

Operational report



Providing customer and community value



As the principal supplier of water, wastewater and drainage services in Western Australia, we are focussed on providing customer and community value. To deliver this, we are continually assessing the important issues facing the State and adapting our products and services to meet the ongoing expectations of our customers.

Customer Performance Index

Our Customer Performance Index (CPI) actively measures customer perception of our overall performance across eight key areas each quarter. The graph below provides an overview of how our customers believe we have performed in these key areas for 2017-18.

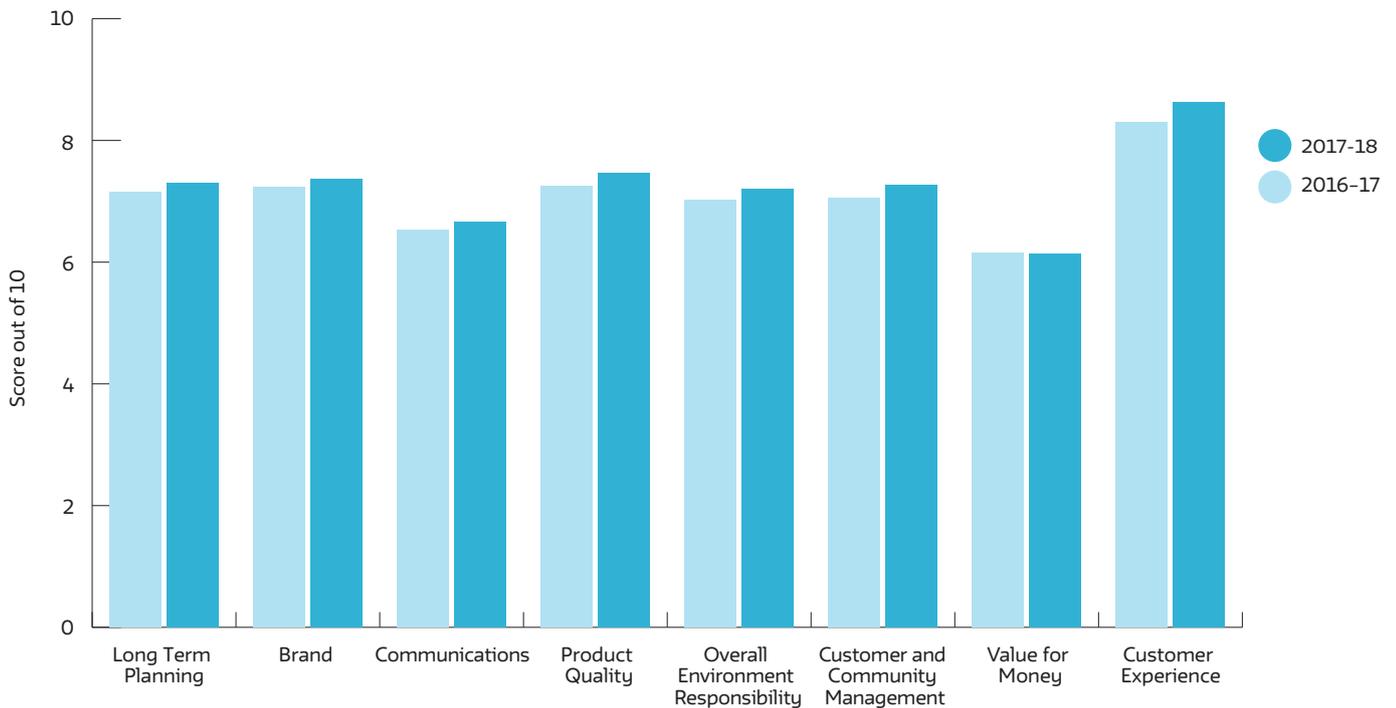
Continual website optimisation

We are continually optimising our website to meet the needs of our customers. During the year, we made improvements to our bill payment page, to deliver more low-cost payment options. Visits to our direct debit page have increased by 14.2 per cent, form submissions are up 44.7 per cent and the conversion rate has improved by 27.7 per cent. In addition, we have also seen BPoint payment clicks increase by 4 per cent.

Online outages map

To allow our customers to easily view water outage information, we introduced an online outages map on our website that shows current and upcoming water outages and maintenance work. Customers can view the entire map or search water outages by address and suburb. Since the online outages map was launched in March 2018, it has been utilised 23 per cent more on average than previous information.

Our Customer Experience Performance





Broome Primary School received funds as part of the West Kimberley Community Grants Scheme to install 60 signs in the local Yawuru language, to help the students connect with the cultural heritage of the area.



Working together to save water

In response to climate change, we are committed to working together with our customers to save water. Our dedicated water efficiency team helped households and businesses across WA reduce their water use via a range of community water saving programs and tailored water management plans.

Fifty thousand high-using residential customers in the Perth metropolitan area received detailed water use letters to help them save more than 270 million litres of water over summer. Almost 16,000 customers registered their interest in the Waterwise Garden Rewards offer, and more than 8,000 customers received free Waterwise gardening products, including mulch, soil improver and wetting agent that is estimated to have saved almost 136 million litres of water.

We also helped save more than 100 million litres of water by providing education, advice and free plumbing services to more than 3,000 customers in 14 regional towns, including Bindoon, Capel, Chittering, Coomberdale, Coral Bay, Denham, Exmouth, Fitzroy Crossing, Gascoyne Junction, Halls Creek, Moora, New Norcia, Onslow and Yalgoo.

Community Waterwise Programs

During the year, our Waterwise Programs helped participants save 11 billion litres of water across a range of different areas of the community. We have a number of partnerships to support the delivery of our Waterwise Programs, including the Waterwise Council Program that reaches more than 1.8 million residents and the Waterwise Verge Incentive Scheme, which promotes low-water-use verge gardens with rebates or verge replacement initiatives.

Community partnerships

We support a wide range of community programs across WA that build on our vision to make the State a great place to live and invest. These partnerships demonstrate our commitment to the communities and environments we operate in.

Orange Sky

New to our partnership portfolio this year was Orange Sky, a national charity offering free laundry and shower services to people experiencing homelessness. Our support is helping to provide people doing it tough around Perth with the opportunity for a free warm shower and fresh clean clothes. Even more importantly, the service provides people with the opportunity to connect and have non-judgemental conversations with Orange Sky volunteers. In just a few short months since the service has been operating, 902 loads of washing have been done, nearly 100 showers provided and 2,500 hours of conversation.

Museum of Water exhibition

We supported Perth Festival's Museum of Water exhibition that showcased WA's collection of water bottles and their journey around the State. The community were encouraged to donate to the collection and share their stories. The 241 bottles collected will be curated and become part of the permanent collection at the new Western Australian Museum in 2020.

Clontarf Foundation

We continued our long-standing partnership with the Clontarf Foundation which provides important school engagement programs designed to help young Aboriginal and Torres Strait Islander boys complete their education and gain meaningful employment. We are WA's biggest employer of Clontarf students and have 23 boys training with us, who make up 25 per cent of our Aboriginal workforce.

Community grants in the Kimberley

In the West Kimberley, our award-winning community grants scheme distributed more than \$30,600 during the year towards community-led projects to support health, culture and education. Funds for the grants were raised by the sale of hay that was irrigated and produced at the Broome North Wastewater Treatment Plant. The scheme was administered through a partnership with the Broome Lions Club.

In the East Kimberley, we provided \$28,260 to Wunan, an Aboriginal development organisation that drives long-term socio-economic change for Aboriginal people. This money supported the development of 30 female Aboriginal students with tutoring services for science, technology and mathematics as well as other essential items. The funds were again raised by the sale of hay that was irrigated and produced at the Broome North Wastewater Treatment Plant.

Streamlined subdivision process

To help speed up subdivision timelines, we worked with major stakeholders in the development industry to deliver a new streamlined process. Outlined in our Developers' Manual, the new process provides our customers with cost savings, shorter turnaround times and a reduced amount of paperwork.

Financial hardship support initiatives

As announced by the Premier and Minister for Water in May, we have implemented improved financial hardship support initiatives focussed on early intervention. The new initiatives have contributed to a decrease in the number of people who have had their water supply restricted for non-payment of bills, down from 2,467 in 2016-17 to 1,063 in 2017-18.

From 1 July 2018, people that need assistance in paying their water bills and those with a specific medical condition will benefit from the following new support initiatives:

- Medical Assist - for households that have a family member with kidney disease undertaking home dialysis, we will provide up to 180,000 litres of water free of charge each year.
- Start Over - for customers in hardship with a long-term outstanding debt, we will match their payments over a two-year period and then clear any outstanding debt, giving them a fresh start.
- Time Assist - for people who have a consistent payment history and suffer an accident that results in them being unable to pay, we will put their water bills on hold for up to three months.

Splash of Colour Community Arts Program

In 2017, we worked with high school students in the South West and Great Southern to design artwork for assets through our Splash of Colour Community Arts Program. The students took part in workshops where they worked closely with professional artists who were responsible for transforming the assets. We now have 10 assets from Albany to the Wheatbelt bringing a splash of colour to the community, as well as a sense of ownership and pride to the students involved in the design process. Due to the success of the program, it is being rolled out across the State with an additional 15 water and wastewater electrical cabinets being transformed into public art pieces.

A Splash of Colour on one of our assets in Mount Pleasant (artwork by Jack Bromell).





Kep is Australia's first leak detection dog.



Waterwise Schools Program

Our Waterwise Schools Program has been operating since 1995 and provides free curriculum-linked teaching resources, hands-on activities, school talks and excursions. During the year, our free School Talks program reached more than 25,000 students and we hosted more than 97 tours for schools, TAFEs and universities at our Groundwater Replenishment Visitor Centre in Craigie.

The Shower Song

As a way of motivating our customers to reduce their showering time, we launched The Shower Song that encouraged people to shower as long as a four-minute song. The Shower Song was written by Kav Temperley from Eskimo Joe and performed by a collective of local WA musicians. We promoted the song via a strategic social media campaign targeting a youth audience, who have a higher propensity to take long showers. Since its launch, The Shower Song has achieved excellent media outcomes, reaching more than 4.5 million people and amassing over 500,000 video views and more than 670,000 audio listens.

Kep the leak detection dog

In February we recruited Kep, a trained leak detection dog who can detect water leaks when other methods are unsuitable or not cost-effective. As a working springer spaniel, Kep is currently training on assets on the field. Our Asset Planning Group is determining Kep's full potential and this information will be used to develop future non-visible leak detection programs.

Since she arrived in Perth in February 2018, Kep has been busy visiting Waterwise Schools to spread the leak detection message. During school visits, students learn about how finding and fixing leaks early can avoid significant water wastage and see Kep in leak-detecting action with her handler.

Kep is now undertaking her on-the-job training, to learn how to detect leaks in below ground water mains under different soil conditions in the metropolitan area and in the regions. She has travelled from Greenbushes in the South West to Dalwallinu in the Goldfields and Agricultural Region and recently found a leak on a main under a verge in Cottesloe where other traditional methods had failed.

Strengthening and aligning our core business



Our core business is delivering safe, reliable and sustainable water, wastewater and drainage services to our customers across WA. Climate change has significantly impacted dam streamflows and will continue to constrain groundwater availability. As a result, we are strengthening and aligning our services to adapt to the future needs of our customers.

Securing our water supply

Groundwater Replenishment Scheme

In 2017, we commenced the first stage of our Groundwater Replenishment Scheme in Craigie, which has already recharged more than 7 billion litres of recycled water in accordance with Australian Drinking Water Guidelines. The second stage of the Scheme is currently underway and includes the construction of a second Advanced Water Recycling Plant, drilling of four offsite recharge bores and four offsite monitoring bores with construction of above-ground infrastructure, and the construction of a 13 kilometre pipeline connecting the plant to the bores.

Neerabup Groundwater Treatment Plant upgrade

To complement our Groundwater Replenishment Scheme, we are increasing our capacity to abstract and treat groundwater by upgrading our existing Neerabup Groundwater Treatment Plant in Tamala Park and constructing a new abstraction pipeline at onsite and offsite locations. The bores are currently being drilled and the plant upgrade and pipeline are planned to begin in late 2018.

A Splash of Colour on one of our assets in Bunbury (artwork by Dee Mosca).



Desalination plants reach 1 trillion litres

Our desalination plants have reached a significant milestone, collectively producing one trillion litres of water from the Indian Ocean since opening (Perth Seawater Desalination Plant in 2006 and Southern Seawater Desalination Plant in 2011).

Investment in desalination has been vital to secure water supplies in response to climate change. The drying trend continues to have a profound impact in the south west of WA particularly between May and July.

Desalination now supplies 48 per cent of water to two million people connected to the Integrated Water Supply Scheme which covers Perth, the Goldfields and Agricultural Region and parts of the South West.

Delivering safe and reliable metropolitan services

Woodman Point Wastewater Treatment Plant upgrade

To improve the quality of treated wastewater being returned to the environment, we continued construction on the upgrade of the Woodman Point Wastewater Treatment Plant. The upgrade will increase the plant's capacity to 180 million litres per day, catering for a projected population of 900,000. Milestones achieved during the year included the completion of significant earthworks and the construction and operation of eight new secondary sedimentation tanks.

Mundaring Weir upgrade

Mundaring Weir supplies drinking water through the Goldfields Pipeline to more than 100,000 people from Mundaring to Kalgoorlie. With assistance from 140 local workers, we constructed a new visitors' viewing platform and upgraded the intake tower and associated pipework, which allows us to draw water from a lower surface level and reduces the need to transfer groundwater or desalinated water into the weir.

Subiaco main drain upgrade

We upgraded the main drain under Churchill Avenue in Subiaco to protect local homes and businesses from flooding during storm events. Throughout the upgrade, we worked closely with the City of Subiaco, local businesses and residents to ensure the construction methods minimised disruption and maintained access to all properties in the street.



Pipes for Perth renewal Program.

Subiaco Wastewater Treatment Plant upgrade

During the year, we upgraded the treatment, electrical and control facilities at the Subiaco Wastewater Treatment Plant, which can now treat up to 67 million litres of wastewater per day. The upgrades will continue to support growth in the western suburbs between Perth CBD, Scarborough and Fremantle.

Pipes for Perth replacement program

In 2017-18, we proactively renewed 30 kilometres of ageing water mains across several local government areas including Perth, Subiaco, Fremantle, South Perth, Cambridge, Stirling, Swan, Victoria Park, Cottesloe, Bayswater and Vincent. Since commencing work in 2016, the Pipes for Perth program has replaced more than 100 kilometres of ageing water mains to improve the reliability of Perth's water supply by reducing future breaks and leaks. As the program continues, we will work closely with key stakeholders and local councils to minimise the impact to residents, businesses and the wider community.

Ellenbrook Tank construction

During the year, we constructed the Ellenbrook Tank which is our largest ever water storage tank, designed to support population growth and ensure consistent water pressure in the north east metropolitan corridor. The Ellenbrook Tank is 91 metres wide, 13 metres high and has a capacity of 80 million litres. The project involved more than 200 local workers during the construction phase.

Auditing wastewater recycling schemes

To fulfil regulatory requirements, we have been working with the Department of Health to audit 75 recycling schemes against the *Guidelines for the Non-potable Uses of Recycled Water in Western Australia*. We have also been working with our end users, many of which are Local Government Authorities, to improve processes, resolve issues and ensure ongoing compliance with health guidelines. The program has been running for two years and we plan to audit all of our wastewater recycling schemes by the end of next financial year.

Memorandum of Understanding for Drinking Water update

For the past 20 years, the Memorandum of Understanding for Drinking Water has been the foundation for the management of safe drinking water in WA. During this time, the MoU with Department of Health has been routinely updated to include the latest management practices. On 28 November 2017, our Chief Executive Officer, Sue Murphy, and the Chief Health Officer of Department of Health, Dr Tarun Weeramanthri, signed the latest updated MoU at our offices in Leederville.

Renewable energy generation

Over the course of the year, we continued to develop our renewable energy generation at numerous sites across the State to reduce our greenhouse gas emissions and our reliance on power from the grid.

Exmouth borefield

We upgraded Exmouth's southern borefield with the installation of solar panels and the addition of 10 bores, which have increased capacity by a further 500,000 litres of water per day. Solar power is now used to pump water from the borefield to a 5 million litre water storage tank, which supplies water to Exmouth's residents, businesses and tourists.

Broome borefield

The use of hybrid solar-diesel power trial at Broome's borefield has proved successful and is now supplying drinking water to the town. The hybrid system powers the bore pump with solar energy during the day and stores excess solar energy in batteries for use in the evening and in times of low light. The bore pump is also equipped with a diesel generator that can be used when solar energy is not available.

Leonora Wastewater Recycling Facility

We upgraded the Leonora Wastewater Recycling Facility with the installation of a solar power supply and battery storage. During the day, the facility treats the town's wastewater and pumps it to the nearby Leonora Shire Oval for overnight irrigation.

Beenyup Wastewater Treatment Plant

Work commenced on a renewable energy generator at Beenyup Wastewater Treatment Plant. The generator will use biogas, a by-product from our wastewater treatment process, to produce renewable energy equivalent to 70 per cent of the energy consumption of the Beenyup Wastewater Treatment Plant.

Mumbida wind farm and Greenough River solar farm

We continue to buy the entire output of Mumbida wind farm and Greenough River solar farm to help offset the energy requirements of the Southern Seawater Desalination Plant. The 55 megawatt Mumbida wind farm, which features 22 wind turbines, is located 40 kilometres south east of Geraldton.

Albany tree farms

In June 2017, we replanted 170,000 locally sourced blue gum seedlings at our tree farms in Albany. This marked the beginning of a new 10-year cycle, during which the trees will be irrigated with treated wastewater, grown to size and harvested for woodchips. We currently have two tree farms in Albany, covering around 700 hectares of land, which reuse 100 per cent of Albany's treated wastewater and capture carbon from the atmosphere.

Solar panels at Leonora Wastewater Recycling Facility.





Completing upgrades in the South West.



Making WA a great place to live



Projects in the Great Southern

Improving water quality for Kondinin and Hyden

In late 2018, construction will be complete on a new 2.5 million litre water storage tank, pump station and 18.5 kilometre pipeline in the Shires of Kondinin and Kulin. The upgrade will improve the quality of water supplied to the towns of Kondinin and Hyden, while increasing flow capacity and removing reliance on local water sources downstream.

Upgrades in the South West

Bunbury Wastewater Treatment Plant upgrade

In November 2017, we completed an upgrade of the Bunbury Wastewater Treatment Plant to meet the future needs of the South West's growing population. The project included upgrades to mechanical and electrical technology that have increased the plant's capacity to treat 13 million litres of wastewater per day.

Kemerton Wastewater Treatment Plant upgrade

Designed to minimise environmental impact, our Kemerton Wastewater Treatment Plant maximises nitrogen removal from treated water prior to irrigation on an adjacent 27-hectare woodlot. During the year, we upgraded the plant with the addition of a two-stage oxidation-denitrification tertiary filtration facility, which removes 96.3 per cent of nitrogen from treated water and reduces the loading on the woodlot.

School-based trainees in Bunbury

In 2017, we welcomed school-based trainees from Newton Moore Senior High School who are working with our operational teams in Bunbury to get on-the-job experience and gain an understanding of the career options available at Water Corporation. The students are being exposed to all facets of our business, including working onsite with our rangers and operations teams. There are currently five trainees in the program, four of which are Aboriginal, who are working towards achieving a Certificate II in Water Operations at the end of 2018.

Capel water supply upgrade

In July 2018, work will be complete on an upgrade to Capel's water supply bores and water treatment plant. The upgrades will provide a reliable water supply to more than 1,000 customers in the town and are part of our broader commitment to secure supplies in the South West.

Delivering improved reliability in the Goldfields and Agricultural region

Goldfields water supply upgrade

In August 2017, we completed work on replacing 1.2 kilometres of water mains supplying the town of Norseman, which has improved the reliability of supply to the town. Norseman has been part of the Goldfields and Agricultural Water Supply Scheme since 1935, when it was extended by 163 kilometres from Coolgardie to cater for growth in the town and the expanded gold mining industry.

Beverley water supply upgrade

During the year, work was completed on the construction of a new 4 million litre water storage tank and 3.9 kilometre water supply pipeline in the town of Beverley. Construction will commence soon on a new pumping station, with completion anticipated in early 2019. These upgrades will provide our customers in Beverley with improved water quality and reliability as well as increased water pressure and water storage.

Farmlands Project

Our Farmlands Project is a three-year, \$32 million project to significantly improve the performance of the farmlands water supply system (part of the Goldfields and Agricultural Water Supply Scheme). The project is in the third and final year however due to its success in reducing leaks and breaks and establishing positive customer sentiment a fourth year is in the planning stages. Our community engagement team conducted a customer perception survey in the region during June. The results indicate that customer awareness of the project has tripled and of those customers 100 per cent of them agreed that the project is worthwhile. 31 per cent of Farmlands customers have noticed a reduction in leaks and breaks.

Projects in the Mid West

Three Springs water mains replacement

In May 2018, we completed work on replacing 2.7 kilometres of water mains supplying Three Springs and surrounding farmlands as part of our commitment to minimising water disruptions to our customers living in remote locations.

Geraldton Wastewater Treatment Plant upgrade

In December 2017, we completed a series of upgrades at one of our primary wastewater treatment plants in Geraldton, which are designed to cater for future growth in the community. The upgrades included the construction of additional infiltration ponds that increased the wastewater treatment capacity from 2 million litres to 3.5 million litres per day.

Growing the North West

Port Hedland water supply upgrade

In 2017, we completed an upgrade to improve the reliability of the East Pilbara Water Supply Scheme for our customers in Port Hedland. The upgrade replaced 1.1 kilometres of pipeline in Port Hedland, 4.5 kilometres of pipeline in South Hedland and 18 kilometres of pipeline between the town and the Yule Borefield.

Broome Wastewater Treatment Plant bird watching facility

We opened a new bird watching facility at our Broome South Wastewater Treatment Plant to contribute to the active environmental community and provide students with a greater understanding of the important role of water recycling. The facility, known as The Barndarmarda Hut, is a collaboration between Water Corporation, Broome Bird Observatory, Native Animal Rescue Broome, Nyamba Buru Yawuru and the Department of Biodiversity, Conservation and Attractions.

Broome wastewater infrastructure expansion

In March 2018, we completed an expansion of Broome's wastewater infrastructure with a second pivot irrigation system at the Broome North Wastewater Treatment Plant, upgrades to a major wastewater pump station and the installation of 3.3 kilometres of new wastewater mains. The Cable Beach Booster Pump Station, which supplies drinking water to 10,000 residents and businesses, was also upgraded to improve the reliability of supply for the local community.

Newman water supply upgrade

In March 2018, work was completed on a water supply upgrade that included the replacement of more than 400 metres of water mains along Giles Avenue and Rundall Avenue. We also installed 47 new valves, three new magnetic flow meters and 28 new fire hydrants to improve safety and reduce the frequency and duration of water interruptions.



Ellenbrook Tank, our largest ever water storage tank.

Safety and the environment

Safety is our first priority

The safety of our people, contractors and community is our first priority. Central to managing our operations is the ongoing cultivation of a culture where no injury is considered acceptable, people are actively encouraged to question whether risks are effectively controlled and managed, and all activities are undertaken without compromising health and safety.

Sadly, a construction contractor died as a result of a workplace incident at the upgrade project at the Woodman Point Wastewater Treatment Plant. The incident is currently under investigation.

Key safety initiatives

- Safety Essentials - we continue to better define and document the mandatory requirements and minimum standards that we expect our employees and contractors to meet to manage the work activities that pose the greatest risk.
- Competency Verification - the development and implementation of a field-based competency verification program across the State has provided us with assurance that our workforce has the necessary skills and knowledge to perform high-risk operational tasks.
- Contractor Pre-qualification - our contractors continue to go through our contractor pre-qualification process which includes requiring them to provide supporting evidence of capability. This enables us to properly assess and ensure they have the capability to meet the minimum safety requirement for the categories of work they have nominated for.
- Health and Wellbeing - we are implementing a three-year plan that is focussed on promoting positive physical and mental wellbeing through the provision of training, health and wellness programs and a range of other resources.
- Safety Culture Review - in 2014 and 2016, we undertook an independent review of our safety culture across the organisation. As a follow up, we commissioned an external consultant to conduct another review in June 2018 to assess our current safety culture and assist with identifying any further improvement opportunities.

Improving our environmental decision making

We are continuously improving our environmental risk-based decision making process to ensure that the values impacted by our activities can be identified, measured and controlled for all high-risk environments.

Key environmental initiatives

- Regulatory Notification Process - we have automated aspects of our environmental event notification process to ensure we provide all relevant government agencies with consistent and relevant information as soon as practicable and in a transparent manner.
- Environmental Risk Assessment Framework - we have improved the way we identify and manage risks by adopting a new assessment framework for how our operations interact with the surrounding environment.
- Integrated Asbestos Inspections - as we continue to progress with our State-wide inspection program, we are starting to experience cost savings and the reduction of risk as a result of the successful identification and remediation of sites across WA.

Dedicated incident support van

In October 2017, our operations centre successfully commissioned a dedicated incident support van with a functional trial in Northam. The new mobile facility will be deployed to incidents such as bushfires and severe weather events to support emergency services and the community. The van will act as a timely reminder for the community to prepare for bushfire season, be a reference point for the public to know we are available to assist, and also serve as a temporary base for our employees who will be available 24 hours a day during periods of need.

Measure	Unit	2017-18 Target	2017-18	2016-17
Total Recordable Injury Frequency Rate (TRIFR)	FR	8.5	7.3	8.5
% Hazards Controlled on Time	%	96%	99.3%	99.6%
% HSEAA Inspections Completed vs Planned	%	95%	99.0%	99.7%
% Actions implemented Within Agreed Timeframe	%	96%	98.9%	98.9%
Number of fatalities	#	NA	1	0

Developing leading edge thinking



Work experience for people with a disability

We work in partnership with Workpower to offer work experience opportunities for people with disability.

In November 2017, we commenced our successful work placement program, which led to a pilot employment program at our Customer Contact Centre in Balcatta. We also implemented a strong partnership with JobAccess to improve our recruitment practices and attract candidates with disability to our workforce.

Right people for the future

We currently have 48 graduates, including three Aboriginal participants, in our Graduate Development Program across a range of disciplines including engineering, science, commerce and finance. Water Corporation continues to be one of the top 10 employers of graduates as voted for by graduates themselves in the Australian Association of Graduate Employers (AAGE) Annual Survey.

Our Undergraduate Vacation Program had a very large intake, hosting 21 university students, including one Aboriginal participant, from a range of different disciplines.

We are also ranked in the top 20 employers of trainees and apprentices in the State. Our Trainee and Apprentices Programs are currently training more than 60 trainees and 18 trade apprentices, with 28 Aboriginal participants.

Attracting Aboriginal graduates

During the year, we further improved our offering to Aboriginal graduates and are now attracting more tertiary students into our programs. Our main drawcards include offering a range of services, meaningful and challenging work, care for the environment, work-life balance, variety of opportunities and the chance to work across the State.

We are working with universities to enable 'meet and greet' opportunities with potential Aboriginal graduates and hiring managers. Graduates are also spending time working on the job to experience day-to-day operations.

Emerging Aboriginal Leadership Program

As part of our Leadership Framework and Aboriginal Employment Strategy, we developed our Emerging Aboriginal Leadership Program (EALP) to identify and further the leadership skills of our Aboriginal employees.

First Aboriginal Supplier Tradeshow

We launched our first Aboriginal Supplier Tradeshow on 27 October 2017 to provide Aboriginal businesses with a platform to raise awareness about the diverse products and services they provide. Delivered in collaboration with our alliance partners, the tradeshow was recognised as a huge success with more than 250 attendees. It enhanced our reputation as a client of choice amongst Aboriginal suppliers and we look forward to working with our stakeholders in the delivery of future tradeshows.

White Ribbon Australia workplace accreditation

We are working with White Ribbon Australia on their world-first workplace accreditation program that will provide us with a range of tools to prevent and respond to incidents of violence occurring inside and outside the workplace. We anticipate completing all of the accreditation requirements in late 2018. As part of our response to this important social issue, we have also introduced 10 days' paid Family and Domestic Violence Leave for our employees. This leave is available to employees who are affected by family or domestic violence.



Second year mechanical apprentice, Matthew Hopkins, based in Broome.



Recognising innovation and success



Throughout the year, a number of our projects were recognised for innovation and success with coveted industry awards and acknowledgements.

WA Water Awards – Water Sensitive Urban Design Award – Winner

The White Gum Valley Waterwise Development sets mains water efficiency targets beyond those considered as industry best practice. Working with LandCorp, Department of Water and Environmental Regulation, Josh Byrne & Associates and the Cooperative Research Centre for Water Sensitive Cities, this project won the Water Sensitive Urban Design (Grahame Heal) Award at the WA Water Awards.

WA Water Awards – Program Innovation Award – Winner

In partnership with the Broome Lions Club, Wunan Foundation and Mamabulanjin Aboriginal Corporation, we delivered a number of projects that resulted in economic and social benefits for people in the Kimberley region. These projects were funded by the innovative disposal of recycled water at the Broome North Wastewater Treatment Plant and won the Program Innovation Award at the WA Water Awards.

Indigenous Music Awards – Community Music Clip of the Year – Winner

Our Save The Water music video won Community Music Clip of the Year at the National Indigenous Music Awards. The music clip was filmed in Halls Creek and features talented young people from the area encouraging the community to save water or “ngaba” in the local Aboriginal language.

WA Water Awards – Student Water Prize – Winner

Sean Ding is a graduate mechanical engineer working in our field services branch. Mr Ding won the Student Water Prize at the WA Water Awards for his project that developed a set of tools to measure the remaining service life of bores and prioritise their replacement based on a set of criteria.

Digital Utility Awards – Best Use of New Technology – Runner Up

Our virtual reality tool ‘Holodeck’ allows an operator to walk around a proposed asset before it’s built to identify and mitigate potential safety hazards during the engineering design process. This innovative tool was the Runner Up in the Best Use of New Technology category at the Digital Utility Awards.

Australian Web Awards – National Finalist

Our “Don’t Feed the Monster” campaign was a national finalist at the Australian Web Awards. The engaging campaign reminded Western Australians to “only flush paper, pee and poo down the loo.”

NECA Excellence Award – WA State Winner and National Winner

The Leonora Station Creek Telemetry Upgrade was a winner in the NECA Excellence Award. The innovative project replaced a labour-intensive system with a solar-powered, automated system that uses cost-effective communication technology.

Banksia Awards – Indigenous Leadership for Sustainability – Finalist

Together with our community partners in the Kimberley, we were a finalist in the category of Indigenous Leadership for Sustainability at the prestigious Banksia Sustainability Awards. This recognition demonstrates how we helped create projects that benefit local communities across the Kimberley in partnership with the Mamabulanjin Aboriginal Corporation, Wunan and Broome Lions Club.

Australian Red Cross Blood Service – Largest Corporate Blood Donor

We were named the largest corporate blood donor in Western Australia for the seventh consecutive year in the Corporate Red25 category. In 2017, our staff made 853 donations to the Red Cross, helping to save more than 2,550 lives.



Red Cross:
Largest corporate
blood donor.

Creating a strong platform for the future



Embracing our digital future

We are always looking for ways to enhance our digital capabilities by embracing new opportunities that will allow us to perform smarter and more efficiently. As a result, we are focussed on incorporating the latest digital technology across all areas of our business to improve how we operate and deliver value to our customers and the community.

Holodeck virtual reality tool

In August 2017, we introduced our award-winning tool called Holodeck, which provides our team with an innovative solution to improve safety-in-design performance. Using the latest virtual reality technology, Holodeck allows an operator to walk around a proposed asset before it's built to identify and mitigate potential issues and safety hazards during the engineering design process. We have also used virtual reality technology to develop a bespoke interactive Prevention of Falls training program, and other applications are also being considered.

Consolidating and upgrading our SCADA platform

During 2017, we began consolidating and upgrading our Supervisory Control and Data Acquisition (SCADA) systems that enables us to remotely monitor and control our water and wastewater schemes to ensure high quality and reliability for the WA community. We estimate the project will be completed by the end of 2020 and provide improved efficiencies and security for our diverse asset base.

Scheme of the Future project

Our digital accelerator project called Scheme of the Future is trialling digital technologies for works management within the real-life setting of the Warren Blackwood district. The project is designed to improve mobility and access to accurate data by streamlining workflows between office and field-based personnel. In addition, the Scheme of the Future project will provide valuable learnings to assist us with larger scale digital transformation.

Becoming a Waterwise city

A Waterwise city is one in which a variety of water sources move through urban areas in ways that deliver maximum value for a diverse range of functions and users at minimum cost. We have set the ambition for Perth to become the leading Waterwise city in Australia within the next five years. In October 2017, our Executive approved an action plan to drive short, medium and long-term strategies, and we are working with a range of key industry stakeholders to achieve future Waterwise city outcomes.

Water Sensitive Cities Index Benchmarking Workshop

We provided support to local councils that participated in the Water Sensitive Cities Index Benchmarking Workshop, where councils were able to benchmark their organisation against a range of urban water indicators that characterise a Waterwise city, helping to set targets and identify strategic priorities.

Transforming functional into fantastic

Our Drainage for Liveability Program, run in partnership with the Department of Water and Environmental Regulation, transforms unused land in or around our drainage channels and basins.

Among the projects this year, we partnered with the City of Bayswater to convert an area of underused land, adjacent to drains and a basin, into a new recreational park for the community. The Russell Street project was opened by the Mayor of the City of Bayswater and our CEO in April and features an obstacle course, green open spaces and living streams designed to help improve the quality of drainage water before it enters the Swan River. A mural by the local John Forrest Senior College students has been on a large wall at the park.



The living stream project in City of Bayswater.