

# WATER MATTERS

VICTORIAN WATER INDUSTRY ASSOCIATION NEWS

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## GRAMPIANS WATER *a double winner at Savewater! Awards 2004*

**G** rampians Water has been successful in winning two major awards at the annual Savewater Awards. The awards were announced at a gala ceremony dinner held at Melbourne's Park Hyatt on Friday, 21 May 2004. The winning entries were for the categories of 'Government Agency or Department' and 'Education and Communications Programs'.

The Savewater Awards were established to recognise and reward innovation and achievement in water conservation from Victorian businesses, schools, community groups, government departments and agencies and individuals.

"The water saving efforts of Grampians Water encapsulates what the awards are all about, which is a commitment to continuous environment improvement and performance", said Awards Judge Rob Gell.

Presenting the awards, the Hon. Bob Cameron, Acting Minister for Water said efforts to conserve a finite resource like water are commendable and demonstrate a high degree of social responsibility towards environmental sustainability.

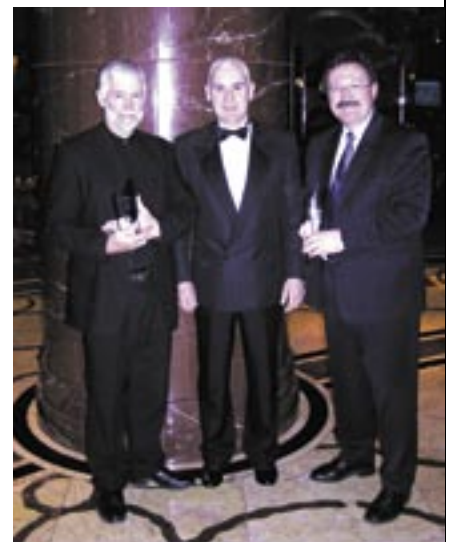
Grampians Water has supplied reclaimed water for irrigation since 1972 and aims to reclaim and use 100 per cent of the wastewater generated from the towns it services, excluding those with evaporation systems, by the end of 2004.

Grampians Water received the 'Government Agency or Department award' for a reclaimed water scheme in Warracknabeal that was commissioned in 2002-03. The scheme

now provides approximately 110 megalitres of irrigation water annually for use on the local racetrack and golf course. Grampians Water will commission a further seven reclaimed water projects during 2004.

In the 'Education and Communications Programs' category, Grampians Water scooped the pool for its promotion of water conservation throughout the Wimmera Mallee region. The Authority's water conservation program reaches all age groups through a variety of platforms including school visits, treatment facility tours, weekly radio segments, community events and participation in programs including National Water Week. New and innovative ideas are the key to encouraging community participation and promoting the better use of scarce water resources.

*Anyone wanting to know more about Grampians Water's water conservation program is encouraged to visit the Grampians Water web site: [www.grampianswater.org.au](http://www.grampianswater.org.au).*



Front left to right: Barry Clugston, Chairman; Rob Gell, Savewater Awards Judge; and Peter McManamon, CEO

“from  
the CEO’s  
desk”



**W**elcome to the first edition of Water Matters for the 2004/5 financial year, and with this issue we introduce a vibrant new look for the magazine. We aim to make Water Matters a showcase for the industry in sharing information about the innovations and successes in the management of water. We hope you enjoy the new format.

The past month has seen the release of the much anticipated White Paper “Securing Our Future Together”. The initial reaction to the proposals from the industry have been generally very positive, with a feeling that the proposals in the paper are heading us in the right direction in terms of managing the resource into the future. It says a lot that groups as diverse as the Victorian Farmers Federation and environmental groups have had positive things to say about the proposals.

In this light, the agreement reached for the trading of part of the sales pool in the Goulburn Murray system to enable the establishment of an environmental reserve is a landmark “win-win” outcome. Greater certainty over the status of entitlements and the increased investment in dam safety and improvement, channel upgrade and rationalisation, the Water Smart Farms Initiative and the delay in the implementation of the environmental contribution mean that all parties should benefit.

VicWater should also acknowledge that the mergers between Grampians and Wimmera Mallee, and Lower Murray and Sunraysia establishes a new period in the management of water in those areas, with the previous separation between rural and urban supply systems and customers now changed. This will present some challenges to us in the way in which we represent the interest of the industry, but these are challenges we should embrace as we move forward to a more efficient and effective way of doing business in the future. Our congratulations go to the newly appointed Boards of these Authorities and we look forward to working with you as part of the Victorian Water Industry Association.

## RESIGNATION OF VICWATER CHAIR

**F**ollowing the conclusion of his term as Chair of Goulburn-Murray Water, John Dainton has resigned as Chair of VicWater. John served on the Board at VicWater from February 2002 and was elected Chair in January 2003 becoming the first representative from the rural sector of the industry to hold the position. During this period John made a substantial contribution to VicWater.

John also relinquishes his position of Chair of the Association of Rural Water

Authorities (ARWA) in which he played a major role in the further development of the rural water sector.

John is to be appointed Chair of the steering committee overseeing the implementation of the irrigation initiatives in *Our Water Our Future* and will also continue as a member of the Northern Water Forum.

VicWater greatly acknowledges the work that John has contributed to the Victorian water industry and wishes him all the best for the future.

## MINISTER ANNOUNCES NEW BOARD APPOINTMENTS

**T**he Minister for Water has announced new appointments to the Board of 5 water businesses together with announcing the appointment of the Board members of the new merged businesses of Grampians Wimmera Mallee Water and Lower Murray Water.

Board members are appointed follow an extensive advertising and interview process that is facilitated by a panel

comprising senior water industry and government representatives. Members of the Board possess a diverse range of skills from their extensive experiences in the water industry, business sector, farming and the community

The Boards comes together at an exciting time for the water industry given the release of the action plan for a secure water future in Victoria ‘*Our Water Our Future*’.

## SUSTAINABILITY FUND

**E**PA Victoria has developed a new fund to support projects relating to environmental sustainability.

The Sustainability Fund (the Fund) has been established to provide a resource to support projects and initiatives that will foster the environmentally sustainable use of our resources and best practices in waste management. The Fund is designed to provide a resource that can be used to help build the capacity of Victorian business, local government, non-government organisations and the broader

community to harness opportunities engendered by Victoria’s sustainability agenda.

Expenditure of Fund monies may take the form of grants to a wide range of recipients, including community groups, councils, non-government organisations and businesses. In addition, the Minister and Treasurer may provide funding for strategic projects in line with the purposes of the Fund. For further information visit [www.epa.vic.gov.au /Government/SustainabilityFund/default.asp](http://www.epa.vic.gov.au/Government/SustainabilityFund/default.asp)

## “WORKING TOGETHER – Meeting the Challenge of Water Reform”

Eden on the Park, 6 Queen Road, Melbourne will be the venue for VicWater 2004, the Association's Annual Conference. The theme this year is “Working Together – Meeting the Challenge of Water Reform” – which relates to the release of the Government White Paper on water reform and challenges the industry to work together to achieve the policy vision of the government.

Deputy Premier John Thwaites will provide the opening address, with keynote speaker for the Conference being Professor Alan Alexander, the Chair of Scottish Water, provide a perspective on Water Reform in the UK.

Don Blackmore will be another featured speaker, drawing upon his vast experience of the Australian water industry.

Brochures and Registration Forms are now available, email [vicwater@vicwater.org.au](mailto:vicwater@vicwater.org.au) to request a copy or download from our website [www.vicwater.org.au](http://www.vicwater.org.au).

## AMALGAMATION OF WATER BUSINESSES

A major action from the White Paper was the announcement of the amalgamation of Wimmera-Mallee Water and Grampians Water; and Sunraysia Water and Lower Murray Water on 1 July 2004. The Government sees the merger of water authorities as a means of improving the sustainable management of water supplies by:

- ◆ Enabling an integrated approach to the provisions of services,
- ◆ Enhancing business capability through combining the skills and expertise of each business,
- ◆ Eliminating the duplication of services, and
- ◆ Simplifying relationships with other agencies.

## WATER AUTHORITIES OH&S NETWORK ADDRESSES FALL PREVENTION

The *Occupational Health and Safety (Prevention of Falls) Regulations 2003* came into force on 31 March 2004 and the OH&S Network held a demonstration session at South East

Water on 16 July to allow some manufacturers to demonstrate product and for the Authorities and contractors to discuss ways in which they are or might address the requirements of the Act.

Participants included South East Water, South Gippsland Water, Grampians Wimmera Mallee Water, Central Highlands Water, South West Water, VicWater, ABI Group, Thiess Services, Siemens and Collex.

*Pictured are Rick Hickey of SE Water and Tony Smith, East Gippsland Water (chair of the Water Authorities OH&S Network).*



## YARRA VALLEY WATER WINS NATIONAL CUSTOMER SERVICE AWARD

On 12 May 2004 the Customer Service Institute of Australia announced its Australian Excellence Awards at the Crown Towers Hotel in Melbourne. These awards are designed to showcase achievement in Customer Service and are the peak awards for customer service in Australia.

Yarra Valley Water won both the Victorian and National Service Excellence Awards for the Government Sector.

The criteria for the Australian Service Excellence Awards is based on the International Customer Service Standard (ICSS) which provides a comprehensive and practical framework to assist organisations to deliver consistently high levels of customer service.

This success is a tribute to the staff of Yarra Valley Water and it is encouraging that their efforts to improve and maintain high levels of service have been recognised.

Melbourne Water's Rachel Farran demonstrates the ACE stormwater model at the July 04 opening of the Amphibian Research Centre at the Western Treatment Plant in Werribee. The model includes a house and garden, school, shopping centre, sportsground, construction site, industrial estate, farm, park, residential area, bushland, wetlands, waterway and bay.

## NEW STORMWATER EDUCATION RESOURCE – it's ACE!

**J**ust add water and see how rain flows over the landscape, down stormwater drains, and into rivers, creeks and eventually the bay!

Melbourne Water and Keep Australia Beautiful Victoria have joined forces to host ACE – the new Active Catchment Education (ACE) mobile interactive model of an urban catchment that helps viewers understand the impact of land-based activities on stormwater flowing into local rivers, creeks and bays.

Already, local councils, schools, industry and community groups are welcoming this captivating 3-D scale model that they recognise will clearly demonstrate how stormwater pollution can occur. Materials representing common pollutants are introduced to the model, and a simulated rainstorm shows the audience what happens – as the stormwater flows across the landscape, picking up the pollutants and washing them down stormwater drains into the waterway and the bay.

ACE also provides practical solutions to help keep our waterways and bays clean and healthy and showcases opportunities for using stormwater, instead of our precious drinking water, for a range of purposes.

The model was one of several exhibits at "A Sustainable Stonnington - Your City, Your Environment" held recently. According to Michael Sterling from the City of Stonnington's Sustainable Environment Unit, the ACE stormwater education model provided a dynamic display that captured the imagination of school children and community members and was a very effective tool for promoting the clean stormwater message.

Melanie Taube from the Moonee Ponds Creek Management Committee also featured ACE at their recent community planting to celebrate National Tree Day.



"This visual interactive is just great for educating kids," she said.

The 1.5 x 2.4 metre model is self contained and portable. Underneath the model is a fully operational drainage system and pump that reticulates the water so that the creeks and river keep flowing.

Melbourne Water will bring the new ACE stormwater trailer to interested parties in the greater Melbourne area, while Keep Australia Beautiful Victoria will handle regional Victoria visits.

For more information and bookings, please email [education@melbournewater.com.au](mailto:education@melbournewater.com.au) or visit [www.melbournewater.com.au/education](http://www.melbournewater.com.au/education) or [www.kabv.org.au](http://www.kabv.org.au)

The Active Catchment Management project was funded under EPA Victoria's Stormwater Action Program. The Western Region Waste Management Group coordinated the development of the resource.

*ACE at Springvale – traders and shoppers learn about stormwater pollution issues as part of Greater Dandenong's Stormwater Education Project*



# SECURING OUR WATER FUTURE TOGETHER

The Minister for Water, the Hon. John Thwaites launched the long-awaited White Paper "Securing our Water Future Together" on 23 June 2004.

The White Paper contains some 110 initiatives or actions across the broad water sector; from the catchment to the tap and from the consumer back to the environment. Major topics include valuing water both in the rural and urban sectors, improving the health of rivers, ensuring that future water supplies are adequate, initiatives to clearly define the different elements of water rights and facilitate trading, and conserving water through reducing demand and recycling.

The recognition of the environment's right to water and the implementation of an environmental levy are key initiatives. Leading water scientist Professor Peter Cullen has described the environmental levy policy as "a very innovative approach" and one that is "... a very useful way forward that other jurisdictions could learn from".

Another important issue to emerge from the White Paper is the role of Catchment Management Authorities as the delegated manager of the environmental reserve. This role will be exercised in close consultation with regional partners, including water authorities, emphasizing the need for an even closer working relationship in the future.

VicWater and its members were involved in extensive consultations leading up to the White Paper. We are already taking steps to address a number of the issues raised, through the work of the water efficiency task group, workshops on pricing for sustainability policy (Rising Block Tariffs), the Trade Waste Partnership, development of community communication and education programs, development of uniform water restriction guidelines and permanent water conservation by laws. We are keen to identify further areas where we can assist in its implementation.

## NEW WEST WODONGA TREATMENT PLANT

Victorian EPA Chairman, Mick Bourke, officially opened Wodonga's state-of-the-art tertiary treatment plant on the 28<sup>th</sup> of May.

Mr Bourke unveiled a plaque at North East Water's West Wodonga plant, formally recognising a multi-million dollar upgrade that has doubled its capacity and enabled it to reduce the amount of phosphorous entering the Murray River by 20 tonnes per year.

Multinational company PURAC carried out the \$16 million project in a Design-Build-Operate arrangement facilitated by the State Government's Partnerships Victoria program. PURAC is contracted to operate the plant until 2012, followed by two further five-year options. North East Water chief executive, Jim Martin, said the multinational experience PURAC brought to the operation was invaluable.

"The long-term involvement of a company like this in our operations brings major advantages, not the least of which is the guarantee of continuing operating strength over a period of 20 years," he said.

Mr Martin said the plant upgrade would bring several significant benefits to the Wodonga community. "From a social

perspective, the project has allowed us to close down our Howard St operations, thereby removing sewage treatment and a potential source of odour from the midst of town. On top of that, the plant's increased capacity allows for the continued growth of Wodonga until at least 2020, meaning the city can continue to attract new industry and new residents with the knowledge that we have room to spare."

Mr Martin said the plant's enhanced performance would also create many new opportunities. "This plant now produces very high quality water, which really increases our scope for reuse projects. Currently we are undertaking a study under the Government's Water for Growth program, which is investigating potential reuse opportunities in the Wodonga region. In addition, we are in the process of having the water classified as Class A, which will allow us to enter the horticulture market, and open up the potential for third-pipe systems in new subdivisions."

Mr Bourke said the EPA was pleased to be involved in opening a plant that had so many environmental and social benefits for the region.

"The reduction of nutrients in to the Murray River system is obviously an important objective in our continued push to maintain the health of the state's rivers and the environment in general. Add to that the vastly increased potential for reuse that this plant creates, and we have an environmental winner on two fronts."



Jim Martin and Mick Bourke

Mick Bourke, North East Water Board Member  
Dr Lin Crase, Jim Martin.



## FINANCE MANAGERS WORKSHOP 2004

The Annual VicWater Finance Managers Workshop held in May this year was well received by the 80 attendees representing water businesses, government agencies and other key stakeholders. With significant change facing the water industry on finance issues the Workshop provided covered a wide spectrum of topics that included taxation, insurance,

auditing and corporate governance. The workshop also provided an opportunity for the industry as a whole to get together to discuss key issues and with a view of resolving some of the outstanding issues. The VicWater Finance Issues Steering Committee (FISC) is currently following up issues from the workshop.



left to right: Bernard Gastin TCV, Jo Wagborne DSE, Tracey Duff TCV, Cor Peeters DSE

## RISING BLOCK TARIFFS INFORMATION SESSION

Following the announcement that "A new 'tiered' pricing system will be introduced for domestic customers in Melbourne on 1 October 2004...Regional areas are expected to implement similar pricing systems over the next two years. (Securing Our Water Future Together, Fact Sheet 8: Pricing for Sustainability)," VicWater ran an information session to discuss authority and customer impacts of planning and implementing inclining block tariffs on 19 July. Presentations included:

- ◆ Pricing for conservation and implementing the environmental contribution by Greg Wilson, Deputy Secretary DSE;
- ◆ The metro inclining block tariff model (data, demand elasticity, revenue impact and implementation) by Ian Johnson, General Manager Regulation, South East Water;
- ◆ Residential and rural inclining blocks at a regional urban water authority

by Russell Worland, CEO at South West Water; and

- ◆ Protecting vulnerable customers by Chris Foley, Marketing Manger at Yarra Valley Water.

In the afternoon, a workshop session was held for participants to discuss upcoming issues and the experience of economic regulation so far. Download presentations at [www.vicwater.org.au/default.php3?sectionid=156](http://www.vicwater.org.au/default.php3?sectionid=156)

## TRAINING MATTERS

### Occupational Health and Safety Benchmarking Pilot Begins

The VicWater OH&S Benchmarking Working Group has gained agreement and finalised arrangements for the collection of data for input to the OH&S Benchmarking Project. The VicWater Board endorsed the project early in 2004 and the first batch of data will be forwarded to VicWater by participating Authorities by the end of August.

Data collected will be portrayed graphically and will allow the participating Authorities to benchmark their OH&S performance with like Authorities and against the State averages.

### October Meeting of Training and OH&S Networks

Following last year's successful inauguration of holding the second bi-annual meeting of the two Networks

on the same day, it is proposed that both Networks will meet again in October of this year.

As trailed last year, the Training Network will meet in the morning and the OH&S Network in the afternoon with both groups having a light lunch together.

Agendas for both meetings will be forwarded well in advance.

### Partnership to develop Trade Waste Training

Negotiations are well advanced between VicWater, The EPA and the National Centre for Sustainability at Swinburne University of Technology for the development of resources to support training in the Trade Waste area.

The project will also develop Units of Competency in the Trade Waste area to ensure that practitioners who

undertake the training developed will receive a national qualification under the National Water Training Package.

A Steering Group has been set up to develop the resources which includes Barwon Water, Central Highlands Water, City West Water, Melbourne Water, South-West Water and Western Water together with VicWater and the EPA.

### STOP PRESS

Chris Davis of AWA has advised VicWater that the Australian National Training Authority will possibly provide initial funding to AWA to continue the review of the National Water Training Package, pending endorsement of the new Government Skills Council.

It is intended that VicWater will again run Workshops in Victoria to facilitate the enhancements required.

# TASK GROUP TOPICS

## DAMS WORKING GROUP

The Victorian Water Industry Dam's Working Group received a presentation from Steve Nicol (DSE) on the status and progress of approximately 12-18 months of temperature monitoring conducted at priority storages around the

state. Representatives from the Working Group have met with DHS to discuss the implications of the Safe Drinking Water Act on headworks management. The Working Group is investigating the development of a decommissioning industry guide. Additional areas of interest within the Statement of Obligations have been identified and subsequently addressed by the Working Group, through VicWater, to DSE. The Working Group also proposes to sponsor a "best Paper" award at the ANCOLD conference this year in Melbourne.

## URBAN WATER EFFICIENCY TASK GROUP

The Water Efficiency Task Group has received updates on numerous projects. Claude Piccini presented the findings of WSAA's "Pricing for Water Conservation" study; a highlight being that the majority (90%) of Sydney and Melbourne householders believe their water consumption is either average or below average (which is statistically impossible). The Australian Water Conservation & Reuse Research Program has completed its first stage, which has resulted in numerous valuable reports being made available online at [www.clw.csiro.au/priorities/urban/awccrp](http://www.clw.csiro.au/priorities/urban/awccrp). The Office of Commonwealth Games Coordination (OCGC) will develop "water" as the leading theme of the Melbourne 2006 Commonwealth Games environment legacy; VicWater is assisting in the progress of this development of this theme.

## URBAN WATER RESTRICTION REVIEW WORKING GROUP

The Working Group has released the Discussion Paper "Victorian Guidelines to water saving measures and restrictions" to the water industry. This document includes the background and research on water restrictions, the working group's industry research and discussion, and draft guidelines including terms and definitions, permanent water saving measures (PWSM), restriction policy and exemption. The Discussion Paper is not intended to be fait accompli and the working group is seeking input from all Victorian water authority's. Comments on this discussion paper are requested by 27 August 2004 (to [vicwater@vicwater.org.au](mailto:vicwater@vicwater.org.au)). Specific comments on the PWSM will be used to develop a VicWater response to the Melbourne PWSM (submissions close 15 Sept), as these will heavily impact on the water restriction guidelines for all Victorian water businesses.

## NATIONAL WATER WEEK: 17-23 October 2004 Water for Life!

Protect Conserve & Get Involved! The launch of NWW will be hosted by Museum Victoria on Sunday 17 October, at which Governor John Landy, Minister Thwaites, and marathon swimmer Tammy van Wisse will be presenting the winners of the NWW competitions. All invitees are welcome to bring their families and tour through the Melbourne Museum following the morning launch. This year primary schools have the opportunity to enter into the poster competition, and secondary schools are encouraged to enter the writing competition. All winners and runner ups will receive prizes for both the student and the school. [www.savewater.com.au/waterweek](http://www.savewater.com.au/waterweek)

## SUSTAINABILITY TASK GROUP - SEEKING ADDITIONAL MEMBERS.

Expressions of interest are sought from industry Managers with a passion for sustainability and who can contribute sufficient time to develop and implement the Group's program.

We are seeking people who are influential in business strategy and can bring an accurate perspective on corporate objectives and priorities. The time commitment includes approximately six meetings per year in Melbourne, attendance at the yearly seminar and at least half day per month project work.

"I am confident that your business will benefit from this experience through the programs we are developing. It is also an opportunity to influence the direction of sustainability in the Victorian Water industry and be acknowledged for this contribution," said Tony Kelly - chair of the Task Group and Managing Director of Yarra Valley Water.

For information about the task group's activities go to [www.vicwater.org.au/sustainability](http://www.vicwater.org.au/sustainability). Details of current membership is outlined in Sustainability News, Summer 2004.

At this stage we are seeking two or three additional members. Selection will be based on diversifying the skills base and sectors represented. The task group wishes to thank Julie Green (General Manager Commercial Services, Western Water) for her contribution. After three years, Julie is leaving to focus on the requirements of economic regulation.

Please email your nominations (with approval from your CEO/MD) to Katrina Hermann ([katrina.hermann@vicwater.org.au](mailto:katrina.hermann@vicwater.org.au)) stating your name, position, level in the organisational and a brief outline of your skills.

## LOCAL GOVERNMENT: *Partners in Water Management*

The Municipal Association of Victoria (MAV) has welcomed the release of the Government's Securing Our Water Future Together White Paper, which outlines major reforms for the management of our water assets and sets a strong long term vision for water security and environmental management of Victoria's rivers and streams. The MAV is currently partnering with several agencies to deliver three successful water programs to support councils in the sustainable management of water resources – The Clearwater Program, The Smart Septics Program and The Sustainable Water Use Plans Program.

A recent event hosted by MAV and Melbourne Water saw the Minister for Water, the Hon John Thwaites, launch the Water Sensitive Urban Design (WSUD) Training Manual. The Minister also presented certificates to the 20 metropolitan Melbourne councils committed to developing Sustainable Water Use Plans.

### Clearwater Program

Clearwater, developed in partnership with the EPA and the Stormwater Industry Association of Victoria (SIAV) is an education and training program for local government and industry professionals focusing on key areas of sustainable urban water management.

*Councils receiving their certificates recognising their commitment to developing Sustainable Water Use Plans. July 15, Docklands with Minister Thwaites, Brian Bayley (Melbourne Water) and Rob Spence (MAV).*



The program was recently awarded as a finalist in the 2004 Banksia Awards – the premier environment awards in Australia. Clearwater delivers specific training in areas of water sensitive urban design, planning, building site management, leadership, education and evaluation techniques. Visit [www.clearwater.asn.au](http://www.clearwater.asn.au) or contact Jacquie White on 9667 5523

### Sustainable Water Use Plans

The MAV, in partnership with Melbourne Water, is assisting metropolitan councils to develop Sustainable Water Use Plans. These plans offer a simple, flexible and pragmatic approach for councils to significantly reduce their water use for their own assets and facilities, as well as to work directly with local water authorities in areas of community education and water quality improvements. The MAV is encouraged by the commitment of the State government in the White Paper to fund the extension of the Sustainable Water Use Plans initiative to regional Victoria.

### Smart Septics Program

The Smart Septics Program builds upon on previous partnership with state government, EPA and water authorities in developing a Municipal Domestic Wastewater Management Planning Guide, and associated training, to assist council develop Domestic Wastewater Management Plans. The Smart Septics program aims to further improve local government capacity to address risks posed from septic systems through the exploration and development of a number of planning and management tools.

*For further information contact Nathaniel Muller, MAV, on 9667 5557 or [nmuller@mav.asn.au](mailto:nmuller@mav.asn.au)*

## UPDATE FROM WATERAID AUSTRALIA

Many organisations have now responded to the invitation to join as Members and Corporate Supporters of WaterAid Australia (WAA). Organisations that join or indicate that they will be joining before the end of August 2004, will be recognised as Foundation Members. For more information - or to request a Membership Kit, please contact us at: [watercharity@yvw.com.au](mailto:watercharity@yvw.com.au)

WAA will be sending out an Organisation Starter Pack in mid-August. The purpose of the pack is to provide individuals and organisations with ideas on ways to fund-raise, useful resources and links, policies and procedures and how to create a fund-raising committee.

WaterAid Australia can now accept tax deductible donations from individuals and by early September - we will be able to accept credit card payments, direct debits and on-line payments.

We are currently developing a monthly eNewsletter (due for release mid-August), a new website, detailed project information sheets, a brochure (including a donation reply form), posters and other promotional materials which will be available for organisations to use and distribute.

Forthcoming events: Professor Alan Alexander, Chair of Scottish Water and Board Member WaterAid UK will present the keynote address at the Vic Water Conference on Thursday 9 September on Regulation Issues and the Water Industry and he will also be a panel session member at the WaterAid Australia workshop session on Friday 10 September. For the latest on the AWA National Golf Day for WaterAid Australia - go to [www.awa.asn.au/events/golfday/](http://www.awa.asn.au/events/golfday/) to see where you can tee-off to help WaterAid Australia.