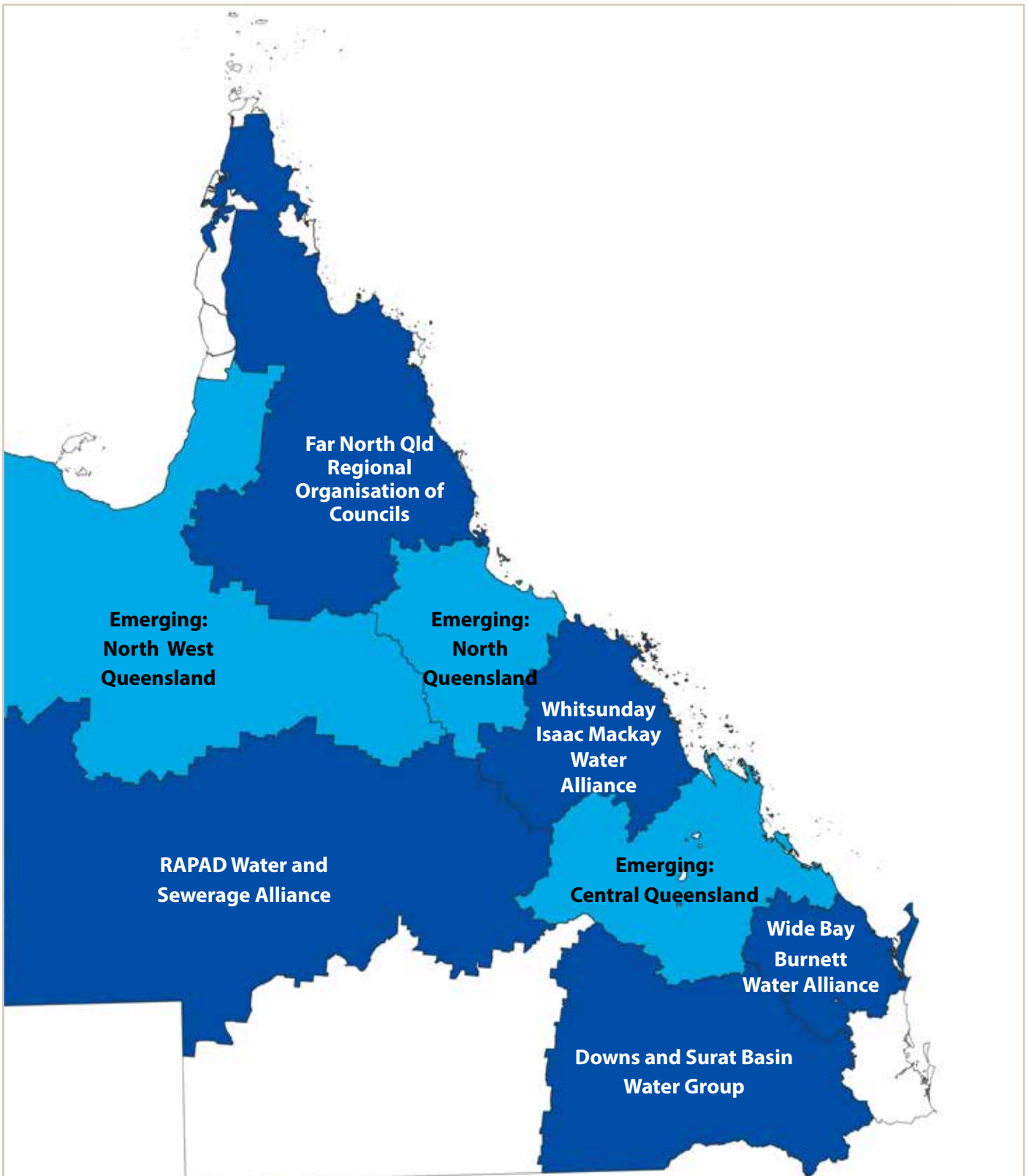
Emerging Regions

There has been ongoing interest from regions that are not currently funded through QWRAP, particularly in north and central Queensland and through the remote North West RoC. These groups are participating in technical meetings to discuss collaboration as well as undertaking initial joint activities where they are clearly beneficial for their communities.

In addition to the activities being driven independently in each region, the Chairs and Coordinators from each group meet regularly to compare experiences and learnings and provide feedback and updates to the DNRME who fund the program through LGAQ.

QWRAP Research

Highlights include the publication of report 2 – "Infrastructure Cliff? Queensland's Ageing Water and Sewerage Assets - Cost implications for in-ground assets."



Events

Each year **qldwater** seeks to hold a number of regional events to engage with our members from across Queensland. Most years, we hold between three to six regional conferences which bring together over 200 member representatives from 40 water service providers to network and exchange information.

In addition, we support many of our parent bodies' and collaborators' conferences.

Industry Workshops

DNRME Drinking Water Quality Forum – Nov 2018

qldwater supported the Department of Natural Resources, Mines and Energy in a Drinking Water Quality Forum on Tuesday, 13 November 2018 to discuss common challenges and solutions for the Queensland urban water industry.

Dr Peter Mosse provided excellent insights from his years working in the industry, discussing water quality awareness, the current "state of the nation" and common themes in water supply assessment projects across rural and remote Queensland.

qldwater filmed the presentations and edited versions are available on our Youtube channel.

Water Skills Partnership Forum – March 2019

The second Queensland Water Industry Skills Forum brought together more than 80 participants from 36 organisations including 40 representatives from Water Skills Partnership Members.

The forum included presentations from industry experts about critical workforce and skills issues and opportunities for participants to discuss possible solutions.

TRG Emerging Contaminants Workshop – May 2019

This workshop was initiated by the **qldwater** Sewage and Water Environment Advisory Panel (SWEAP) and TRG as a way for water and sewerage service providers to compare the ways they are dealing with contaminants of emerging concern.



They also saw opportunities for greater information sharing to save costs and help with messaging when new contaminants emerge in the future.

The event featured case studies from Queensland utilities as well as presentations from national research agencies and regulators to address the question – How can the sector be better prepared to manage emerging contaminants?

TRG Asset Management Workshop – 13 June 2019

This workshop aimed to share experiences around strategic asset management from a range of service providers and others, and to consider options for collaboration and advocacy, particularly to Queensland Government regulatory agencies, including those with financial and audit responsibilities. The program was developed with the support of a TRG sub-committee.

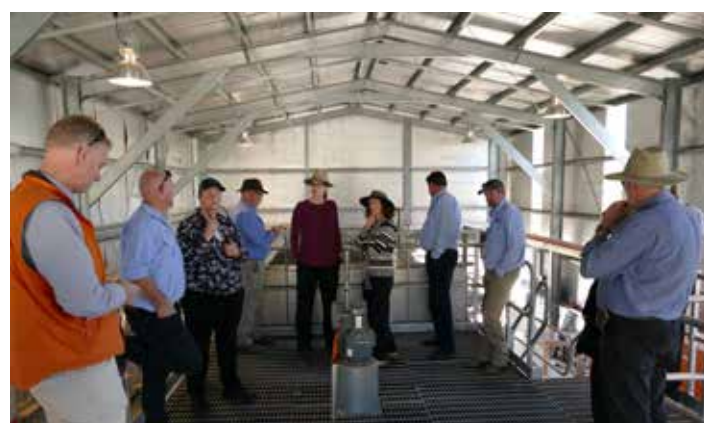
Conferences

- SWQ Regional Conference and taste test, Goondiwindi – 18 July 2018
- SEQ Regional Conference and taste test, Bundaberg – 9 August 2018
- CQ Regional Conference and safety training, Biloela – 26-28 March 2019

Annual Forum - September 2018

The fifth **qldwater** Annual Forum was held on 5 and 6 September 2018 at the Gold Coast Turf Club.

Day 1 included a tour of the Commonwealth Games infrastructure, visiting the Gold Coast Disaster





Management Unit and Broadwater Parklands / Commonwealth Games Aquatic Centre.

Day two included a keynote from the Productivity Commissioner discussing the recommendations of the National Water Reform Inquiry Report 2017 followed by a panel discussion on strategic sector-wide investment.

Presentations aimed to present solutions to 6 of 10 key industry issues including industry benchmarking, catchment resilience, smart water initiatives, resource recovery and renewables, customer expectations and the future sustainability of regional and remote communities.

Water Connections Tour - May 2019

Since 2005, **qldwater** has hosted a five-day intensive tour visiting up to eight remote and regional councils. The event's current primary focus is on touring water, sewerage and treatment plant infrastructure with a number of State agency representatives to meet key staff and elected representatives to improve understanding of the challenges of delivering water and sewerage services.

The tour delegation in 2019 included **qldwater** staff and key representatives from LGAQ, Department of Environment and Science, Department of Natural Resources, Mines and Energy, Department of Local Government, Racing and Multicultural Affairs and Technical Reference Group Chair Trevor Dean.

The tour group visited the shires of Paroo, Bulloo, Quilpie and Murweh, concluding with a forum in Charleville.

qldwater representatives have visited many members separately throughout the financial year. Invitations to visit, or to host regional events are always welcome.

Water Taste Tests 2018/19

Mackay Regional Council won the 2018 Ixom Best of the Best Queensland Water Taste Test at the Annual Forum, just managing to oust the 2017 winners, Livingstone Shire Council. We received some good media coverage, including the Gold Coast Bulletin and 9 News Gold Coast.

Toowoomba Regional Council had the opportunity to host the WIOA National Water Taste Test for 2018, with more than 150 Toowoomba residents judging the winning samples at the Grand Central Shopping Centre on 18 October.



Ongoing Programs and Activities

qldwater website – a wealth of industry relevant resources

The **qldwater** website averages approximately 14,000 hits per month. After the home page, the QWRAP page accounted for the most hits at 1,414 for the year.

The 'member resources' section of the website contains a wealth of information relevant to our members including:

- Manuals, guidelines and templates
- Service provider example documents
- Factsheets
- Reports and position papers
- Joint industry responses
- Research and case studies
- Queensland Water Directory – a list of service providers for services relevant to the industry, including laboratory services, industrial cleaning, equipment sharing, relief operator services and more
- Online training modules
 - Water Quality / Aqua Card (now hosted at www.watertraining.com.au)
 - Induction to the Queensland Water Industry
 - Water Industry Legislation
 - Water Industry Risk Management (free for members)
- Industry Forum (Zoho) and blog

Over the course of 2018-2019, we added more than 100 documents to the resource library, including tender specifications, event presentations, member sample documents and many reports and position papers.

The most viewed item was the "Gas or Hypo or something else" discussion paper with 169 downloads.

Other popular documents included the draft guidelines for low exposure recycled water schemes, our water demand management factsheets, feedback on the Point Source Water Quality Offsets Policy and the Water Quality online training course.

Communications

Each year **qldwater** sends approximately 40 e-flashes and skills e-flashes to inform the industry on relevant matters such as legislation changes, events and other industry news.

Email notifications and forum posts are used to update members on SWIM indicators and reporting requirements.

SEQ members also receive a tailored SEQ update every four months.

GAS OR HYPO OR SOMETHING ELSE?

Information for water service providers to support management decisions on disinfection options

July 2018

Executive Summary

The majority of Queensland water and sewerage schemes use chlorine for disinfection. Chlorine gas and liquid sodium hypochlorite are by far the most commonly used disinfection chemicals, with chlorine gas generally but not exclusively favoured by the larger service providers and for large water and sewerage schemes, and sodium hypochlorite for smaller, often regional and/or remote, providers and schemes.

Many service providers use different types of chlorine for different schemes. There appears to be growing uptake of calcium hypochlorite disinfection systems with the increased availability of sophisticated automated dosing systems and improved low technology options, and there are of course disinfection options other than chlorine used to provide additional treatment barriers by targeting particular pathogens.

Chlorine gas, sodium hypochlorite and calcium hypochlorite each have their advantages and disadvantages in terms of cost, operability and operator safety. Within the water industry, there is increasing discussion between operators, regulators, governments and suppliers about the relative merits of chlorine gas and sodium hypochlorite in particular, and enough anecdotal evidence to suggest that water businesses might decide to change existing disinfection processes based on incomplete information.

This discussion paper provides local government decision makers with information to help them make informed choices about disinfection options for their water and sewerage schemes. It addresses the pros and cons of disinfection using chlorine gas, bulk liquid sodium hypochlorite, on-site generated sodium hypochlorite, and solid calcium hypochlorite. It is not a substitute for site and source-specific advice, instead intended as a tool to help ask the right questions of contractors and consultants, and encourage third party review of options offered to achieve the right balance of operator and public safety, costs to install and operate, ease of operation and ultimately drinking water quality.

Table 1 gives a high level summary of the risks associated with each of the chlorine disinfection options.

It is important to recognize that the outcomes will differ significantly depending on the size and location of the drinking water or sewerage scheme. For sewerage schemes, chlorine formation in liquid sodium hypochlorite over time is not a significant issue, but the reduced disinfection capability is.

INTERIM REPORT

Estimation of Point Source Loads from Sewage Treatment Plants in Great Barrier Reef Catchments

December 2018

Executive Summary

This report describes the outcomes of initial modelling undertaken to estimate the nitrogen and phosphorus loads contributed by Queensland's Great Barrier Reef (GBR) catchments' Sewage Treatment Plants (STPs). This assessment uses total nitrogen (TN) and total phosphorus (TP) as nutrient load measures. Dissolved inorganic nitrogen (DIN) provides a more meaningful indication of potential reef health impacts over TN, however the lack of available data precludes its use for this initial assessment. DIN is one component of total nitrogen so models using TN provide a conservative estimate of contributions from STPs.

The estimations of nutrient loads are primarily based on collated volumes reported to the Queensland Government for the period 2014/15 – 2016/17, with some assumptions applied where average service providers (STPs) failed to report or aggregated flow data. In the absence of measured effluent TN and TP concentrations, nutrient loads are calculated assuming amenity-level authority (ALA) TN and TP concentration limits were applicable. In some cases nominal secondary treated or tertiary treated effluent concentrations were assumed, based on the individual STP's process configurations.

This interim report concludes:

1. The reported TN and GBR catchments' STP overestimated as a n approach taken in a concentration limits concentration limit v specified, or by using TP effluent concentration EA concentration limit.
2. There are significant inconsistencies in SS which require review the distributions of however risk assesson discharge volumes of the TN and TP loads considered to be of the total discharge high reliability for 90.
3. The identified GBR c estimated to be 10% TN and 513.12 of TP.

The Queensland Water Directorate Discussion Paper

Remote Operation of Treatment Plants: Risks and Returns

Document prepared by
Alan Klenschmidt
ALAN KLENSCHMIDT CONSULTING PTY LTD

qldwater Staff



Dave Cameron
Chief Executive Officer

Dave commenced with **qldwater** in 2008 and formally took on the CEO role in 2015 after an extended acting period. Dave oversees all **qldwater** programs with a focus on managing the advocacy agenda.

Dave sits on a number of industry committees, including:

- LGAQ Strategic Water and Sewerage Advisory Group
- Plumbing Industry Consultation Group (DHPW)
- AWA Strategy and Policy Group
- SEQ Research and Innovation Network
- SEQ Joint Operations Committee
- National Water Industry Operator Certification Taskforce (Chair)
- Performance Reporting Steering Committee (DNRME)



David Scheltinga
Manager, SWIM

David commenced with **qldwater** in 2011 and is responsible for managing the SWIM program. David works remotely from Hervey Bay and is involved in:

- Performance Reporting Steering Committee (DNRME)
- SWIM Steering Committee
- Water Monitoring Standardisation Technical Committee



Carlie Sargent
Manager, Skills

Carlie commenced with **qldwater** in February 2018 after four years with IPWEAQ. She is responsible for managing the Queensland Water Skills Partnership program and industry capacity building projects as well as other strategic projects that emerge.

Carlie sits on the Water Industry Reference Committee (for the National Water Training Package) and Workforce Planning Community of Practice.



Rob Fearon
Director Innovation Partnerships

Rob commenced with **qldwater** in 2006 as CEO and is currently the Director, Innovation Partnerships. Rob's current major project focus is the Queensland Water Regional Alliances Program as well as advocacy work with DES and DNRME. Rob sits on a number of industry committees, including:

- **qldwater** Sewerage and Water Environmental Advisory Panel
- Partner Steering Group (DNRME, LGAQ, **qldwater**)
- QWRAP committees in five Queensland regions.
- Performance Reporting Steering Committee (DNRME)
- LGAQ Strategic Water Reference Group
- AWA Strategy and Policy Group



Ryan Cosgrove
Research / Project Coordinator

Ryan commenced in April 2016 and was appointed to undertake research and project coordination activities for QWRAP as well as project coordination for the maintenance of the SEQ Design and Construct Code.

Ryan, along with Rob, will be leading the effort to support the new Reef Stewardship work.



Desiré Gralton
Manager, Communications

Desiré commenced with **qldwater** in 2011 and works part-time managing **qldwater's** communications such as corporate publications, newsletters, promotional materials and website updates. She also assists with events and other projects. Desiré sits on the Queensland Collaborative Water Education Networking Group.



Diana Kislitsyna
Executive Assistant

Diana joined **qldwater** in April 2018 to take over project administration from Heather Gold. Diana provides high-level administrative support to the **qldwater** team as well as coordinating events and industry communications.

Financial Overview

As a not for profit organisation, **qldwater** typically receives ~\$600,000 per annum from membership subscriptions. The annual budget, including these subscriptions, grant funding and revenue from programs is in the order of \$1.2 million. This provides an operating budget for key projects and employs approximately six full time equivalent staff along with occasional technical contractors. As a mature collaborative industry hub, **qldwater** continues to deliver a significant and growing return on investment to members.

We expect to employ a new staff member in mid-2019 to improve our redundancy and quality control.

Our membership target includes 100% of local government and local government-owned water service providers in Queensland which was achieved once in 2015/16. Achieving this target puts us in the best possible position to meet our advocacy objectives with various levels of government and achieve strategic priorities.

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Water Connections Tour:

