

QueenslandWater

/ Issue 31 / August 2021

It's all systems go for the 2021 Annual Forum

The **qldwater** Annual Forum is our signature event and we've made the bold call to host an in-person event even as most of Australia remains in lockdown. Fingers crossed Queensland will continue to keep COVID at bay, and rest assured that we will adhere to all COVID restrictions.

Hosted by the Redland City Council, the event will be held on 8-9 September with an additional 'Automated Metering' themed workshop being held on 7 September. Most events will be based at Alexandra Hills Hotel with a day tour of North Stradbroke Island.

Unfortunately concerns about the risks to essential workers (treatment plant operators) being in lockdown mean that physical site visits to the STP and WTP are unlikely to proceed, but we are organising some excellent replacement sessions to happen at the lunch venue on Stradbroke Island and everything else is sorted out.

The updated program is now available on our event website and includes:

7 September – The 'Automated Metering Workshop' will be a great opportunity to share experiences in automated metering and our increasingly digital operating environment, as well as the chance to connect with industry experts and vendors.

8 September – A Day on North Stradbroke Island with a range of fun activities including the **qldwater on tap** Best of the Best Queensland Water Taste Test, followed by the Annual Forum Dinner where you have the opportunity to network with other delegates over a three course meal and hear from our speaker Andrew Curthoys from Cross River Rail.

Andrew is the Digital Relationships Manager from Cross River Rail. Andrew is a digital subject matter expert and has been an integral part of Cross River Rails journey in delivery of their digital federated model. The federated data model allows the Cross River Rail team to utilise BIM, GIS and other data sets to generate a 'real time' model, assisting in both construction and troubleshooting. The evening will allow Andrew to talk through the Cross River Rail journey and include a live demonstration of the models. You think you've seen a digital twin before? Check this one out.

9 September – The Annual Forum day will be focused on Industry Strategy (building on the highly successful 2019 event) and 'Is Asset Management for Water and Sewerage in Queensland broken?' Speakers from around the state and nationally will provide case studies on how AM is improving, and our strategy sessions will see industry experts, regulators and other stakeholders taking on some challenging provocations about the future of our sector.

Are you ready for the taste test?

The 2021 Best of the Best Queensland Water Taste Test will take place over lunch at Stradbroke Island on 8 September.

Australia finally won top gongs at the Berkely Springs International Water Taste Test, with Rossarden in Tasmania winning the best in the world in the municipal water category in 2021! This is a great reflection of the dedication of water service providers across Australia.

Winning the Queensland title is the first step towards international fame, so get your best samples ready and send in your **taste test entry forms** now!

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CEO Report

Well the up-side of lockdowns includes a chance to catch up and write your newsletter articles (while you're hoping that it doesn't last so long that it impacts your major annual event, in this case our Annual Forum hosted by Redland City). We were fortunate to hold our Charters Towers event in July and attend the AWA NQ event a week later, and I had the opportunity to get out for a week in June to visit a number of members between Brisbane and Rockhampton.

Let's assume everything has gone well and as you read this you're about to join us for a bit of Automated Metering, touring, Asset Management and Strategic Planning. With the latter we hope to emulate a process trialled at our 2019 event which takes some interesting provocations around the future of the sector with some inspiring topic leaders to promote warts and all discussion and generation of good ideas. It's been great to see people embrace these networking opportunities, and we've been relatively lucky to be able to host some while supporting some others run by our collaborating associations.

Since the last newsletter, our focus activities have included:

- QWRAP – delivery of projects, taking on coordination for the Wide Bay Burnett group of councils, working with program partners in LGAQ and the Department of Regional Development, Manufacturing and Water to build the case for renewal of the grant;
- SWEAP – ongoing work with the Department of Environment and Science and other regulators on a range of projects including Model Conditions, End of Waste Codes, Recycled Water, commencement of planning for a “Green” Card training platform to compliment existing Aqua and Brown Card courses, and a number of other activities for the **qldwater** Consortium for Research and Advocacy on Contaminants of Emerging Concern (e.g. CRC CARE);
- SWIM – obviously annual performance reporting at this time of year but also the first major development addition to SWIM software in some time with our dashboards module;

- Skills – plenty of “Fundamentals” webinars and other course coordination, but also the development of our biennial workforce snapshot report and advocacy including a briefing with the Minister for Employment, Small Business and Training;
- Other advocacy including meeting the Minister for Regional Development, Manufacturing and Water to promote key “roadmap” messages;
- A large number of emerging technical/ policy issues including pursuing an exemption from WHSQ to allow high pressure jetting of AC sewer mains;
- Facilitating new industry collaborations including a Drinking Water Advisory Panel, potentially supporting the Interlab group of LG-owned NATA accredited labs, strategy session for the SEQ Joint Operations Committee and continuing national representation for skilling, through WSAA reference groups and joint advocacy, NSW and Vic water directorates... there's plenty on.

Thanks to all our members who've weathered the extra bureaucracy associated with our move to direct billing – hopefully we will soon be able to report another 100% membership result.

There's not a lot to report yet in the national policy space as the extra lockdowns have slowed the release of key industry reports and position statements. We expect that there will be more information available to present at the Annual Forum and hopefully a few more state-based initiatives as well. The recent announcement of a Building Our Regions round devoted to water and sewerage is a good indicator of the increasing profile of our sector.

Finally, I think we can confirm our regional events for 2022 as Port Douglas, Yeppoon and Gympie. If we are able to run the Water Connections Tour week we hope to focus on FNQ councils. We are still talking to the NSW Water Directorate about a joint event close to the border, and you can expect the skills forum and annual forum around March and September again.

Operator Registration

There have been a number of amendments made to the national Framework for Operator Certification – now registration. These are currently out for stakeholder consultation and are expected to be finalised very soon.

These mostly reflect name changes:

- Water Industry Operator Registration Framework 2021;
- Water Industry Operator Registration Taskforce;
- Registering Body in lieu of Certifying Body; and importantly
- Registered Professional Operator to replace Certified Operator.

Grandfathering provisions apply to all Operators “Certified” under former Frameworks – those staff will automatically be recognised as “Registered Professional Operators” under the conditions of this Framework provided conditions of previous Framework versions including timeframes remain met.

The change has been driven by a desire to remove confusion with the term “Certification” as it relates to national VET terminology, creating a clear distinction between a person who may be a Qualified Operator (holding a VET Certificate, or Certification) and a Registered Professional Operator who has been through the independent review process in accordance with the Framework and committed to CPD and other conditions of maintaining “Registration.”

Other amendments include the listings of units of competency to reflect updates to the National Water Training Package (NWP).

If you are interested as an individual or organisation in participating in the scheme, **contact WIOA** or visit **www.wioa.org.au**. Any questions about the WIORT or the Registration Framework should be directed to **Dave Cameron**.

Until next time,
Dave Cameron

Welcome to our new Affiliate Members!

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Award Winners 2021

qldwater would like to congratulate the 2021 Young Operator of the Year and Operator of the Year (Civil/All-rounder) announced at the WIOA Queensland Conference in Toowoomba on 3 June.

Young Operator of the Year

The Queensland Young Operator of the Year for 2021 is **Shannon Thomas** from Unitywater.

Shannon is an Assistant Treatment Plant Operator and has been in this role for almost two years after moving over from Urban Utilities where she completed her traineeship with a Certificate III in Water Industry Treatment (Wastewater).

Colleagues describe Shannon as a confident individual who is passionate about learning and innovating. She is always looking for opportunities to improve herself and her capabilities and is currently completing a Certificate IV in Leadership and Management. She leads the monthly team BBQ's and toolbox meetings for the Maroochydore Cell group and provides a great example of living the organisation's values of customer service and one team.

Shannon is a member of WIOA's Diversity and Inclusion Group and has written several papers and delivered presentations on what it means to be a female operator and works hard to foster a more inclusive team and workforce.

The prize for this award would normally be participation in one of WIOA's Operator Tours to New Zealand but if that doesn't go ahead anytime soon then we'll look at other options.



AWA Operator of the Year Award

We would also like to acknowledge the AWA Operator of the Year Award winner, **Shane Bandiera** from Cassowary Coast Regional Council. Shane is extremely dedicated to his position as Coordinator Treatment and goes above and beyond to support his staff and ensure the effective running of Cassowary Coast's treatment facilities. He has been a regular participant in *qldwater*'s activities, particularly the Water Skills Partnership and has been a long-time member of WIOA's Queensland Committee.

Thanks to everyone who submitted nominations and to WIOA for hosting these awards.

Operator of the Year (Civil/All-Rounder)

The *qldwater* Operator of the Year (Civil/All-Rounder) is **Shane Bambrick** from Urban Utilities.

Shane has more than 40 years in the Plumbing and Water Industry, with the last ten of those years at Urban Utilities. Shane is currently the Field Technical Lead and is used as a trainer and mentor for new staff due to his extensive knowledge and is often the "go to" Water Industry Worker for repairs.

Shane goes above and beyond to educate the wider Urban Utilities organisation in understanding what goes on in the field and has created a number of short videos about leak detection and basic repairs that he shoots with his personal drone and completes with music and video editing and shares with staff via Yammer.

Shane is a well-respected leader who demonstrates an ongoing commitment to safety – he gets involved in the introduction of new valve turners (and has developed a video for that too).

Shane's prize includes a trophy and \$1500 towards professional development activities.



Scholarship winner reflects on opportunities

Elizabeth (Liz) O'Chin from Cherbourg Aboriginal Shire Council was recently awarded a qldwater Scholarship, through the Queensland Water Regional Communities Innovations Program (QWRICIP) to cover her costs of attending the 45th WIOA QLD Water Industry Operations Conference & Exhibition in Toowoomba and a visit to Toowoomba Regional Council's Pechey Water Treatment Plant. Thank you to Toowoomba Regional Council for kindly showing Liz around. Here Liz reflects on her visit:



"I started working for Cherbourg Aboriginal Shire Council (CASC) in 2017 as a Trainee Receptionist. I had been with CASC for just over 3 years when other positions were becoming vacant within our organisation. I thought this was my chance to progress further in my career, and I am now an Assistant to CASC's Operations Manager (Civil Engineer)- Darren Lonergan.

In my time as an assistant, I have seen the issues our council faces with maintaining our water and sewage treatment plants. I attempted to assist our Water Operators in any way that I could, starting with basic administration tasks and data entry. On occasions I go out with our operators to the testing sites and observe, and I have also completed various training courses and attend meetings with Qld Health, Contractors etc.

I enjoy helping the team and started to ask about how I can become a water operator. My employer was happy to assist and I am starting a Certificate III in Water Industry Operations. I will be attending my first block of training in Cairns in August 2021.

When I heard that I had received a scholarship to attend the 45th WIOA Qld Water Industry Operations Conference & Exhibition, I was nervous but excited that I was given the opportunity to get an insight into the Water Industry. Although a lot of the information was over my head, I found it quite interesting.

The keynote address presented by Ms. Narelle D'Amico (Bundaberg Regional Council); "What's Culture change got to do with operators?" was close to home. Half our water team are less than 5 years away from retirement and our CEO, Chatur Zala (since Dec 2019) has openly expressed CASC's culture and how things need to change moving forward.

I enjoyed Kent Weeden and Ben Pennell's (Gold Coast Water) presentation, "Raising the profile of a frontline field operator, the struggle, triumphs and everything in between". I see it with our field workers in the Operations department. My frontline experience has only been as a receptionist and hospitality worker, but I feel that they are similar in the way that the public view and treat us.

The exhibits, just like the information sessions, were a little advanced for me. One that I do remember taking notice of was an automatic Turbidity tester. I think it was the 'Aqua Master' by Prodetec, I can't recall its exact function, but I thought that it would be useful device to have at any Water Treatment Plant in that it measures and records almost everything you need in water testing e.g. turbidity, pH, temperature etc.

There was a paper called "Enter the Matrix: Using virtual reality and 360-degree video to improve stakeholder engagement". I don't know if there was an exhibit, but I think that virtual reality is a very efficient tool in water treatment. Our Council's pipelines are pretty old and with the current upgrade to our WTP, having virtual reality or 360-degree videos would have been a significant benefit in contractors being able to see what they were actually working with.

My visit to the Pechey WTP was at the least remarkably interesting. I was very warmly welcomed by the Toowoomba Region's Water team who were very pleasant and supportive.

Jared (Pechey Water Treatment Operator) was my tour guide and has great knowledge on Water Treatment Operations. I remember Jared saying that one of the reasons he entered the Water Industry is to feel like he is making a difference in the community. This stuck to me because that is all I ever wanted; to know that I making a positive difference in my community.

Attending the 45th WIOA Qld Water Industry Operations Conference & Exhibition and my visit to the water treatment plant has just made me want to push myself and I am so excited to start my Certificate III in Water Industry Operations. If there were any doubts about starting a career in The Water Industry, they are now distant memories.

I would like to show my appreciation to **qldwater**, Toowoomba Regional Council and Cherbourg Aboriginal Shire Council for allowing me these opportunities and look forward to being more involved in the Water Industry in the future."

Image below: Liz O'Chin with operators from Toowoomba Regional Council's Pechey WTP





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Women in Water

The 2020 Workforce Composition Snapshot Report was released last month, and while the water industry remains male-dominated, the gender balance is becoming more equitable over time and at a slightly faster rate than the all-industry trend. Women are now representing 30% of the workforce compared with 22% in 2010.

Queensland data was gathered from the Australian Bureau of Statistics to compare water industry gender balance to all industries, and this is reflected as a trend line in the Gender Profile Trends graph on the next page.

The Report also shows the portion of female and male staff in each job family. The industry continues to remain male dominated in trades, rangers and civil construction and maintenance roles.

There has been a downward adjustment in the proportion of women in operational roles, following a spike from 2016 to 2018. This may be a result of classification issues with the data in 2018 and/or 2020, as a number of utilities report having pursued targeted campaigns to attract and retain female talent in recent years.

Females in Corporate and Operations manager roles have increased by 3% to 33% since the previous 2018 report and there have been small increases in the number of females in professional and paraprofessional roles for engineers and scientists.

In honour of Queensland Women’s Week in March this year, Urban Utilities CEO, Louise Dudley, shared her views on why more women should consider a career in utilities and her vision for the sector’s future.

Ms Dudley said she had seen extensive changes in the water industry since she first took up the position at the helm of one of the largest water distributor-retailers in Australia almost a decade ago.

“I still remember, particularly when I started as CEO, going to functions and people asking what I did at Urban Utilities and when I’d tell them I was the CEO they wouldn’t really know how to react,” she said.

“I’m pleased to say that happens less and less but there still is a way to go.”

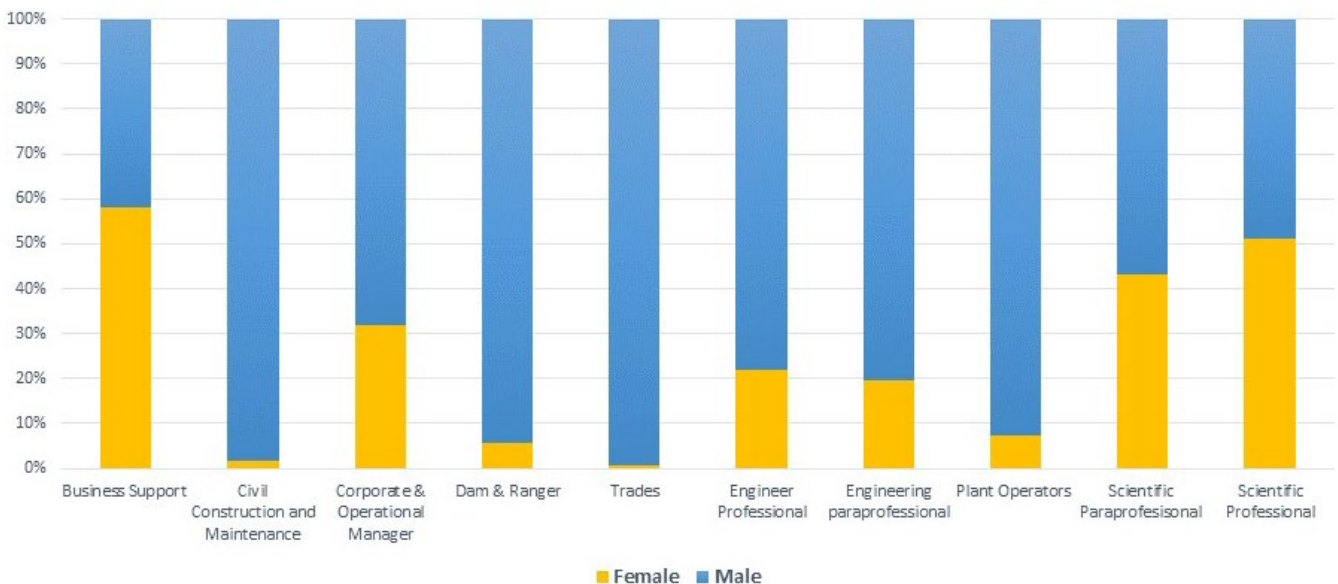
Ms Dudley said creating an inclusive culture was the key to encouraging more talented women to consider working in water.

“I was fortunate to have flexibility early on in my career. I was working one day a week at one stage which allowed me to spend time with my children growing up while also progressing professionally,” Ms Dudley said.

“I believe the best thing I can do is to create a culture where difference and diversity are valued and one that encourages people to perform important work, while offering the freedom to enjoy the things that matter most in their lives.

“We are more likely to retain quality talent if we reduce the hurdles there are for women to progress their career, and I think that was a big lesson many businesses have hopefully taken out of COVID-19.”

Gender Balance of Job Families



Ms Dudley said she also hoped the changing nature of utilities would encourage more women into the sector in future.

“The water industry should be attracting a lot of women,” Ms Dudley said.

“Water is essential and it’s not going away, but the kind of work utilities do is changing rapidly.

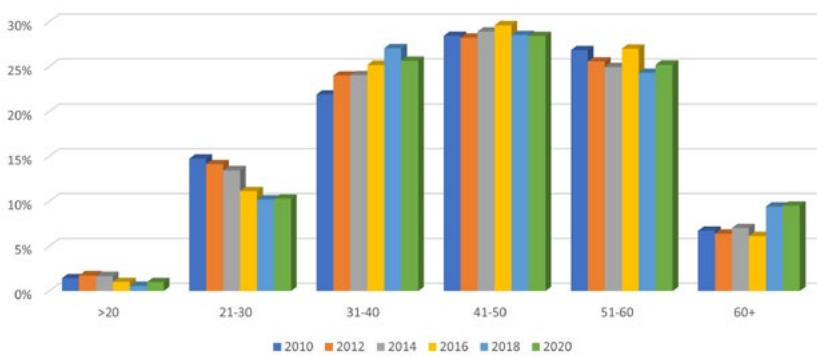
“When we think about customer experience, the opportunities with digital technology, environmental protection, the strong focus on engaging with communities and the exciting work we’re doing around the science space – there is not just one skillset.

“We need to bring in innovation and fresh ideas so we need to encourage diversity as much as we can.”

It’s great to see young women like our Young Operator of the Year, Shannon Thomas, and our Queensland Water Regional Communities Innovations Program (QWRCIP) scholarship winner, Liz O’Chin (see previous story) take up the challenge and we hope that it will convince others to follow suit – we can only be what we can see.

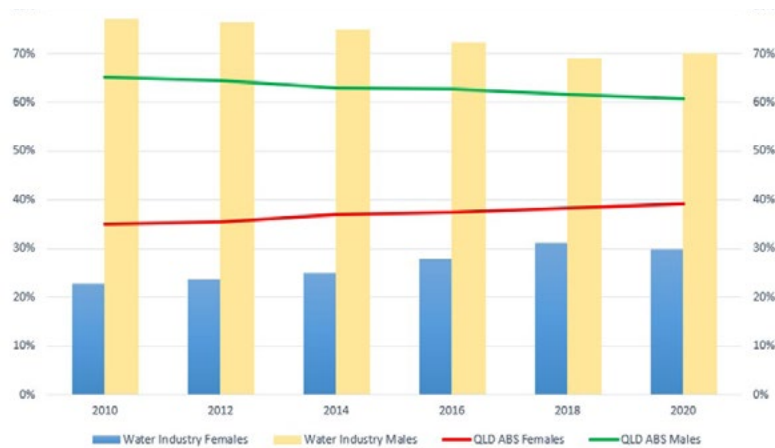
Some other key stats in the 2020 Snapshot Report (download here) include:

Age Profile



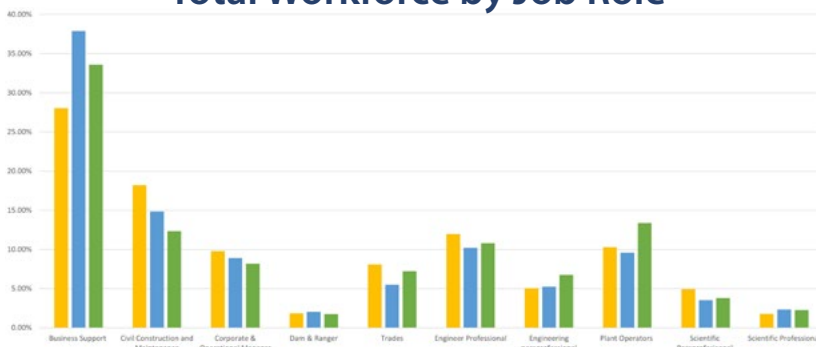
- **35%** of the workforce is aged **over 50** years
- **11%** of the workforce is aged **under 30** years

Gender Profile Trends



In 2020, women form **30%** of the total water industry workforce.

Total Workforce by Job Role



Industry Skills Shortages

Survey participants were asked to indicate whether they had any shortages in key job roles and if they were expecting shortages to occur in the next three years. There are concerns for the following job roles:

Civil Construction and Maintenance Workers:

Potential shortage due to increased civil construction and maintenance activity through COVID stimulus spending.

Plumbing Trades:

Some regions reported advertising for plumbers without success, leading to greater recruitment of apprentices instead. In some regions, there are better salaries offered for plumbing roles by the resources sector.

Engineering Professionals and Paraprofessionals:

In some regions, competition with the resources sector makes it difficult to attract engineers to roles in local councils and it can be challenging to recruit the specific water and sewerage skills needed.

Treatment Plant Supervisors:

This job role has a significant ageing profile with a large cohort approaching retirement. A number of organisations have active programs to attempt to better address workforce planning.

Treatment Plant Operators:

There is a general recognition that it is increasingly difficult to source/attract experienced operators with current water industry qualifications, leaving organisations the option of recruiting and training trainees, or in extreme cases outsourcing roles.

Charters Towers Wrap

Thanks again to sponsors, presenters and attendees for our Charters Towers event held in July.

Peter Clark and the Charters Regional Council team were excellent hosts, but a particular shout out to Mark Harvey for an excellent tour, couple of talks and for accepting the challenge of finding some good examples of infrastructure challenges to present.

There were plenty of presentation highlights with the water quality theme but Mel Keating's talk on introducing chlorination in Flinders scored highest in the feedback. Many can relate to the story of a service provider working hard to improve public health, often in the face of significant community push-back via social media (see story below).

qldwater members and conference attendees can access recordings of the presentations at <https://qldwater.com.au/charters-towers-regional-conference-2021>



The Chlorination Challenge



Mel Keating, Environmental Health Officer from Flinders Shire Council, talked about chlorination challenges at the recent Charters Towers Regional Council highlighting the impact of social media on utilities.

Mel started working for Flinders Shire Council after the Water Supply Safety and Reliability Act came into force.

“When I arrived, I was surprised to find that the water at Flinders wasn’t undergoing treatment at all. There was evidence at Torrens Creek that they may have tried to use aeration and there was some sort of equipment that took out iron and manganese, but it was still running red.”

Mel still holds on to a bottle of brownish water to show what the water looked like at the time as she embarked on her first community engagement program. She keeps it as evidence of the work they’ve done.

“The general attitude to chlorine was that it was the bad guy, however being subject to regular boil water alerts was akin to living in a third world country, as I regularly heard when yelled at over the phone when we put out boil water alerts. The general attitude in the community was, if the State wants it, they can pay for it.

So, according to the community, adding chemicals to the water was unnecessary, but not having potable water was unjustified. We had to find the magic wand to fix this problem – and I’m happy to say, we did get there in the end.”

The journey from then to now

Over the past few years, Flinders spent approximately \$4 million on tank upgrades at Prairie and Torrens Creek, where we also installed new clarification, two types of filters and disinfection. They also replaced the water mains at Torrens and the water now looks nice and clear.

Hughenden had four drinking bores that fed the



reticulation system first and then to holding tanks which was hand dosed by climbing to the top. In 2013/14 it was upgraded to have all bores to go into one reticulation tank with a sodium hypo system in place.

So, what is the challenge?

While finding the money for infrastructure is a big challenge, Mel’s biggest challenge is dealing with the conversations that are taking place on social media, mainly on Facebook (FB), which now boasts 2.85 billion monthly users.

“The reactions to the introduction of chlorine in some communities were minimal. with complaints like that cattle wouldn’t drink the water.”

“The reactions in others were different. Although we’ve been hand dosing in one community over many years, any attempt to increase the chlorine residuals were met with fierce backlash from the community, mainly on FB.”

Mel believes the situation was further compounded by COVID – operating in a negative environment where people are more likely to share negative news.

“It’s also hard to deal with cognitive dissonance in social media- that perception of contradictory information. When you learn a new piece of information that disagrees with your longstanding belief or opinion, people will fight very hard to overcome that discomfort and to utilise that information to support that believed opinion. No matter what information you put out there, they will assimilate that information in a biased way to protect that belief that they’ve got – you couldn’t change their minds,” Mel says.

“No matter what we were putting on social media, people were just taking what they wanted to prove that we didn’t know what we were doing. When I talked to people face to face, you could change their minds, but not on social media.”

Mel said the negative feedback clearly impacted the morale of staff, and misinformation spread through other channels like wildfire.

Are there any solutions?

Mel says when they received a letter of thanks from Queensland Health for the work they've done, they decided not to post this on social media because they knew it would generate negative feedback.

"I think in the first instance we need to think about our staff and how we support them. To call a meeting when we are doing some upgrades, or something is going on that may kick up a stir in the local community and discuss ways to deal with it. We can't stop it. We can look at ways that information is put across, for example using humour or satire to convey information."

Mel believes it's important to look at the mental health of staff.

"Assisting staff during these processes can help retain those staff, otherwise they are going to burn out. Even as an ex-army person I find it hard to deal with."

"We are no longer engaging on social media, we respond by putting out facts, but we don't engage."

Mel's presentation hit a nerve with many, and – we encourage all members to share experiences and strategies with managing social media through significant changes.



AWA Forum, Mackay

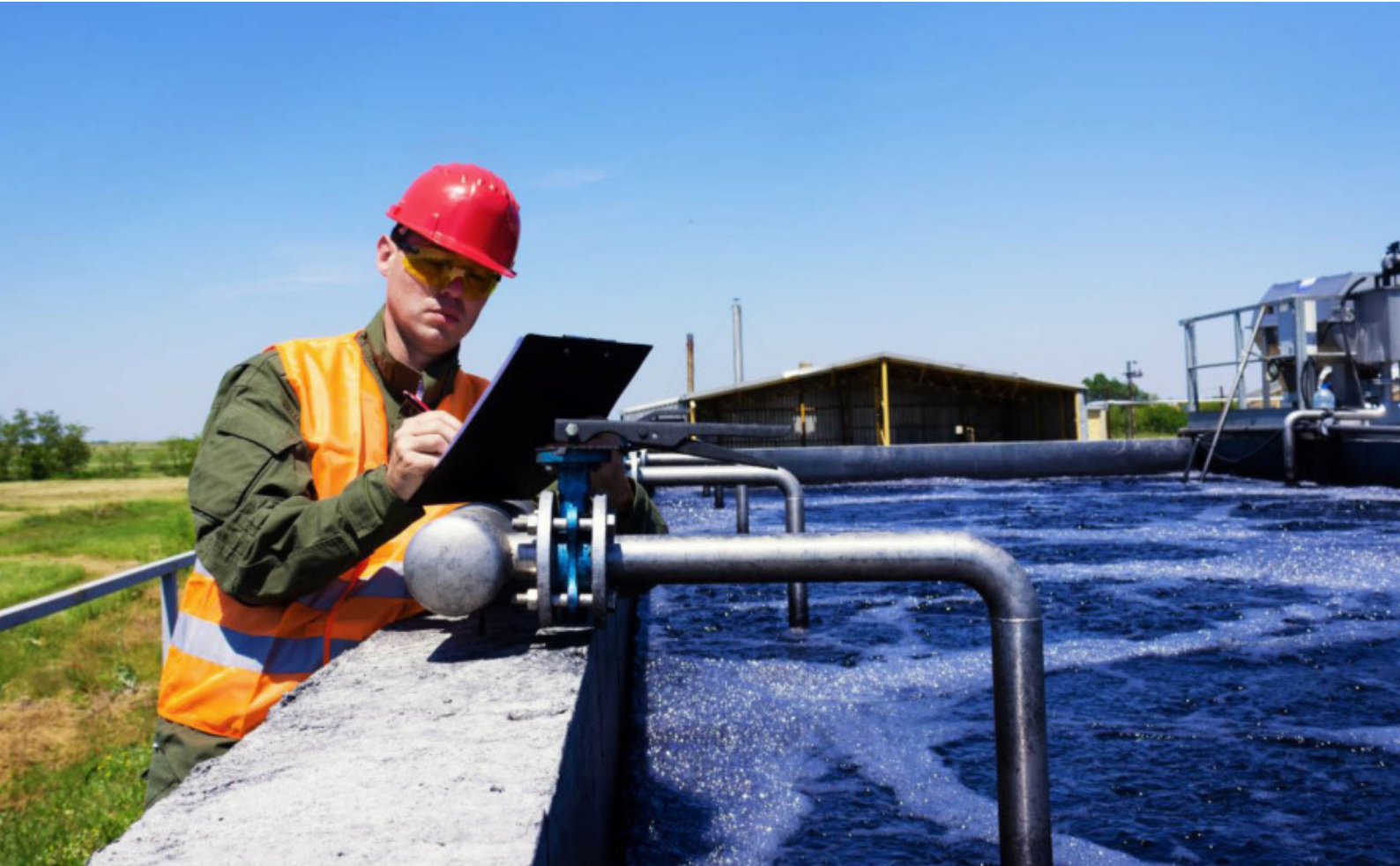
The Queensland Government in conjunction with the Australian Water Association North Queensland Regional Conference held the *Smarter investment in wastewater and water management: sharing lessons from the Reef catchment* and the south east Queensland region forum on Wednesday 28 July. The half-day interactive forum, organised in partnership with **qldwater** and the Local Government Association of Queensland, shared insights and lessons learnt in managing water and wastewater for smarter investment across the Reef catchment and improved water quality outcomes for the Great Barrier Reef.

Both sessions on the day involved a panel of senior and technical experts (Rob Fearon **qldwater**, Subathra Ramachandram LGAQ, Chris Mooney DES, Dinesha Emmery RDMW, Jim Fewings DES and Cameron Jessup Mackay Regional Council), who discussed Industry challenges and pathways forward for the industry.

Technical talks on the day were wide ranging from Collaborative Capacity Building Programs to Townsville's Water Sensitive City Stormwater offset and Mackay's nutrient based offset design. Hot topics on the day were how could QG funding better incentivise optimal infrastructure investment and much to Rob Fearon's joy; how could regional arrangements assist in improving long term investment for Councils.

The following AWA event managed to achieve the best attendance for an AWA NQ conference with an excellent range of presentations, exhibitors and networking opportunities.

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Water Industry Workforce Trends

Following some delays in getting the report out, the 2020 Workforce Composition Snapshot Report has just been released on the **qldwater** website along with a one page overview of the key issues identified in the report.

The biennial report once again highlights that the water industry in Queensland is challenged by an ageing workforce, with 35% of the workforce aged over 50 years and 11% aged under 30 years. The gender balance has remained largely unchanged from the previous report with women comprising 30% of the water industry workforce in Queensland.

The report also explores current and predicted future skills shortages in a number of key job roles, along with trends in qualifications coverage across the state (see some key stats on page 9, or download the full report here).

Thank you to all those who contributed data to the report, we know it's not an easy task, but the information you provide is extremely valuable in supporting our ongoing advocacy efforts for securing skills and training funding and support.

Attracting and Retaining Talent in Regional Queensland



Our Skills Manager, Carlie Sargent, was invited to facilitate a panel session at the recent AWA NQ Conference to explore the topic of “Attraction and Retention of Skilled Resources in the Region”.

Carlie provided an overview of key findings from **qldwater** workforce reports and highlighted regional resourcing challenges as identified by Water Skills Partners, which was followed by a panel discussion with:

- Jenine Bailey, People Capability Coordinator, Mackay Regional Council
- Patrick Newell, Director, Pensar Water
- Dr Sandra Hall, General Manager- Australian Centre for Water and Environmental Biotechnology, The University of Queensland

Panelists identified the following actions for regions to attract and retain talent:

- Organisations should focus on workforce and succession planning to identify future workforce needs, particularly retirement intentions for experienced staff;
- Local councils need to be clear about their Employee Value Proposition and what workers are looking for at various stages of their career to promote themselves as great places to live and work;
- There is an opportunity to highlight the breadth of roles available within councils and the opportunities for workers to gain experience across the whole of the urban water cycle;
- Councils should continue to collaborate with other councils and organisations within their region for staff training and development and explore opportunities for sharing of specialist skills and resources; and
- There needs to be more information about the regional urban water environment in engineering qualifications including opportunities for engineering students to be exposed to regions, and primary school students should be taught about the urban water cycle to encourage interest in the industry from a young age.

qldwater will continue exploring collaborative opportunities relating to workforce challenges through the Water Skills Partnership.

Virtual Micro-Credentials in Demand

Since the launch of the Water Industry Foundation Skills Micro-Credential pilot program earlier this year, 35 water industry employees from 12 organisations have participated in one or more of courses, with another 16 staff already enrolled for future courses. There have been courses delivered across all three subject areas of water treatment, wastewater treatment and network operations with participants clearly favoring the virtual workshops.

Skills & Training (continued)

The cost of delivery is being supported by funding from the Department of Employment, Small Business and Training, meaning employers only pay 50% of the cost of training delivery, around \$500-\$600 for most courses. Find out more on our micro-credentials website.

qldwater is currently working with a trainer to develop a SCADA micro-credential for delivery early in 2022.

Please contact Carlie Sargent on 07 3632 6853 or csargent@qldwater.com.au to find out more or register for one of the existing course offerings or to express interest in the SCADA micro-credential for 2022.

Share Your Training Needs

We need your suggestions for our Fundamentals Webinars! We've already delivered fourteen webinars to provide practical demonstrations of common treatment and network operations tasks but we're keen to do more! The Department of Regional Development, Manufacturing and Water are continuing to support these sessions so please tell us if there are tasks you would like demonstrated and we'll see if we can find an expert to deliver.

Recordings of all previous sessions are available to download on the **qldwater** website. Please send through your ideas to webinar@qldwater.com.au for future topics.

Welcome to the Water Industry!

Lee-Anne Willis has taken over from Kellie Lister in supporting the Regional Water Industry Worker Program, with continued funding from QWRAP and **qldwater** to support this position. Thank you to Kellie for her efforts establishing the successful program in North Queensland and expanding it to other regions. We're looking forward to Lee-Anne continuing this work and she will also be assisting QWRAP groups to establish training cohorts for treatment operators. Contact Lee-Anne on 0457 215 599 or lee-anne.willis@mackay.qld.gov.au.

Recognition for the Water Skills Partnership

qldwater is waiting to hear whether the Water Skills Partnership will be awarded the Premier's Industry Collaboration Queensland Training Award for 2021. The Partnership was shortlisted for this award earlier in the year and the winner is due to be announced on 4 September!

The nomination celebrates ten years of the Partnership's operation and its successful collaboration to ensure water industry staff have access to essential training and skilling to deliver safe, secure and sustainable urban water and sewerage services to Queensland communities.

We're hopeful we can celebrate a win with you all soon! We'll keep you posted.

Collaborative Training Options for Regional Water and Sewerage Service Providers

Did you know that QWRAP, through **qldwater**, supports water service providers to establish regional cohorts to ensure water industry personnel receive the necessary training and skills to provide quality drinking water and manage sewerage systems to protect public and environmental health?

The remote nature of many service providers and limited number of operational job roles makes face to face training in accredited qualifications expensive despite generous User Choice subsidies and location allowances provided by the State. **qldwater**, through the QWRAP, helps facilitate training cohorts of operators from a range of councils within a region and this has been successful on a number of occasions in reducing training costs.

Regional training cohorts also provide operators from neighbouring councils the opportunity to experience alternative treatment and work processes and build regional networks. Regional training hubs have been delivered with support from QWRAP in most regions across Queensland, with the most common qualification being the Certificate III in Water Industry Operations. The qualification can be delivered with specialisations in Water Treatment, Wastewater Treatment, Water and Wastewater Treatment and Network Operations (for Water Industry Workers).

QWRAP further supports regional training by subsidising the cost of travel and accommodation for learners to attend face to face training, on a co-investment basis with the councils involved.

Read more about the pathways to regional collaboration in [this flyer](#).



A new generation of Smart Meters from SUEZ and WIZE

With customers expecting smarter, faster, and more efficient services, it's essential to gather meaningful and actionable data. With SUEZ Smart Meters you can deliver a quality customer experience and engage better with water consumers.

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- SUEZ more than 15 years' experience
- 6 million water meters installed globally
- Interoperable products through the WIZE ecosystem
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- Guaranteed support until at least 2043 for network, coverage, and devices

CONNECT WITH OUR SUEZ EXPERTS

Sean Cohen, Senior Manager, Smart Water in Australia and Mateu Crespi Alemany, Director of Operations - SUEZ Smart Solutions in France at our Smart Solutions webinar on the 28th September 2021.

SCAN THE QR CODE TO REGISTER YOUR INTEREST NOW



[CLICK HERE](#) for other SUEZ webinars and events



SWIM & swimlocal update

SWIM Data Olympics - Quilpie wins gold!

The 2020/21 SWIM Annual Reporting is well underway with Quilpie Shire Council taking the gold medal as SWIM data entry champion for 2021.

A big congratulations to Peter See and his team who were the first to publish their SWIM Annual Data. A coveted **qldwater** T-shirt prize has been awarded.

The race for silver and bronze continues with Barcaldine moving up into a clear silver position with Cook and Napranum (coming home very strongly) currently tied for bronze.

Please remember that your SWIM data must be completed and 'published' by 1 October as per the legislative requirement. There have been no changes to the indicators or reporting from last year.

New swimlocal software due for release

The 47 Service Providers that are currently using the fully licenced version of swimlocal will benefit when the new version of the swimlocal software is released in September. The new version includes some major improvements and upgrades, such as:

- the ability to transfer sewerage data directly from swimlocal to the DES WaTERS database
- new calculation functions, such as: IF, NOT, AND, OR; and calculations across sites
- improved collection of Lab metadata, such as: lab name, sample collector's name, units
- improved reporting of any upload errors when importing data files
- improved QA/QC of data import files, such as: checking indicator units in the import file vs that recorded in swimlocal
- the ability to set 'validation rules' and 'indicator order' at the finer category level rather than just as a 'whole-of-council' level

The new swimlocal web-based Reports and Dashboard Tool has been completed and released. There are currently 18 Service Providers signed up to use the new WebReports Tool.



QWRAP Update

The latest QWRAP newsletter went out this month – here’s a short overview of the latest stories or check out the QWRAP Website to see all the articles and case studies in the QWRAP Showcase.

Cybersecurity on the map for DASB Councils

The Downs and Surat Basin (DASB) QWRAP group recently completed a joint Cybersecurity Audit project. According to DASB Coordinator Alan Kleinschmidt, key drivers for the project were the Councils’ recognition that they needed to better understand the cybersecurity risks they faced, and the legal requirement for councils to consider cybersecurity threats in their risk assessment and management as part of their Drinking Water Quality Management Plans.

“The first aim of the project was to complete a cybersecurity audit of all the Councils’ water businesses – both water and sewerage – and included things like SCADA and telemetry for treatment plants and network operations that could, for example, fall prey to disgruntled former employees changing settings.”

“The second objective was to provide some support for Councils, especially smaller ones, in terms of incorporating cybersecurity as part of their Drinking Water Quality Management Plans.”

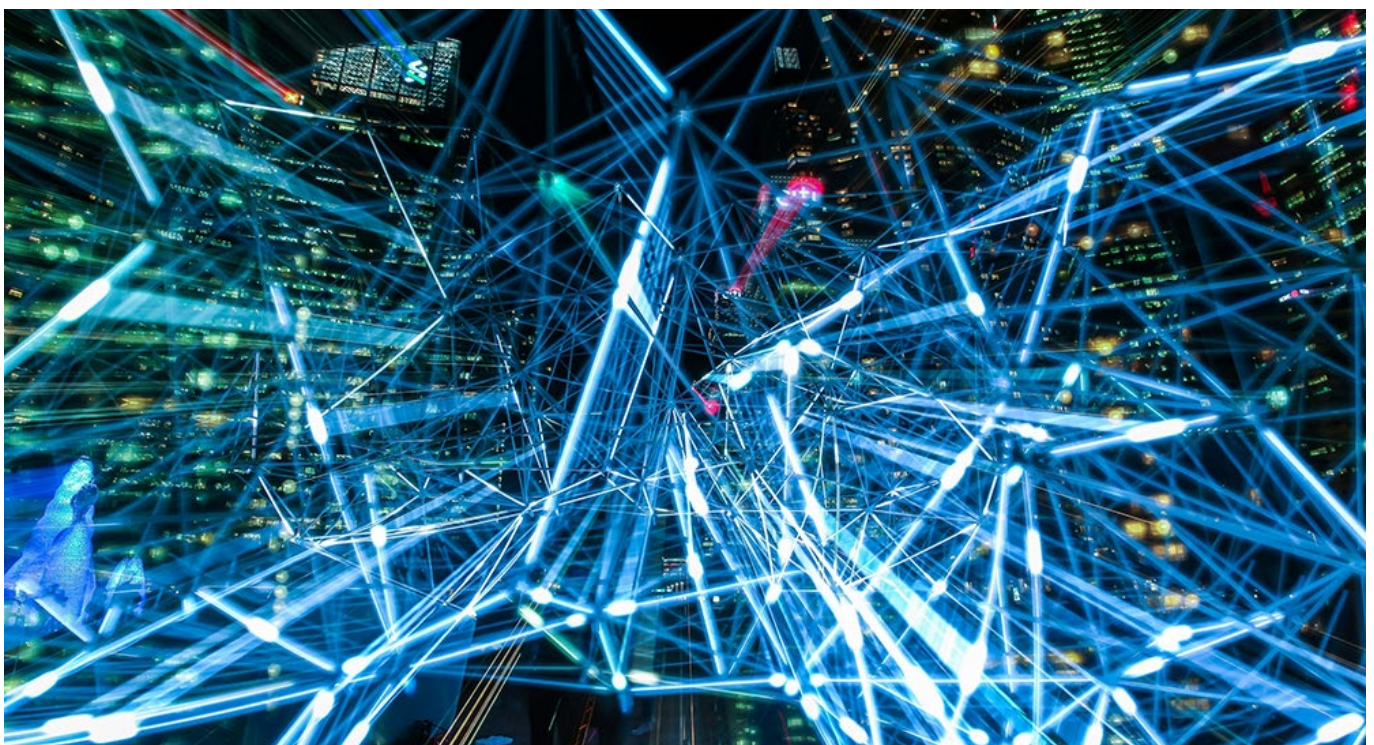
According to Alan, the project helped participating Councils to identify significant credible risks that are real and likely to have an impact, and to provide advice on how to address or mitigate those risks.

The audits have now been completed and detailed reports have gone to the individual Councils. The group will discuss the outcomes and Councils are already taking on board the recommendations.

“All of the DASB Councils will need to review their DWQMPs by 1st October of this year, and they will be able to incorporate the audit findings into their review. This will ensure that they meet the regulatory requirements, and it also provides them a high level of protection and gears them to better respond to emerging federal changes around critical infrastructure,” Alan said.

Alan believes the project also gives credibility at an organisational level because the water business can produce an independent audit and provide recommendations back to their Councillors and senior management to show what the risks are and what needs to be done. It’s a great tool to secure funding and to get recognition of their needs operationally.

The project followed an earlier QWRAP project for the group which aligned SCADA standards across the region. Having access to a set of specifications makes it easier for smaller councils to deal with their suppliers to ensure they buy gear that is well supported, that is maintainable and will have long-term sustainability.



QWRAP Update (continues)

The Silver Lining in FNQ Sewers

The Far North Queensland Regional Organisation of Councils (FNQROC) have found a silver lining in their sewers through a joint sewer relining program that has led to considerable savings for FNQ communities.

According to FNQROC Regional Procurement Coordinator Amanda Hancock, all participating Councils undertake annual in-situ sewer relining works to maintain the sewer reticulation network but combining their efforts have led to much better coordination of works between all stakeholders.

“The joint procurement strategy aims to ensure the structural integrity of the sewer mains by protective relining of the sewer system,” Amanda said.

“This extends the life of the asset and can also result in a substantial reduction in flow to the sewage treatment facilities and overall energy reduction, especially during the wet season or rain events, due to relining reducing infiltration in the lines.”

Amanda says the joint program was broken into three parts or packages of works. Parts one and two focused on the actual sewer relining according to the size of the pipes – sewers lower than 250mm and those 250mm and above. Participating Councils included Cairns, Cassowary, Mareeba and Tablelands Regional Council. Douglas Shire Council also participated in Part 3, which involved sewer and manhole condition assessments of all sewer networks.

The joint procurement strategy provided economies of scale for Councils, but also for the winning tenderers, Relining Solutions and Flow Pro.

“Combining our efforts makes it easier for councils and suppliers to deliver the programs as they are not competing against each other for a resource,” Amanda explains.

“It allows contractors to move around if they are constrained by weather, and it eases communication because suppliers by liaising with one person instead of four different councils. In short, it makes it easier to do business with us.”

Part of funding provided by QWRAP funded a Program Coordinator role which provided contract certainty to all stakeholders. It also meant only one person needed to review the CCTV footage, taking away a big responsibility from the individual councils.

The program also allowed participating councils to stay abreast of emerging technologies such as Artificial Intelligence (AI) for review of CCTV, and it provided a consistent platform to test new technologies as a group.

“The project has given us all a much better understanding of what we are doing in this space and allow us to respond quite quickly. We hope to see further investment in a consistent dataset to explain what we are doing in this area, and which can help us to secure future funding.”

The annual program for 20-21 is now complete but Amanda says the group will continue to take learnings.





Wide Bay Burnett CCTV Student Project

It was a case of win-win-win for a recently completed QWRAP project that funded three CQU students to assist councils of the Wide Bay Burnett Water Alliance (WBBWA) in reviewing CCTV footage as part of their successful, ongoing sewer rehabilitation program. Three undergrads were engaged during University breaks in 2020, reporting to supervising engineer Charise Bernil-Abbott from Fraser Coast Regional Council.

The projects were designed to support the students while raising the profile of the water sector with the local University and also undertake a range of asset assessments to inform sewer relining across the region. The students assessed over 1000 assets across South Burnett, Fraser Coast and Bundaberg Regional councils to identify areas for improvement and to detect any defects arising during the work. The students' skills and attention to detail meant that their induction to the work was rapid and they became very efficient in conducting condition assessments. The total time taken for the assessment was judged to be less than if the work had been outsourced. Suggestions provided by the students have been incorporated into future work as part of continuous improvement of the program.

“The students’ attention to detail was notable and their ability to pick up even small defects was attributed to their interest in the project and current attitude to learning.” - Charise

The WBBUWA was the first region in Queensland to collaborate on assessment of assets for relining and also to work with students. CCTV condition assessment is an essential tool in analysing condition of pipes and allows council decision makers to determine where pipes needed immediate attention versus being left for a future round of rehabilitation. Early or unnecessary replacement of sewers is extremely expensive and careful condition assessment as part of a relining program has saved millions of dollars for councils in the region.

Undertaking the work cooperatively save money for the councils involved. It is estimated that the project saved \$60,000 because of the approach taken with much larger savings attributed to the improved service and avoided costs provided by the relining program.

The results of the project will be shared with other QWRAP regions and a webinar is being planned to exchange information on assessment technologies and comparisons using Artificial Intelligence for CCTV analysis to compare with current practices. Two of the students received industry placements during the project with the final still completing his last term.

qldwater Consortium for Contaminants of Emerging Concern (qCRAC)

Emerging contaminants... Antimicrobial Resistance

There seems to have been an increased level of interest in the topic of Antimicrobial Resistance (AMR) recently. Some of you may have seen the award-winning presentation on AMR at the recent AWA North Queensland conference or be involved with the development of a bid for a Cooperative Research Centre for Solving Antimicrobial resistance in Agribusiness, Food and Environments (CRC SAAFE). The topic has also hit the news a few times recently, so the following is provided as further background for qCRAC members.

What is AMR?

Put simply, AMR is when existing drug treatments for common infections by bacteria, viruses, fungi and parasites cease to be practically effective. AMR comes about when the infection-causing microorganisms survive exposure to a medicine that would normally kill them. This allows those strains to develop mechanisms to survive exposure to drugs or other contaminants and multiply rapidly in absence of competition from other strains. For a chilling representation of this process, you can **watch this short video** from Harvard Medical School.

This process has led to the emergence of “superbugs” in our community, including some highly resistant strains of staphylococcus and tuberculosis bacteria that are difficult or impossible to treat with existing medicines.

An oft-quoted 2016 review for the UK government chaired by economist Jim O’Neill, has yielded the alarming forecast that by 2050, 10 million lives a year and a cumulative 100 trillion USD of economic output are at risk due to the rise of drug resistant infections. Antibiotics are critical to modern medicine. If they become ineffective, the risk of certain medical procedures will increase, possibly to the point where they may be considered too dangerous to perform.

.... and what does it have to do with the urban water industry?

While the overuse of antibiotics in medical and agricultural practices (which dominates society’s use of antibiotics) has been linked to increasing resistance, the role of the natural environment in the emergence and spread of resistance is also important .

The evolution of resistant bacteria can be enhanced by pollutants in their environment, including antibiotics themselves, disinfectants and heavy metals. These contaminants are all abundant in wastewater, as antibiotics and other medicines are excreted and discharged to the sewer along with disinfectants, personal care products, soaps and detergents. At a wastewater treatment plant, these chemicals reach an environment that is specifically designed to be conducive to biological activity, which engineers exploit to treat nutrients, organic matter, suspended solids and, to some extent, pathogens. This environment is literally a breeding ground of bacteria, both desirable and undesirable, including resistant strains. Even the relatively low concentration of contaminants in this environment can be problematic: it is too low to be lethal to the undesirable bacteria but high enough to kill competing strains.

Advanced wastewater treatment processes remove some antibiotics and bacteria, and UV disinfection and heat treatment are even more effective. However, some genes can slip through and bacteria in water and soil also naturally possess a huge diversity of resistance genes. Bacteria are able to acquire resistance genes from other strains, and even through transfer of fragmentary genes. This means that WWTPs may be able to act as amplifiers of AMR.

This topic is the subject of a research PhD project by Kezia Drane (James Cook University) working with Townsville City Council. Kezia’s research project is examining the antibiotic resistance in Green Turtles that are endemic to Cleveland Bay, which is the receiving environment for the Cleveland Bay Water Purification Plant. Kezia and Townsville’s Anna Whelan presented on this topic at the recent North Queensland AWA Conference, which was awarded the “Best Paper” of the conference (Congratulations!).

While this issue must be a greater concern for agriculture and aquaculture, especially in countries where effluent is not treated to the same standards as in Queensland (if at all), this is an issue that needs to remain on our radar. As an industry we will need to stay abreast of research in this area and what it may mean for future regulation.



Composite Fibre Technologies (CFT)

WATER INDUSTRY



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Wagners Composite Fibre Technologies (CFT) has pioneered the use of composite materials around the world, and is credited with the design, manufacture and installation of the world's first composite road bridge on a public road network. Since this, Wagners composites have also been used in transportation, marine and electrical and now the water industry.

The superior performance attributes of Wagners' composite products in other industries, are now being realised for potable water, waste water and waste injection applications. It is common for traditional building materials to require regular maintenance and upkeep in these moist conditions. With a design life expectancy of 100 years, Wagners is the superior choice.

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Essentials Webinars

Since the last edition we have hosted the following Essentials Webinars. Recordings of all webinars are available on our website at <https://qldwater.com.au/essentials-webinar-series>

Enhanced Coagulation in practice - A useful tool in the management of disinfection by products

By Terry Fagg, Western Downs Regional Council

Terry, as an experienced and well-respected water treatment manager provided a background to how enhanced coagulation can be used to help manage raw water high in organics, and lead to better DBP outcomes.

DWQMP: After 10 years, have we taken them off the shelf yet?

By Mark Harvey, Charters Towers Regional Council

Mark reprised his presentation from the Charters Towers regional conference for a wider audience, talking about the challenges and improvements that the industry has faced since the introduction of the DQWMPs in Queensland.

Ngukurr Asbestos Cement Main Project, NT

By Teng Yik, NT Power and Water Corporation

NT Power and Water Corporation is responsible for the provision of safe drinking water to a population that is both widely dispersed and remote. The Ngukurr Aboriginal Community water reticulation system was serviced by asbestos cement mains installed in the 70s. Based on age, these mains were at the end of life and required replacement, and the system was experiencing very high levels of water loss (80-90%). This presentation examines the lessons from the renewal program.

Why is it important for water businesses to understand asset criticality?

By Moira Zeilinga, Clear Idea

In late 2019, three Queensland Regional Councils and **qldwater** decided to collaborate on the development of a Statewide Network Asset Criticality Guideline. Working in partnership with the councils Moira developed a methodology, framework, and guideline for water and wastewater network infrastructure asset criticality with the intention of making it relevant for as many Queensland Water Service Providers as possible. The tool has now been tested by several additional councils. This presentation leads on from that work, and the experiences that have come out of working with the councils on this important project.

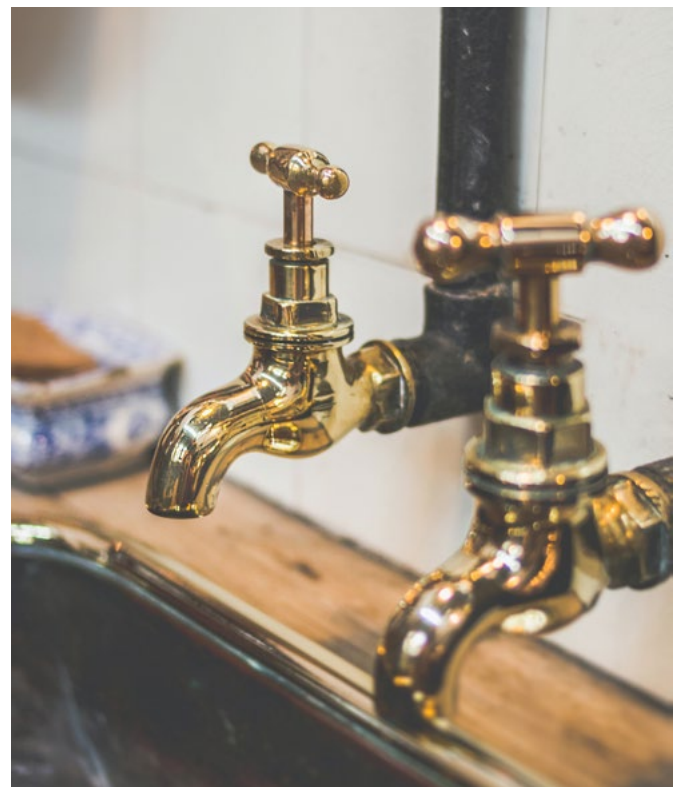
THM Management in Drinking Water Networks

Chaired by David Sheehan from Coliban Water in Victoria

David provided an introduction that included the international regulatory context for trihalomethanes (THMs). The introduction was followed by short presentations from Stuart Boyd (Mackay), Duncan Middleton (Seqwater), Cameron Ansell (Fraser Coast) and Phil Wetherell (Logan) outlining their issues relating to THM management in their treatment plants and networks.

The webinar included a panel session with panellists including Natasha Georgius (Logan), Paul Sherman (Urban Utilities), and Terry Fagg (Western Downs). The discussion highlighted that the problem is widespread, affecting both the largest and smallest water service providers, and that each scheme has its own unique set of conditions and challenges to meet existing guidelines, and that there is no single solution for service providers.

Since the webinar **qldwater** has convened a meeting of interested service providers to progress the topic and potentially establish a new Drinking Water Advisory Panel.



Fundamentals Webinars

Since the last edition we have hosted the following Fundamentals Webinars. Recordings of all webinars are available on our website at <https://qldwater.com.au/fundamentals-webinar-series>

The Fundamentals of Remote Assistance Technologies

by David Francis, CEO Virtual Method

In this presentation, David Francis, CEO of Virtual Method discussed the use of dedicated Assisted Reality and Virtual Reality to support and mentor remote workers.

The Fundamentals of Telcos on Tanks

by Murray Thompson

In this presentation, Murray Thompson provided guidance for workers to safely access reservoir sites with mobile phone antennas, dishes and panels, including an overview of Radiofrequency Electromagnetic Energy (EME), working safely near antennas, how to use personal radiation monitoring devices and safe operating procedures for accessing and inspecting reservoirs.

The Fundamentals of Disinfection and C.t Measurement

by Murray Thompson

Murray Thompson provided an in-depth explanation of the disinfection process when treating drinking water, based on the Guiding Principles of the Australian Drinking Water Guidelines. This presentation looked at different disinfection options and the required time chlorine needs to be in contact with pathogens for disinfection.

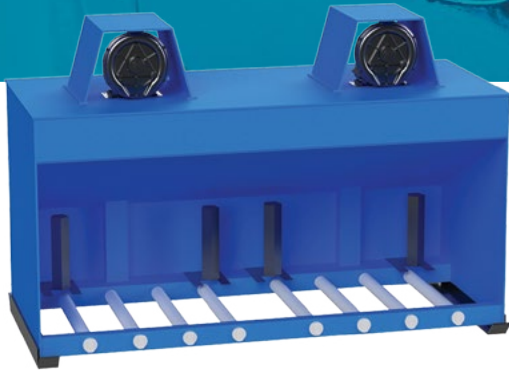
The Fundamentals of Jar Testing

by Terry Fagg

Terry Fagg, Water Treatment Principal at Western Downs Regional Council, presented the Fundamentals of Jar Testing. Terry shares his experiences in the lab including safety and housekeeping and works through an actual jar test to test ideal conditions for coagulation from set up to interpreting the results.



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Lagoon Aerator

Innovative sludge aeration technology that cleans water and wastewater in ponds, lakes and lagoons, while lowering energy costs by up to 80%.

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RWT G95A

Galvanic DO Sensors

The next generation in Dissolved Oxygen measurement, that are part of Australia's most proven range, with excellent measurement at the low end of the measurement range at zero.

FEATURES

- ◆ Accurate at zero DO
- ◆ Ground loop elimination
- ◆ 3 year warranty
- ◆ Platinum cathode, lead anode
- ◆ Easily refurbished in the field
- ◆ Jet-cleaning available
- ◆ Automatic temperature compensation
- ◆ No special tools required
- ◆ Now with disposable cartridge

RWT S73D

MLSS Online Sensor

The S73D submersible sensor has been optimised for measuring mix liquor suspended solids (MLSS) in aeration basins commonly found in biological wastewater treatment plants.



FEATURES

- ◆ Inbuilt air/water jet cleaning - compressed air or town water supply
- ◆ Pressure - up to 4 bar
- ◆ Made from PVC, so no corrosion
- ◆ as with aluminium or stainless steel sensors
- ◆ Would you like MLSS with your DO? RWT S73D can be retrofitted into existing MXD73/75 analysers.

RWT-HH

Handheld MLSS Meter

Measure both MLSS in a bioreactor and depth in a clarifier. Save the data in up to 9 locations.



FEATURES

- ◆ Range - 0 to 20,000 mg/L
- ◆ Depth - 0 to 10 metres
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Career Milestones

We would like to take this opportunity to congratulate two of our longstanding employees for their outstanding service to **qldwater** and the broader Queensland water and sewerage industry.



Rob Fearon celebrated his 15th anniversary with **qldwater**, commencing in 2006 initially as CEO before moving into his current position as Director, Innovation Partnerships.

Rob's current major project focus is the Queensland Water Regional Alliances Program as well as advocacy work. In 2018, Rob received the AWA regional service award in recognition of his pivotal role with QWRAP and promoting regional collaboration.

Rob's enthusiasm for promoting and developing the industry are well known and demonstrated by his support for programs and projects which ultimately improve the capacity of our members. His strategic foresight, technical understanding, and policy and government experience are core to the success of the Directorate.

Rob is well known for his interesting presentations like the "brief history of urine", but we know that being around long enough to actually see some tangible improvements to drinking water for communities and environmental health as a result of his efforts are most valued achievements. Well done Rob, we'd be lost without you!



David Scheltinga commenced with **qldwater** in 2011 and is responsible for managing the SWIM program. Since joining us ten years ago, David has managed the growth and development of both SWIM and swimlocal, with 100% of our members now using SWIM for reporting purposes and 47 subscribers to swimlocal.

David has driven the production of ten Benchmarking Reports over this time and has travelled the width and breadth of Queensland to support members in their compliance requirements each year.

David has an incredible work ethic and has been at the core of reducing the reporting burden on our members, including trying to get various regulators to improve consistency. We greatly value the knowledge he brings to the table, but he's also the nicest bloke you'll hope to meet and a huge asset to any service organisation.

Upcoming Events

The 2021 events calendar is jam packed with opportunities to connect with our members and supporters. Here's some important dates for your diary:

September

- 7 **qldwater** Annual Forum 2021 Day 1: Automated Metering Workshop
- 8 **qldwater** Annual Forum 2021 Day 2: North Stradbroke Island Day Tour & BOTB Water Taste Test
- 9 **qldwater** Annual Forum 2021 Day 3: Annual Conference Day
- 10 **qldwater** SPG Meeting, Eagle Farm
- 10 AWA Gala Awards Dinner
- 21 QWRAP Artificial Intelligence for CCTV Showcase / Webinar
- 28 ColoSSoS- Collaborating on Sewage Surveillance of SARS-CoV-2 project update

October

- 8 WIOA Interest Day, Cairns
- 12-14 IPWEAQ Annual Conference 2021, Cairns
- 19 Fundamentals Webinar
- 21 **qldwater** Essentials Webinar #24

November

- 16 Fundamentals Webinar
- 18 **qldwater** Essentials Webinar #25
- 25-26 AWA QWater Conference

December

- 3 **qldwater** SPG Meeting, Virtual
- 16 **qldwater** Essentials Webinar #26

Water Night

In October 2020, Smart Approved WaterMark (SAWM) held its inaugural Water Night where households signed up to participate by pledging not to use their taps between midday and midnight.

Based on significant research, SAWM determined that Australia's relationship with water – tap water in particular – would only improve with education and personal experience. To develop endearment and value for tap water amongst householders, they asked households to become 'more water mindful'. 3,417 households signed up to participate with 6.3K adults and 2.1k children pledging not to use their taps on Water Night.

The experience proved to be immersive and easy for most people to undertake and timing of the event as part of National Water Week was a success. The Australian Water Association (AWA) suggested that their National Water Week initiative had never been bigger or as popular with the media thanks to Water Night. This is a great outcome for Water Night and the Australian water industry.

Water Night ambassadors, Costa Georgiadis, Sophie Thomson and Jane Edmanson (ABC Gardening Australia) and Gorgi Coghlan rallied to the cause generating



WATER NIGHT

Thursday 21 October 2021
12pm - 12am

No taps. One night only.
Improve your water mindfulness



significant engagement on social media.

The event is back on 21 October this year, and it's great to see a number of Queensland utilities have already signed up including the Whitsunday Isaac Mackay QWRAP alliance and Fraser Coast Regional Council. Brisbane City, Douglas, Townsville and North Burnett have also shown interest.

By signing up, you receive access to a large amount of collateral and assets including mazes, factsheets, flyers, case studies, surveys, pre-recorded radio ads, event promotion and campaign evaluation reports.

For more information, please contact Zoe Palmer on 0424 059 246 or email zoe.palmer@smartwatermark.info.

Infrastructure Challenges

The good, the bad and the ugly

We are trying to gather images and stories to support building awareness around infrastructure challenges – please share yours by email to Des Gralton at dgralton@qldwater.com.au and keep an eye out for our weekly Friday Forum where we share all sorts of oddities.

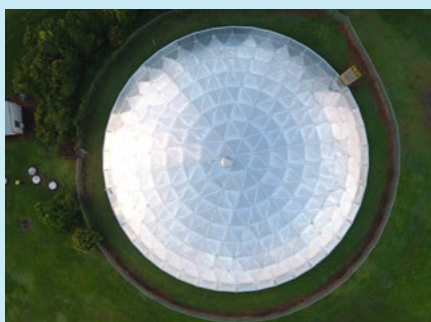
The Good



In a historical moment for the water and sewerage industry, the Courier Mail reported that Rockhampton Regional Council committed to a \$77 million spend over three years for three “sexy” projects.

Councillor Donna Kirkland said:

“So this is quite exciting. While people don’t think sewage is sexy, I beg to differ.”



Shiny dome roof over a water reservoir at Innisfail, taken by a drone while completing a condition assessment.

The Bad

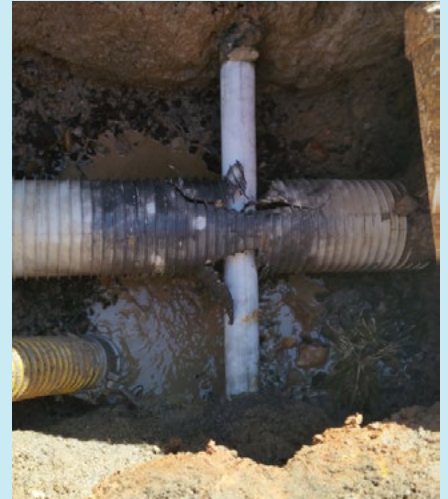


Innovative asset disposal methodology- the result of an incident at a water pump station in Atherton.



A bit of ageing/deteriorating infrastructure

The Ugly



What happens if you don’t Dial Before You Dig?



Confined space challenge in Maryborough- this one was built over, but to ensure access a special “manhole room” was created in the building.



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“The Queensland Water Directorate (*qldwater*) is the central advisory and advocacy body within Queensland’s urban water industry and represents members from Local Government and other water service providers across Queensland.”