

**AUSTRALIAN
WATER**

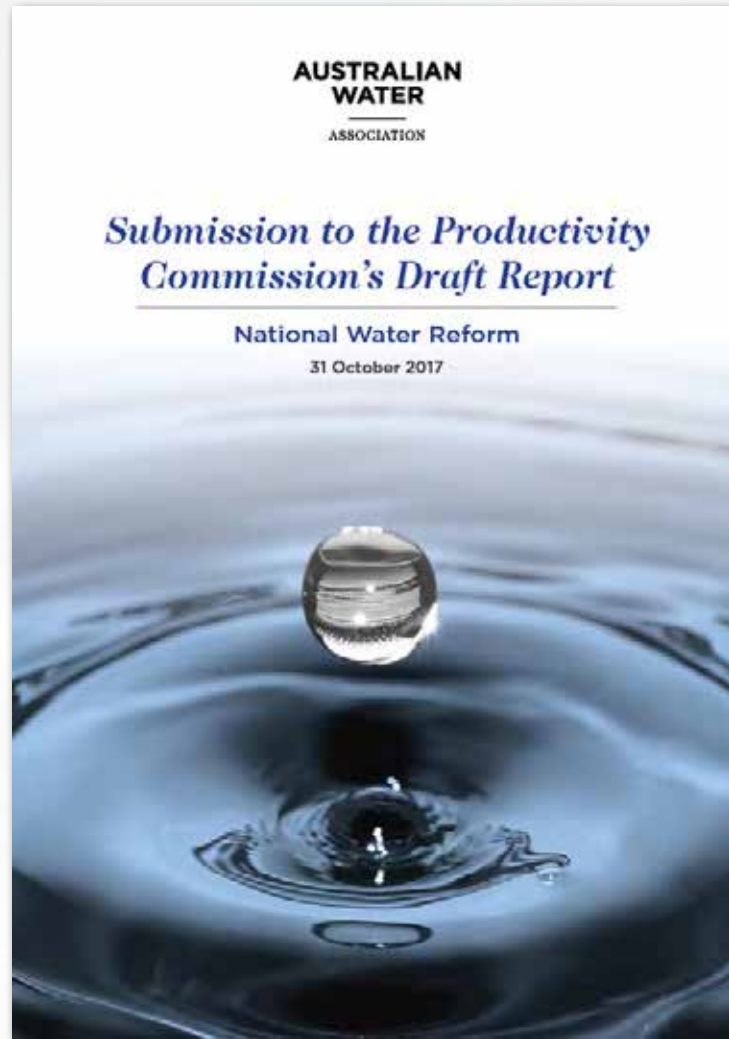
ASSOCIATION

Annual Review 17/18





Productivity Commission Submission



In our response to the Productivity Commission following the publication of their Draft Report on water reform, we called for a major shakeup of the institutional architecture of the rural and urban water sectors. We collaborated with the Water Services Association of Australia to coordinate our response.

528
downloads



for more information



Video Series Launched



65,996
views over
the last year

In 2017, we also launched our own video interview series. It started off small and has grown to incorporate interviews with professionals who are channeling change in their workplace and speakers at our Ozwater conferences as well as seminars and technical events recorded at Branch & International events.

Watch our videos





Podcast Series Launched



3,839
downloads in
the last year

In 2017, we launched our very own podcast series where we interview local, national and global water professionals on breaking research, innovative projects, and smart practices.

Listen to our podcasts





Water e-journal



44
technical
papers
published

11,657
Executive
Summary
views

991
Full paper
downloads

The Best Water e-Journal paper for 2017 was awarded at Ozwater'18 to Clara Laydon for her paper, ***Understanding Naegleria Fowleri: A Different Type of Pathogen, an Increasing Climate Change Threat.*** This paper by Clara Laydon puts the spotlight on the pathogen *Naegleria fowleri*, a warm water environmental pathogen which can cause a rare but fatal infection. With the likelihood of increased temperatures due to climate change, *Naegleria fowleri* could become more prevalent in Australian water supplies and it is important that we continue to use the best management approaches to continue to control this deadly pathogen to protect public health.

To see all Water
e-Journal papers



To see the 2017 best
Water e-Journal paper





Current Magazine

Four editions of Current Magazine were printed in this financial year and it continues to be an important part of our information offering. The number of print editions will be reduced to two for the 18/19 financial year, following the launch of *Water Source*, the Association's new digital hub.





Current Magazine

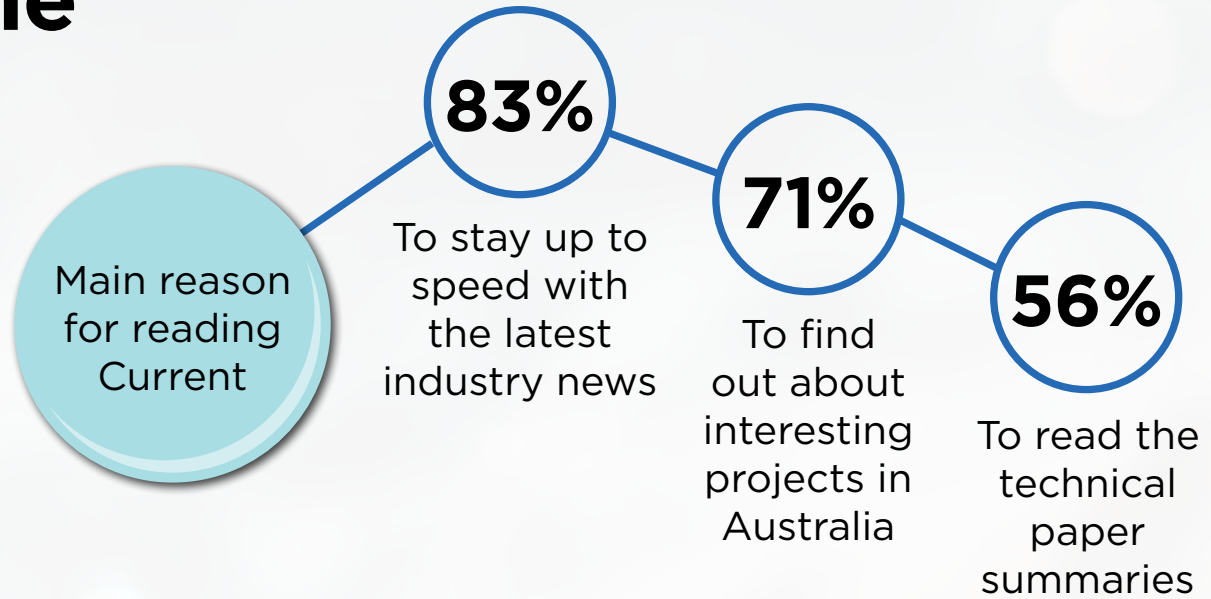
Our annual reader survey highlighted the following:

- The proportion of people reading the magazine for more than an hour per issue has risen from 11% to 17%, testament that the content is engaging our members.
- There has been a significant jump in event awareness from reading Current; 62% say it has improved their awareness of Ozwater'17, compared with less than 50% for Ozwater'16.
- We've seen healthy results in all the major markers of magazine relevance and interest, showing the magazine is becoming better at serving our readers.
- Information is seen as the most valuable benefit of membership, with 97.4% of members saying it is very (68%) or somewhat (29%) important. Networking is next most important at 95%, followed by discounted event rates (85%) and supporting advocacy work (77%). Credibility and recognition were close on 71% and 68%.

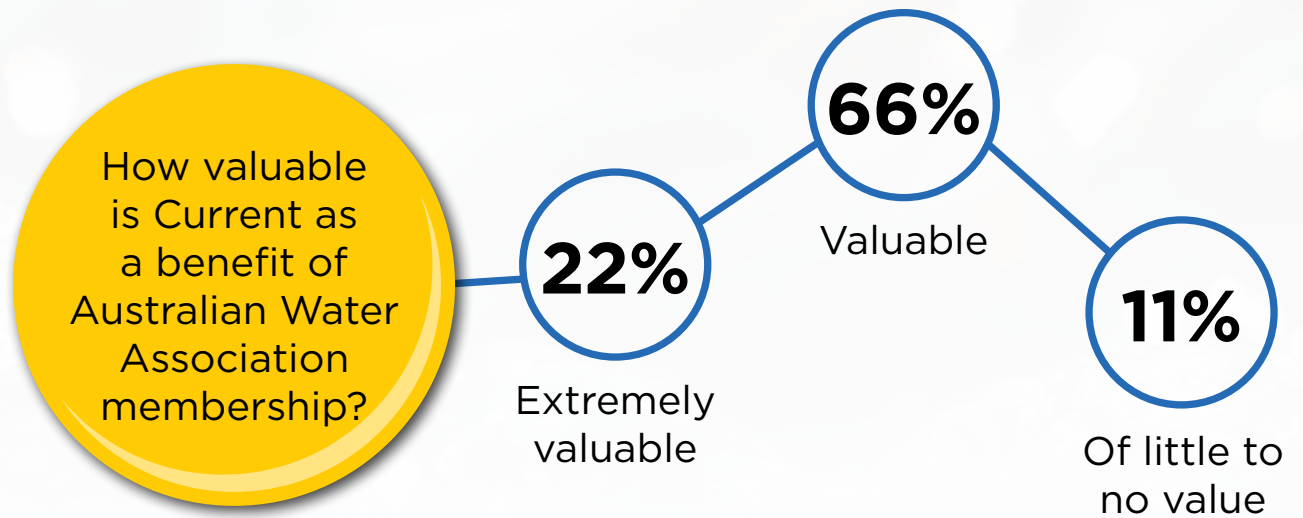




Current Magazine

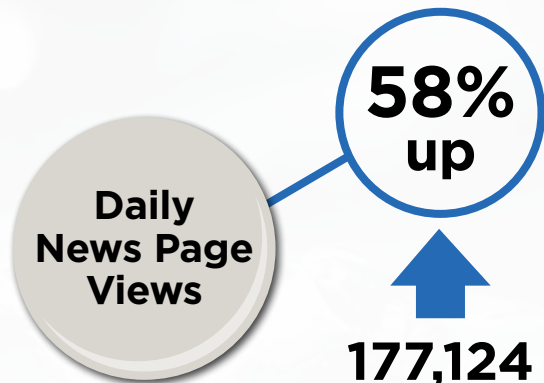
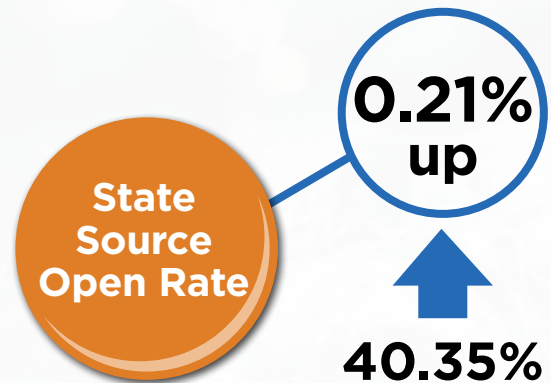
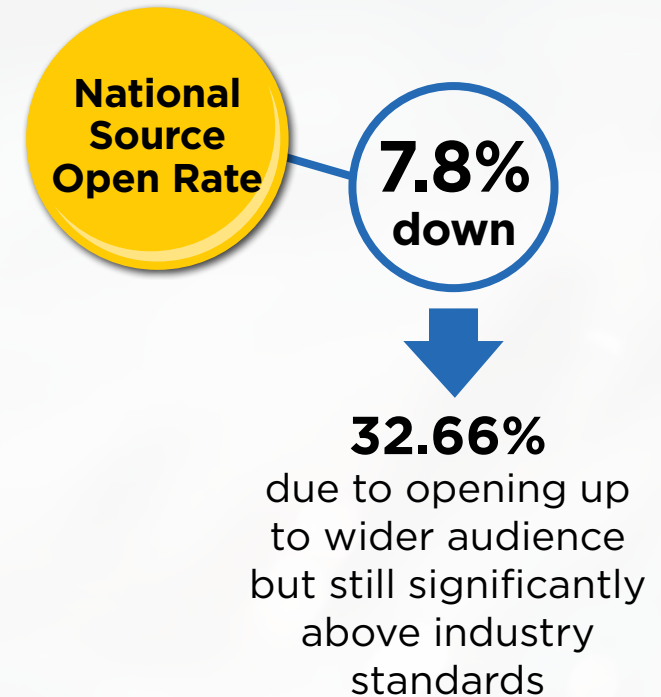
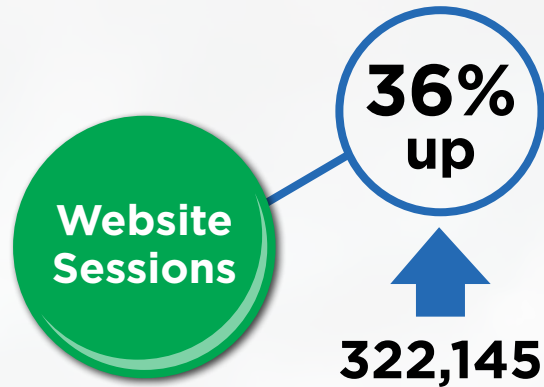
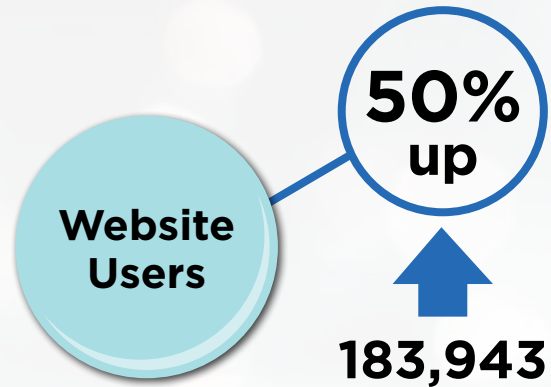


Highlight Statistics 2017





Digital Platform Highlights



Avg. time on page of
2min 40secs,
up from 2min 18 secs



Digital Platform Highlights

Followers as of June 2018



5,101



2,856



12,612

The top ten news stories alone drove **19%** of the traffic to the website

The website was refreshed, starting with the reorganisation of pages to simplify our products, services and programs and offer a more user-friendly web experience

H2Oz

Page views:

19,124

Jobs Posted:

96

Job Views:

4,497

Social media drove **8%** of traffic to the website, most significantly through the amplification of content on Facebook

We implemented a newsletter subscription function so every website visitor can subscribe to the national Source newsletter and we've had **517** new subscribers since its launch



Ozwater'18

Ozwater'18 was the biggest opportunity for the Australian water industry to come together and form new connections and was one of the most successful in the Association's history. Here's a snapshot of Ozwater'18 in Brisbane.

4,275
PARTICIPANTS

1,437
DELEGATES

1,955
TRADE VISITORS

784
EXHIBITOR STAFF

99
OTHER

16
WORKSHOPS/PANELS

8
WORKSHOPS

8
PANELS

226 EXHIBITORS



Ozwater'18

245

PRESENTATIONS

8

**ACCENT
SPEAKERS**

65

**CASE
STUDIES**

78

**TECHNICAL
PAPERS**

86

**POSTER
PITCHES**

8

**PRODUCT
PITCHES**

300

**TOTAL
PRESENTERS**

24

**COUNTRIES
REPRESENTED**

216

**INTERNATIONAL
ATTENDEES**

1,040

GALA DINNER ATTENDEES

370

**MORE DELEGATES THAN
LAST OZWATER
IN BRISBANE**



Ozwater'18

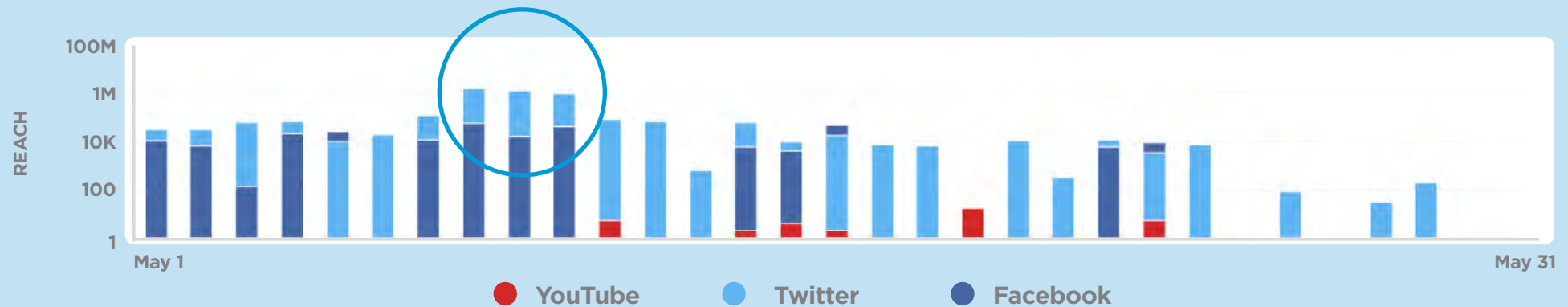
Social media engagement

For 3 days during the conference our Tweet impressions reached 1 million users.



#ozwater

trended on Twitter on day one and day two of the conference





Ozwater'18

Twitter



64.7K
TWEET
IMPRESSIONS

3,744
PROFILE
VISITS

118
NEW
FOLLOWERS



49.7K
TWEET
IMPRESSIONS

1,478
PROFILE
VISITS

84
NEW
FOLLOWERS

LinkedIn



17.5K
TOTAL
IMPRESSIONS

417
PAGE
VISITORS

39
NEW
FOLLOWERS

Facebook



2.5M
TOTAL
REACH

518
PAGE
VIEWS

149
NEW PAGE
LIKES



International

15 MOUs

with counterpart peak water associations across 13 countries

57,000

international water professionals across Asia connected through our MOUs

\$40m

value of business opportunities achieved or under negotiation



Largest Australian delegation

to ever visit Vietnam including 94 Australian delegates from the private sector, government, R&D and water utilities as part of Vietwater'17

625

members directly involved in our International Program

216

international delegates at Ozwater'18 from 24 countries

17+

inbound delegations facilitated from countries including Vietnam, New Zealand, Korea, Japan, Taiwan, Pacific Islands, India & China



Our Branches connecting our members

Connecting water professionals face-to-face and online


Over the last financial year, we've been able to provide water professionals across the country with 103 opportunities to meet each other and grow their professional networks. These have included conferences, technical seminars, forums and, in a move to become truly digital, webinars.



Networking



NSW: 17 Events [CLICK HERE](#) to view full list

Major Event		
Legends of Water	23 November 2017	107
Heads of Water Gala Dinner	9 March 2018	347
Ministers Breakfast	25 June 2018	139



Networking



ACT: 2 Events CLICK HERE to view full list		
Major Event		
Water Leaders Dinner & Awards	7 September 2017	86
Water Matters Conference	21 June 2018	81


Networking



TAS: 9 Events



to view full list

Major Event		
Where the Waters Meet Conference & Exhibition	24 August 2017	105
Galah Dinner	30 November 2017	88
Ministerial Breakfast	29 May 2018	70

Networking



VIC: 17 Events CLICK HERE to view full list		
Major Event		
55th Annual Dinner	3 August 2017	525
Water Awards Luncheon	7 December 2017	138
YWP Annual Ball	25 May 2018	196

Networking



QLD: 20 Events



to view full list

Major Event		
North Queensland Regional Conference	20 July 2017	110
Gala Dinner & Awards Night	8 September 2017	465
QWater Conference	3 November 2017	173

Networking



NT: 3 Events

CLICK
HERE

to view full list

Major Event



**Water in the Bush
Conference**

12-13 October 2017

131

**Breakfast with the
Minister**

16 May 2018

52

Networking



WA: 13 Events

CLICK
HERE

to view full list

Major Event



**45th Anniversary
& Water Awards
Dinner**

20 October 2017

206

State Conference

6 April 2018

49

**Water Industry
Breakfast**

19 June 2018

177



Networking



SA: 8 Events

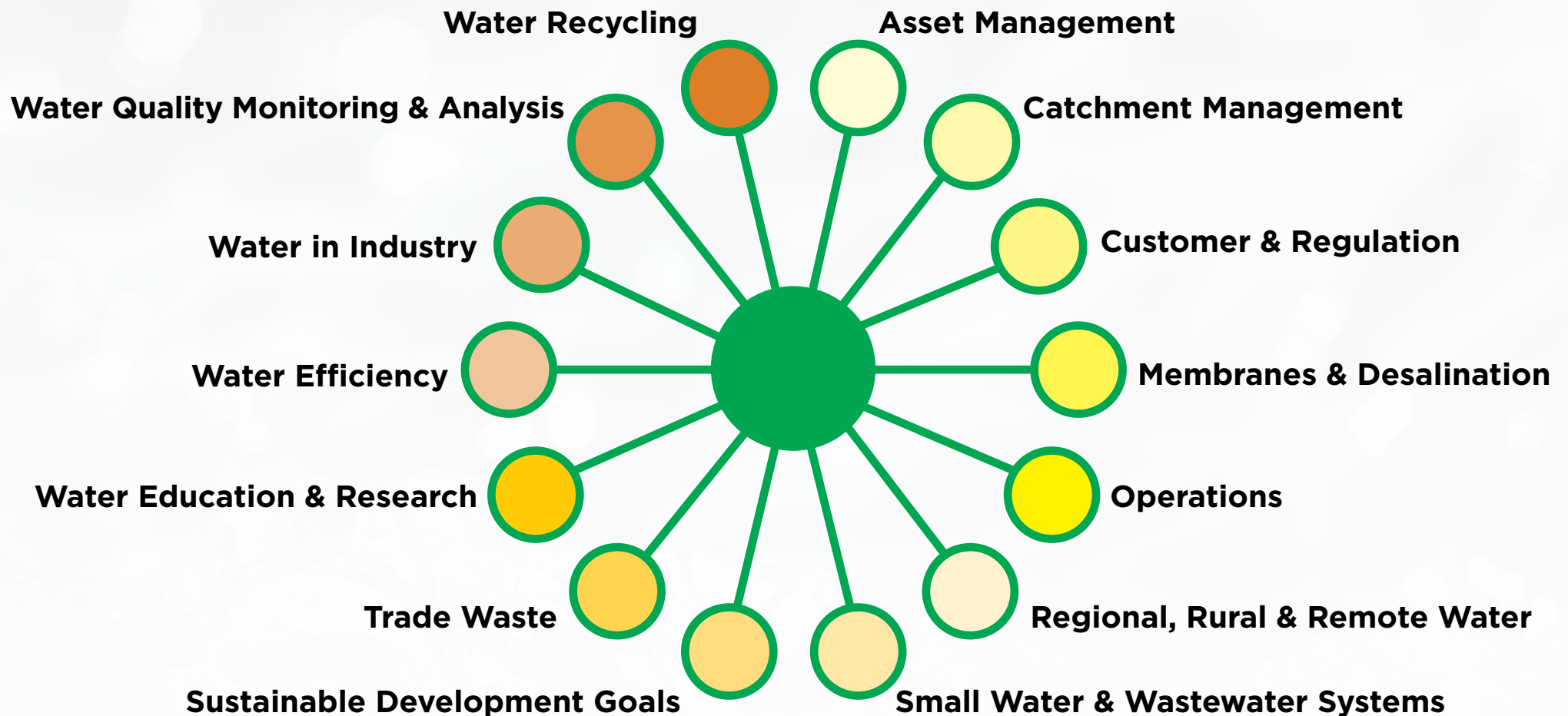
[CLICK HERE](#) to view full list

Major Event		
State Conference	18 August 2017	101
Gala Dinner & Awards Night	17 November 2017	255
Ministerial Outlook Breakfast Briefing	15 February 2018	124



Revitalised specialist networks

Adjustments were made to the specialist networks in December 2017. As a result, there are now 14 Specialist Networks with 121 committee members providing relevant content and information to members through our existing newsletters and social media channels.





Australian Water Awards



The Australian Water Association's Australian Water Awards aim to recognise the outstanding contribution of individuals and organisations in the water industry across innovation, research, infrastructure and the delivery of water projects.

This year saw a record number of award entries across the country with

179
submissions

45
of those being
submissions for
the Infrastructure
Project Innovation
Award

which is testament to the growth in water industry projects being undertaken by our members all over Australia.



Australian Water Awards



Research Innovation Award

Winner: Purple Phototrophic Bacteria for Resource Recovery from Wastewater – The University of Queensland and CRC for Water Sensitive Cities (QLD)

Highly Commended: Success in Data Analytics - Sydney Water and Data61 Collaboration – Data61, CSIRO and Sydney Water (NSW)



Program Innovation Award

Winner: Community Leak Program, Living Water Smart – Power & Water Corporation (NT)



Infrastructure Project Innovation Award

Winner: Sundrop Farms Project – John Holland Group (SA)



Water Industry Safety Excellence Award (Sponsored by WSAA)

Winner: FCD Skyhook Mark 4 – Fremantle Commercial Diving (WA)



Best Water e-Journal Paper Award

Winner: Understanding Naegleria Fowleri: A Different Type of Pathogen, an Increasing Climate Change Threat – Clara Laydon



Australian Water Awards



Australian Stockholm Junior Water Prize (Sponsored by Xylem)

Winner: Recycling Waste into Biochar: A Sustainable Wastewater Filter and Fertiliser for the Agricultural Industry - Minh Nga Nguyen, Sydney Girls High School (NSW)

Highly Commended: NO₃ - Free: Low Voltage, Low Current Electro-Reduction of Aqueous Nitrates via Single Cell Electrolysis and Subsequent Observations of Gas-Particle Phase Equilibria - Logan Howell, Don College (TAS)



Student Water Prize

Winner: Smart Monitoring for Microbial Risk Assessment - Sarah Aucote, Flinders University (SA)

Highly Commended: Quantifying Wastewater Dewaterability for Improved Water Recycling - Samuel Skinner, The University of Melbourne (VIC)



Young Water Professional of the Year Award (Sponsored by TRILITY)

Winner: Katrin Doederer, Research Fellow, The University of Queensland (QLD)

Highly Commended: Priyani Madan, Water Consultant, Arup (VIC)



Water Professional of the Year Award

Winner: Ciara Sterling, Head of Community Inclusion, Yarra Valley Water (VIC)



for the media release



to view images



International Program



The international program's aim is to ensure that the expertise and experience of our members and the wider Australian water sector are profiled and positioned to play a key role internationally.

During 17/18 the International Program has continued to expand its partnerships, revenue and outcomes for members. The Association also continues to be the Governing Member for Australia for the International Water Association (IWA) with a dedicated IWA Australia Committee.



International Program

Funding

AWA International Program is funded by participants' fees, sponsors, DFAT and the AWP

Winner

of the Outstanding Booth Award at Vietwater'17

Demo Projects

Facilitation of Australian drinking water technology providing up to

75,000L

of safe drinking water every day for

40,000

people across four rural communes of Vietnam



for more information

Participation in
**IndoWater
Forum 2018**

Participation in
**Water
Korea 2018**

Expanding on the Association's Channelling Change Program to grow the
**Australia-Vietnam Women
of Water network**

and knowledge sharing platform engaging over 200 water professionals from Vietnam and Australia



to watch

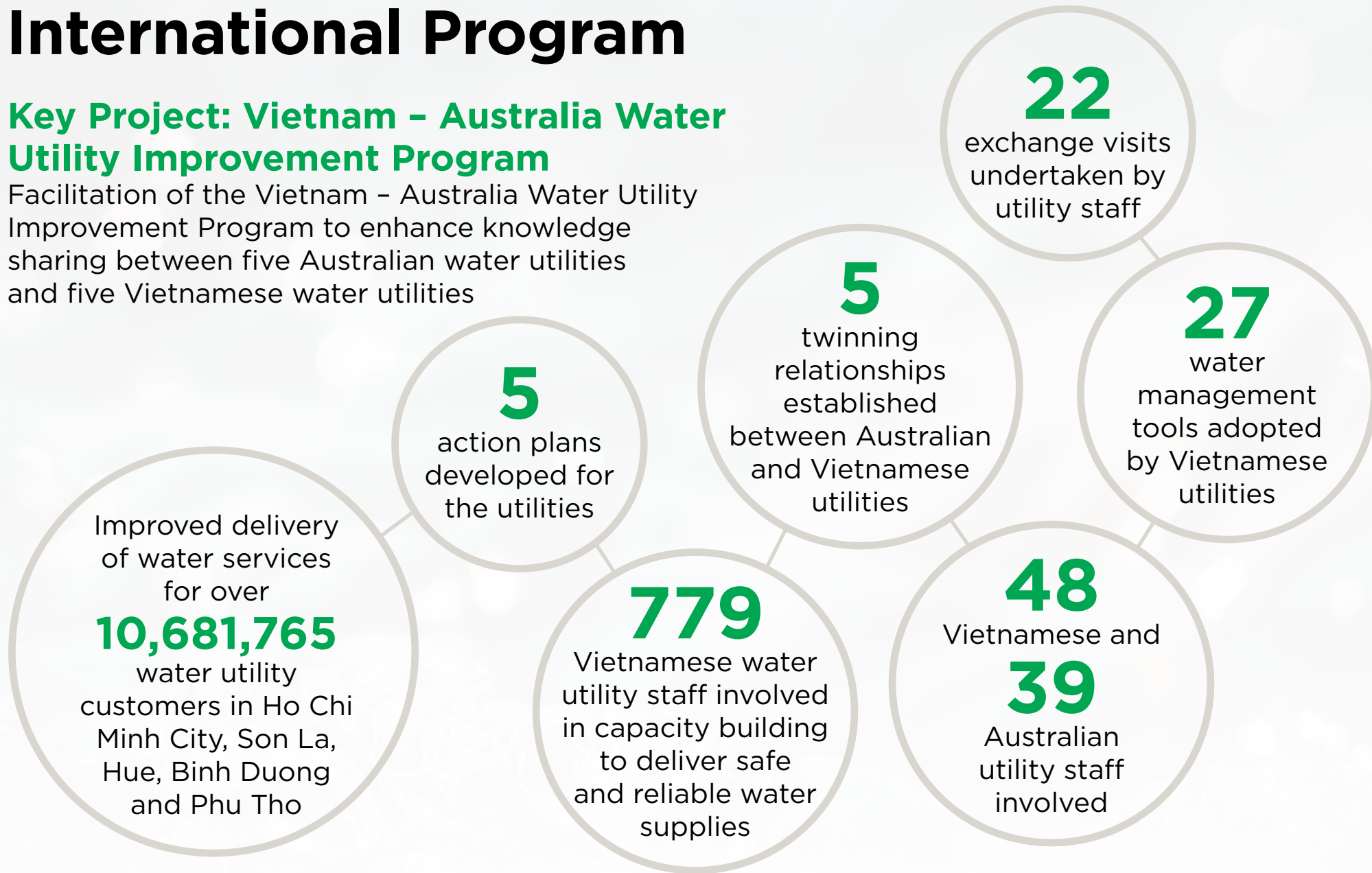




International Program

Key Project: Vietnam – Australia Water Utility Improvement Program

Facilitation of the Vietnam – Australia Water Utility Improvement Program to enhance knowledge sharing between five Australian water utilities and five Vietnamese water utilities





Australian Water Association Diversity & Inclusion Statement *Channeling Change for a Stronger Water Sector*

The Australian Water Association values the diverse composition of our membership. We are practiced around respect, inclusion, and equality. We celebrate difference in all that we do. We are enriched by the contributions of our diverse people because of their gender, age, cultural norms, values, beliefs, and linked expectations. Our members support diversity and together we are building a water sector recognised for its diversity, inclusion, and equality.

Recognition



Through the activities, events & media, this year Channeling Change has directly reached over 3,000 people both within Australia and across the Indo-Pacific.



7 Channeling Change professional video interviews with
1,518 views



8 dedicated news pieces created with
1,147 views



5 featured Channeling Change Branch events across the country with
366 attendees



Women of Water Workshop held at Vietwater'17 with strategic partner organisations including the Vietnam Women's Union, The Vietnam Water Supply Association and the Vietnam Ministry of Science and Technology with **100+ attendees**.

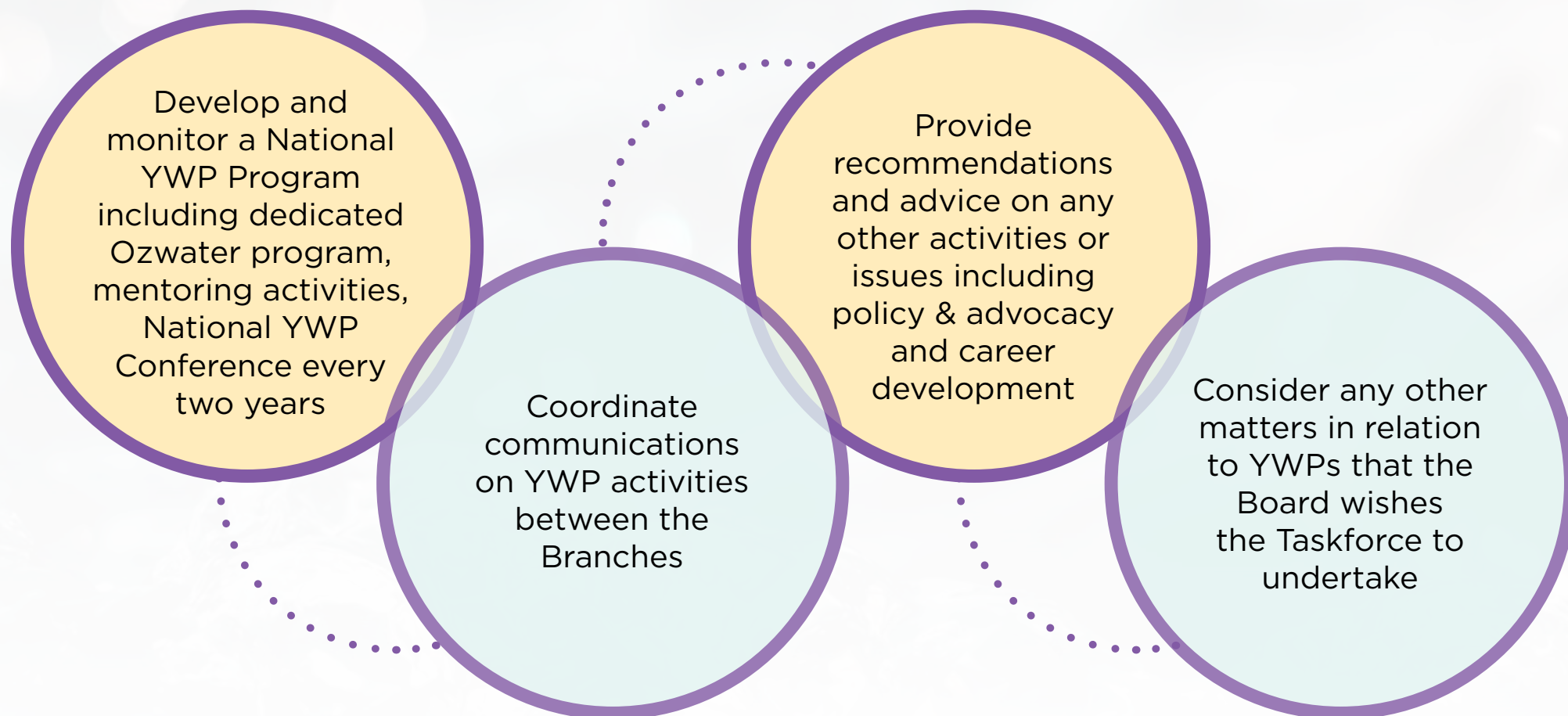
Women of Water Workshop held at Ozwater'18 with **100+ attendees** from Australia and overseas.



Young Water Professionals

In April 2018 representatives from the Board, SAC, Branches and our YWPs met to discuss the new structure to promote our YWP Program. In May, the Board approved the development of a YWP Taskforce to act as a special advisory panel to assist the Association to better serve its YWP members.

The Taskforce will:





2018 AWA / IWA Young Water Professionals Conference

5th International Water Association & Australian Water Association YWP Conference held in Australia

Held in Victoria and incorporated the VIC YWP Regional Conference

214
attendees

55%
increase in attendance



Next conference to be held in 2020



Connect with the YWP Network online



980 Followers



1,252 Followers

YWP Videos



YWP Mentoring Features



YWP Articles



Recognition



Managed by the Association, the Australian and New Zealand Biosolids Partnership (ANZBP) is a member-based group consisting of organisations committed to the sustainable management of biosolids. The ANZBP provides factual information about biosolids; how they are produced; what is in them; how they might be used; their benefits and potential risks associated with their use.

**AUSTRALIAN
WATER**
ASSOCIATION



ANZBP 17/18 Members

- Central Coast Council
- City of Gold Coast
- City Water Technology
- Coliban Water
- Conhur
- Curtin University
- Department of the Environment and Energy - ESR NZ
- Department of the Environment and Energy - Australia
- Hunter Water
- Melbourne Water
- New South Wales EPA
- PSD Pty Ltd
- Queensland Urban Utilities
- SA Water Corporation
- Sydney Water
- Tasmania EPA
- The Water and Carbon Group
- TRILITY
- Verterra
- Water Corporation

The ANZBP suffered a sad loss in June this year of long-term advisory board Chair and indefatigable sustainable reuse advocate, Paul Darvodelsky. In honour of Paul's memory, a number of travel grants in his name will be awarded to allow postgraduate students researching biosolids-related areas to fully participate in the biosolids conference.



National Water Week



The theme for National Water Week was **Water – the Heart of our Culture**

In the lead up to and during the week, we shared educational resources from our members across social media. The most popular resources were about Indigenous connections to water and what happens when you flush the loo. We also shared articles that made great stories for National Water Week, like Queensland Urban Utilities' poo-powered car and Water Corporation's leak-detecting dogs.

Membership



The Association has exceeded its membership growth and retention targets. Total membership grew by over 300 to 5,493 which was also reflected in membership revenue growth. For the first time in history, the Association was able to achieve membership revenue in excess of \$1.5M.



Membership



Membership retention also exceeded expectations. Whereas the two highest membership categories (Principal and Platinum) achieved a 100% retention rate, Gold, Silver and individual membership categories either achieved or exceeded retention targets.

Membership Dashboard 17-18

Category	N/A	ACT	NSW	NT	OS	QLD	SA	TAS	VIC	WA	Grand Total
Bronze	0	2	71	1	15	53	12	7	66	32	259
Gold	0	0	14	0	1	9	2	2	23	2	53
Gratis	0	0	3	0	0	0	2	0	0	0	5
Platinum	0	1	9	1	0	5	1	0	4	1	22
Principal	0	0	9	0	0	1	1	0	4	0	15
Silver	0	0	84	1	18	40	9	6	46	18	222
University	0	0	2	0	0	1	0	0	1	1	5
Total Corporates	0	3	192	3	34	109	27	15	144	54	581
Corporate Professional Members	0	42	692	29	41	519	130	27	495	140	2115
Discounted Professional Members	0	5	72	5	5	83	37	15	157	59	438
Life	0	1	11	1	0	7	3	0	11	3	37
Professional Members	0	33	256	16	40	236	78	27	220	125	1031
Student	0	4	247	0	2	140	16	1	42	64	516
Total Individuals	0	85	1278	51	88	985	264	70	925	391	4137
Water Supporters	0	3	31	1	7	14	8	6	29	11	110
Corporate Water Supporters	0	14	245	4	12	128	59	14	141	48	665
Total Water Supporters											775
Grand Total	0	105	1746	59	141	1236	358	105	1239	504	5493
Net Movement from 2016/17	-59	4	206	3	8	74	-5	26	18	38	313



Income Statement				
Year to Date – 30 June 2018				
	Budget	Actual	Variance	% Var
Total Income	8,355,899	8,092,700	(263,199)	-3%
Total Expenses	8,193,342	7,441,719	(751,623)	-9%
Profit (Loss)	162,557	650,981	488,424	300%



up by **300%**
to FY18 Budget



which was **\$263k (or 3%) below FY18 budget** – solid contribution from core event Ozwater'18, offset by downturn in other events



was achieved primarily due to reductions in event costs and salary expenses



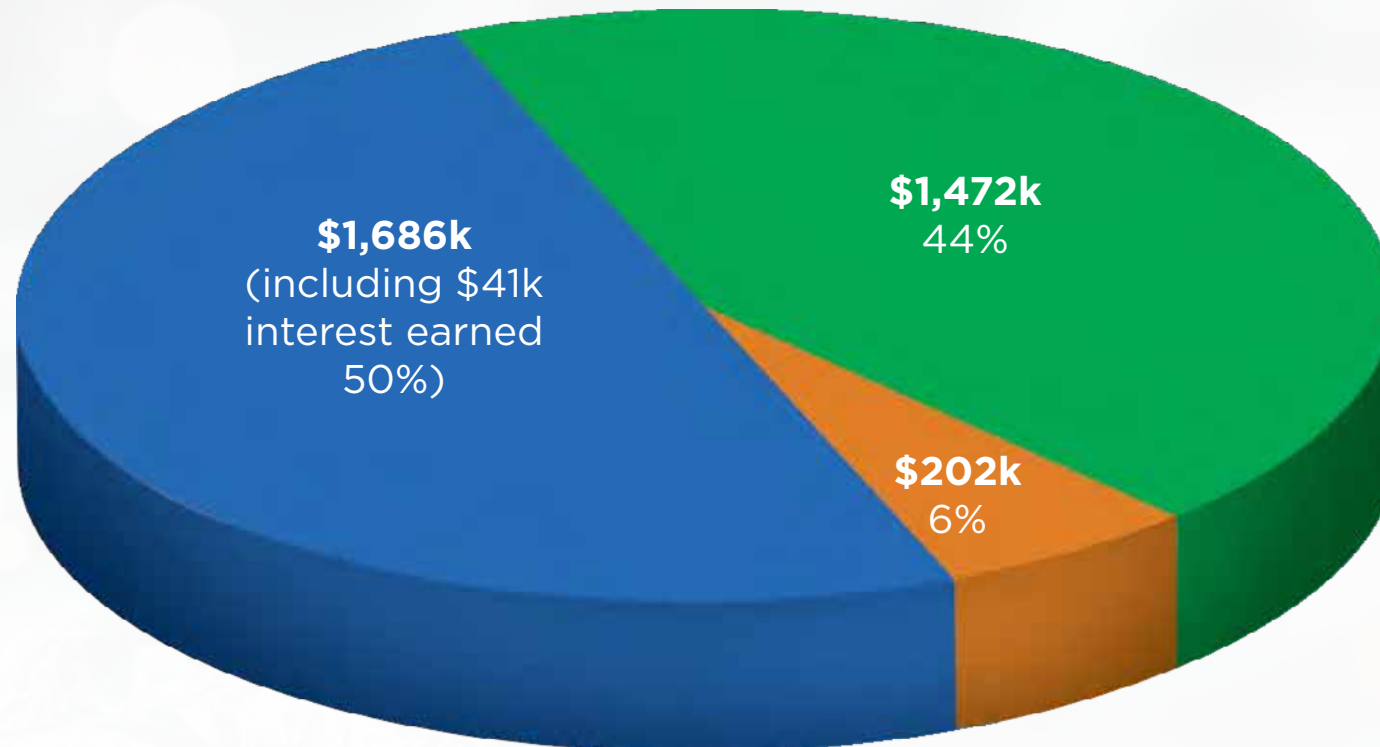
FY 2018 – Divisional P&L Summary


	Actual	Budget	Variance
Digital, Publications & Marketing	(578,382)	(593,886)	15,504
Branches	137,595	115,215	22,380
International	194,621	199,964	(5,344)
National Events	1,709,828	1,341,308	368,520
Membership	1,065,690	897,511	168,179
Board & SAC	(84,069)	(56,130)	(27,939)
Shared Services	(1,794,302)	(1,741,424)	(52,878)
Total	650,981	162,557	488,424



EOFY 2018 – Cash Reserve Portfolio

Cash portfolio value of \$3,360k



 Short term investment

 Bank guarantee

 Operating Cash Account



Balance Sheet as at 30 June 2018

Total Assets	6,036,455
Total Liabilities	1,913,097
Net Assets	4,123,358
Total Shareholder's Equity	4,123,358

Financial Position

Our operating performance is supported by our strengthened balance sheet and improved investment portfolio. The Net Assets value as at 30 June 2018 was \$4.1m, which is an increase of \$615k compared to the same period last year.

FINANCIAL

1 Association's operating costs reduced by \$450K (compared to 16/17)



Results: Association removed \$497k from its operating costs by ceasing to provide policy development staff and a National Policy Summit; removed professional development services and staff; removed the position of Content and Brand Manager and restructured the Finance & Admin division.

2 Branches delivered agreed surplus budget



Results: The branches collectively delivered surplus of \$138k against the budget surplus of \$115k which resulted in an improved variance of \$22k. This was achieved by record number of open and click through rates for State Source newsletters; great attendance at branch events, acknowledged for their quality in both industry and technical events; and record number of award submissions and increased ministerial attendance at branch events.

3 Ozwater delivers its budgeted surplus



Results: Ozwater had a budget surplus of \$1,301k and it made an outstanding contribution of \$1,787k resulting in a positive variance of \$486K.

4 End of financial year result is a surplus of \$160K



Results: The full year financial result was budgeted at surplus of \$163k and the Association delivered an outstanding result of \$651k resulting in a favourable variance of \$488k. This was achieved majorly because of Ozwater and solid contribution from the Branches; increased membership subscriptions; reductions in staff costs and lower operational event and branch related costs.

MEMBERSHIP

1 Total number of members reaches 5,200 by end of June 2018



Results: Total number of members reached 5,493 at the end of June 2018.

2 Membership subscription revenue increases to \$1.472M by end of June 2018



Results: Membership subscriptions increased to a record high amount of \$1.5M.

3 Engagement with members to increase to 45% of membership as measured through event attendance and engagement through our digital platforms and publications



Results: 4,749 people attended events other than Ozwater and national events (including duplicates). 2,177 were members = 45.8% (including duplicates).

Excluding duplicates, 2,491 people attended events and 1,005 were members = 40.4%.

COMMUNICATIONS

- 1 Two-way communications reviewed quarterly between Branches and Sydney Office be enhanced to achieve 60% approval rating**



Result: The SMT joined committee meetings of all branches on at least two or more occasions each. Due to limited resources no formal measurement system was set up to rate approval/satisfaction. However, the feedback received so far has been favourable.

- 2 The quality of communications to members to be rated at 'good' or above by 50% of a randomly selected sample of 100 members across all categories.**



Result: The Association's media advisors Mahlab Media surveyed 200 members on our communications through our digital and printed publications producing the following results:

- The proportion of people reading the magazine for more than an hour per issue has risen from 11% to 17%, testament that the content is engaging at a deep level.
- We've seen healthy results in all the major markers of magazine relevance and interest, showing the magazine is becoming better at serving the readers.
- Most markers for Source are unchanged, although perception of its value as a membership benefit has risen slightly (up to 95% from 92%), despite being opened up to non-members.
- Information is seen as the most valuable benefit of membership, with 97.4% of members saying it is very (68%) or somewhat (29%) important. Credibility and recognition via our communication were rated highly, on 71% and 68% respectively.

CULTURE

- 1 Annual staff churn below industry attrition rate of 18%.
- 2 The staff culture to receive an average minimum rating of 3/5 "Good".
- 3 Staff interactions with volunteers to receive an average minimum rating of 3/5 "Good".
- 4 The volunteer culture to receive an average minimum rating of 3/5 "Good".
- 5 Volunteer interactions with staff to receive an average minimum rating of 3/5 "Good".



Result: TBC. Staff churn rate was 38% based on a head count of 29 with 2 positions being merged into 1 in a restructure in March; 1 employee relocating overseas; 1 part-time employee moving to a full-time position; and 5 employees moving for either career progression or more attractive remuneration packages. The average tenure of employees who left in FY 17/18 is 3.3 years. The staff survey to record ratings was not done and is scheduled in November. Staff movements have stabilised since the restructure of the Finance & Admin division in March this year.

Thank you to our principal members

AECOM



JACOBS

**JOHN
HOLLAND**



Sydney
WATER



Vinidex



xylem
Let's Solve Water

ventia

Principal Banking Partner



*The Association wishes to
thank all of our committed
volunteers and staff for their
contribution to this year's
outcomes and results*
