**Queensland Water Directorate (*qldwater*)** ***e-*flash**

**Information for Water Industry Managers and Practitioners in the Queensland Water Industry**

**(Issue #416– 17 January 2020)**

**1.   SEQ Regional Mini Conference - Call for Sponsors!**

**2.   Release of Consultation Draft, first priority Queensland Water Industry Roadmap**

**3.   New O&M Manual for the Design, Operation and Maintenance of Groundwater Bores for Drinking Water**

**4.   Communications Survey**

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**1. SEQ Regional Mini Conference - Call for Sponsors!**  
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We have a variety of sponsorship opportunities available for our 2020 regional Dial Before You Dig water connections tour events starting with Gympie in April.  Our mini conference on Friday 24th will provide an opportunity to network with peers and hear a range of technical presentations from across the region. There will be an optional dinner and the technical tour to Gympie sites and projects on the 23rd.

The conference is being hosted by Gympie  Regional Council.

Please contact [dkislitsyna@qldwater.com.au](mailto:dkislitsyna@qldwater.com.au) if you are interested or require more information. For this event we have the following opportunities available:

Principal – available

Gold – Royce Water Technologies, 2 others available

Silver – unlimited available

Dinner - available

Unlike many other industry events, ***qldwater*** seeks only to recover costs, so sponsorships allow us to offer a very generous number of complimentary registrations and low fees for others to maximise attendance.

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**2. Release of Consultation Draft, first priority Queensland Water Industry Roadmap**  
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Today we are releasing the first consultation draft for sections of the ***qldwater*** Roadmap for consideration by members and stakeholders.  Our ambitious plan of having a complete document available for review by the end of 2019 has been modified by our Technical Reference Group to a more realistic gradual release.  The document framework, table of contents and completed draft overview sections is available [here](https://qldwaterau.worldsecuresystems.com/LiteratureRetrieve.aspx?ID=252545), and the draft “Understanding and Exceeding Customer Expectations” priority section 4.7 is available [here](https://qldwaterau.worldsecuresystems.com/LiteratureRetrieve.aspx?ID=252544).

In terms of managing Roadmap expectations:

* It does not pretend to be a comprehensive strategy to address all that ails our sector, and glaring omissions are not only possible but likely considering how it has been compiled.
* It instead attempts to point to strategic issues which need to be addressed, **as raised by members**, and proposes:
  + What ***qldwater*** can do to take first/next steps on the journey;
  + What industry collaborators could potentially do with a program plan and structured co-investment model; and
  + What policy makers could do to enable this (as well as expedite should they choose a more direct intervention).

At the end, we aim to have a script, with strong industry support, which will serve as a clear basis for our advocacy efforts and hopefully support our members’ own planning efforts.

We now invite your input to the development of these sections, particularly considering:

* if there is something you would like to add;
* if there is something that you fundamentally disagree with; and
* you have a relevant case study on an (any) issue that you are keen to share with the broader sector.  We have a few for the customers priority in draft now but need to seek clearances for release.

At this point we hope to release a new priority each month with the final document refined mid-year.  There are a couple of sections which would significantly benefit from upcoming event activities (e.g. the small/ remote communities workshop in May).

Please contact either Dave Cameron ([dcameron@qldwater.com.au](mailto:dcameron@qldwater.com.au)) or Louise Reeves ([lreeves@qldwater.com.au](mailto:lreeves@qldwater.com.au)) with any feedback.

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**3. New O&M Manual for the Design, Operation and Maintenance of Groundwater Bores for Drinking Water**  
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The [NSW Water Directorate](https://www.waterdirectorate.asn.au/) has recently released this [publication](https://qldwaterau.worldsecuresystems.com/LiteratureRetrieve.aspx?ID=252540) – its development has been driven by the drought across much of the state and proliferation of new groundwater sources for drinking water.

As with all of their publications, it has been developed with strong review and input from a range of water industry experts including technical managers dealing with real world issues.  The document includes sections on site investigations, sampling and testing, construction and disinfection requirements, ongoing operation and maintenance as well as sample specifications for pump fitouts, switch boards, photos, drawings and sample work method statements.

Many thanks to Brendan Guiney and the Directorate’s executive committee for kindly making this work available to ***qldwater*** members.

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**4.   Communications Survey**

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**Communications Survey**

Are we going with the flow? There’s still time to provide your feedback on the way we communicate with you.

Are we using the correct channels?

Are we telling you the stuff you need to hear?

What can we do better?

Please **complete our survey** to go in the draw for one of three $50 gift vouchers.

Link to <https://www.surveymonkey.com/r/XDJ29L9>

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**This message may be passed on to interested individuals and organisations.**

**To add your name** to the distribution list, email “subscribe” to [dkislitsyna@qldwater.com.au](mailto:dkislitsyna@qldwater.com.au)

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