

OPERATIONAL REPORT



Operational report



In the face of climate change, it's never been more important to work collaboratively with government, industry and the community.

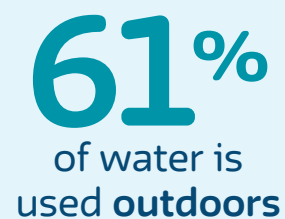
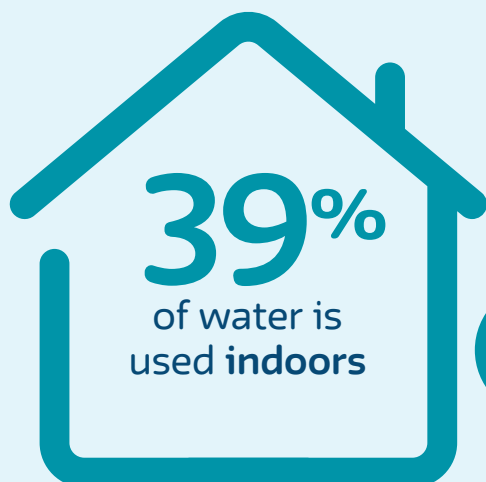
We are deeply conscious that while we are responsible for the state's water services, the Traditional Owners have been the custodians of the natural environment for more than 60,000 years.

Together, we need to seek innovative solutions and lean on traditional water management insights to protect our precious resource and drive necessary behavioural change.

Enhanced community education is a vital step towards creating a safe, sustainable, and resilient environment. This is why our six strategic priorities are centred around challenging conventional models, discovering new ways of reducing our carbon footprint, and driving greater value for our customers, community and state.

The six strategic priorities are:

- Safe for all
- Lowest total cost
- Lowest environmental impact
- Satisfied customers
- Value for WA communities
- Supportive workplace



Includes estimated bore water use

Safe for all



We do not compromise when it comes to protecting our employees, customers, community and state. This year, our focus has been monitoring wastewater for COVID-19, responding to natural disasters through incident management, and addressing water service delivery in regional communities.

Wastewater testing underway to boost COVID-19 monitoring

The state's COVID-19 wastewater testing program commenced in October 2020. The monitoring results help keep our community safe by informing WA's response to the pandemic. Following extensive scientific preparation and analysis, the testing was a collaboration between Water Corporation, Department of Health and PathWest.

Since commencing, the program has repeatedly detected viral fragments from untreated wastewater collected from Subiaco water resource recovery facility. This was anticipated, as the catchment includes sewerage networks from Perth CBD quarantine hotels. Expected detections were also observed in Alkimos and Beenyup wastewater treatment plants during the June 2021 lockdown event.

To keep our community safe, we continue to provide weekly wastewater samples from treatment plants across the state, including nine regional areas. We also provide enhanced monitoring to support incident response, including sampling from sub-catchments within the wastewater network. Wastewater testing can allow an early warning of undiagnosed COVID-19 in the community from people who are asymptomatic or have not yet been tested.



Sample testing in Maylands



Our Cyclone Seroja response fleet lined up and ready for action

Natural disaster relief

This financial year saw several major corporate incidents managed, which required significant coordinated effort across many parts of our business. Three of these were natural disasters, which left a trail of destruction and impacted our customers and the communities they live in. In all instances, Water Corporation teams were deployed to ensure public health and safety by working closely with all other responding agencies.

The Nilgen bushfire threatened the lives and homes of people living in the Gingin and Dandaragan regions in January 2021. By day three, the fire had burnt through more than 2,000 ha of bushland. We responded quickly, deploying our incident support van to the area, embedding liaison officers into the Department of Fire and Emergency Services (DFES) command team, and ensuring water was available to essential services.

In February 2021, the Wooroloo bushfire caused the destruction of 28 homes and 26 km of bushland, as well as widespread power disruptions, and threatened a number of our assets. Water Corporation was involved with the state-led response and was represented at the DFES command team, state operations centre, incident forward control point, State Recovery coordination group, and local recovery centres. Through ongoing, collaborative efforts, no corporate asset was seriously damaged by the fires and our services were not disrupted.

In the wake of ex-tropical cyclone Seroja, we quickly responded to customer needs with operational and welfare support, basing ourselves out of Geraldton in April 2021. We deployed 18 vehicles and 27 people from Perth Region Field Services and Treatment and Resource Recovery. Thousands of kilometres of pipeline and more than 200 water tanks, pump stations and other infrastructure across the Mid West Region were impacted by the cyclone and the resulting loss of power. Our dedicated incident management team, consisting of a diverse range of stakeholders from maintenance to strategic guidance, was able to maintain and protect the quality of drinking water in the impacted region.

Securing Denmark's water supply

Like many parts of south west WA, Denmark is experiencing the impact of climate change through declining rainfall. Since 2014, Denmark has experienced four of its driest winters since records began in 1911 and is currently reliant on streamflow (rainfall runoff) into Quickup Dam for drinking water.

To secure Denmark's long-term sustainable water supply, we have built a 43 km pipeline to connect Denmark to our Lower Great Southern Towns Water Supply Scheme (LGSTWSS). The scheme also supplies drinking water to Albany, Mount Barker, Kendenup and Narrikup. The pipeline allows us to alternate Denmark's drinking water throughout the year between LGSTWSS and Quickup Dam to ensure the town's long-term water supply is secure and more climate independent.

DWER and Water Corporation will continue to work together to manage the demand on our regional water supplies and identify future water sources.



Our crew working on the Denmark pipeline



The Big Conversation participants in Northam

The Big Conversation

General Manager for Operations, Barry Ford, and the Head of Safety and Wellbeing, Tony Dennis, were determined to kick start the year with a Big Conversation. To ensure safer outcomes for everyone, they wanted to reset management expectations, identify personal commitments, and engage with employees to hear about their own personal experiences with safety and wellbeing.

Travelling across the state to facilitate 40 individual sessions, Barry and Tony met with more than 1,500 diverse employees. The sessions elicited enlightening and real conversations, which showcased the strong leadership and dedication our people adopt when it comes to safety.

The outcomes from the sessions have been themed into 14 key focus areas, which will feed into the relevant business plans for the coming financial year.

In-vehicle safety systems (IVSS)

Our employees drive around 20 million km each year, which makes being out on the road a high-risk activity for our people. The installation of IVSS and dash cameras helped us improve safety for all and allowed us to better respond to emergency situations. Inbuilt systems such as emergency warnings, GPS location and wireless safety communication gather information to improve driver behaviour with real-time feedback, such as speeding, braking, cornering, and acceleration. The technology has been installed in more than 760 Water Corporation vehicles, with the remaining 40 to be completed later this year.



Lowest total cost



We are committed to delivering services as cost-effectively as possible. Our priorities this financial year have focussed on protecting our infrastructure from the impacts of climate change and population growth, and uplifting performance so we are accessible and inclusive to all members of the community.

Financial Inclusion Action Plan (FIAP) commitments

We are successfully taking strategic and practical actions to improve the financial wellbeing of our customers. Ernst & Young conducted an audit in November 2020 to verify our actions. Ensuring our vulnerable customers have financial support and assistance can be attributed to the expansion of our water saving programs and providing a dedicated case management service to vulnerable customers.

Supporting high-water-use public housing tenants

We partnered with Department of Communities (DoC) to provide practical support to high-water-use public housing tenants through education, leak detection and property retrofits. More than 137 million L of precious drinking water was saved and a 27 per cent reduction in annual household water use was recorded for participating households this financial year. Under the program, 973 tenants received free home water audits. Around 735 properties were retrofitted with waterwise showerheads, toilets and tapware.

Pay for the Plumber scheme

Covering the cost of leak repairs provides vulnerable customers experiencing leaks with access to plumbers. Providing this assistance ensures leaks are repaired quickly and waterwise fittings can also be fitted. This program resulted in 44 customers assisted with plumbing charges of more than \$40,000. The program saved 68.2 million L of water.



1 in 5
HOUSEHOLDS
HAVE A LEAK

.....



HUGS outbound campaign

This financial year we've been contacting customers in hardship to inform them of their eligibility for the State Government's Hardship Utility Grant Scheme (HUGS). The scheme assists customers who are in financial hardship and unable to pay their utility bills. Accessing these grants provides a significant contribution to reducing their outstanding balance and decreases the amount of time it takes for them to get on top of their overdue water bill.

Taking a stand against family violence

A new family violence policy has been implemented outlining our specialised support and services for customers experiencing family violence. We want our customers to know they will be heard and treated with compassion when interacting with us. We have specialised staff that have been trained to respond appropriately. Our policy aligns to the *Water Services Code of Practice (Family Violence) 2020*.

Detecting non-visible leaks

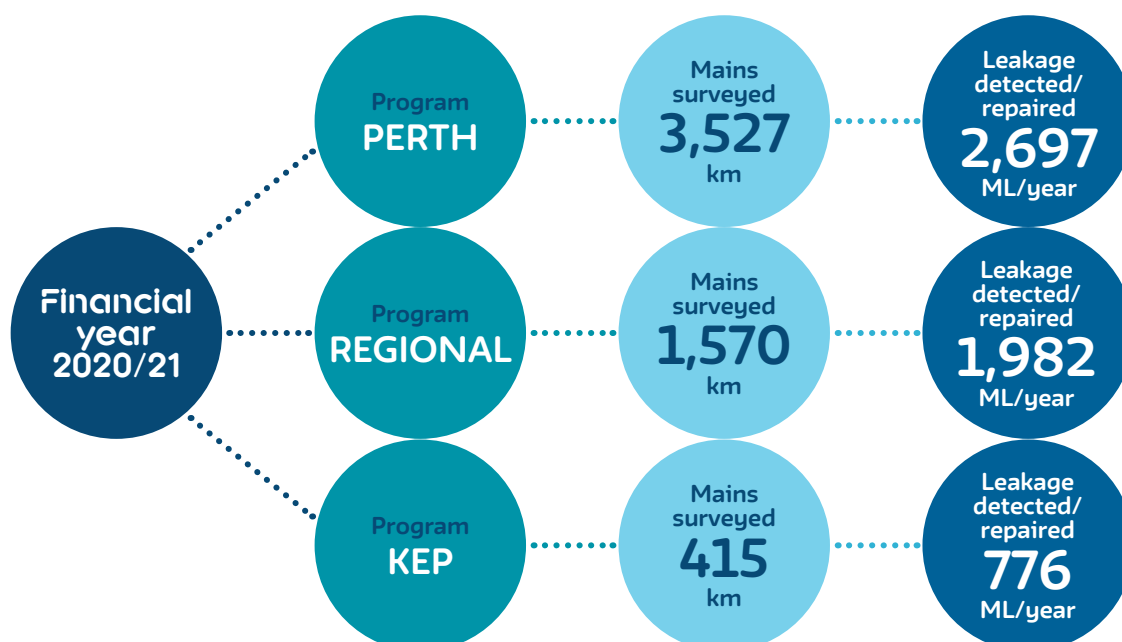
Water Corporation currently undertakes a state-wide non-visible leak detection program to reduce precious water lost through leaks and extend the life of our assets. Commencing in 2010 in the Perth metropolitan area, the program has now been deployed in regional schemes across the state. Results of the leak detection activities are fed back through to our operations areas for repairs.

This financial year, 5,512 km of pipeline across the state was investigated, which resulted in 2,530 leaks being detected and repaired. Such discoveries have saved around 5.4 billion L of water.

Our very own leak detection dog, Kep, made her largest discovery yet this year on a salt pan in Morowa. Her target scent of chlorine led her to isolate an estimated leak rate of over 150 L of water per minute. To date, Kep has found 106 leaks across the agricultural areas in the Great Southern, South West, and Mid West regions.



Kep hard at work



Lowest environmental impact



The impact of climate change has been felt throughout the state. We recognise the impact our own operations have in terms of energy use and greenhouse gas (carbon) emissions. We remain committed to continue decarbonising our operations and reducing our environmental footprint. Key focusses for 2020-21 have been improving energy efficiency, investing in new resource recovery initiatives and progressing our environmental risk assessments.

Used water reuse governance

Water Corporation provides the state with treated wastewater, also known as used water, through 76 reuse schemes. Treated used water has a variety of purposes, including irrigating public open space, commercial irrigation, tree farming, and industrial processing. This sustainable approach to wastewater disposal sees our precious resource recycled and reduces pressure on our drinking water and groundwater supplies. We have also committed \$3.2 million over five years to understand potential environmental impacts associated with the use of treated wastewater from these schemes and provide a governance and regulatory framework for scheme management.

Delivery of the Vasse diversion drain project

The Vasse diversion drain project in Busselton was completed with many positive environmental, social and community outcomes, including the protection of native fauna and flora species.

Extensive environmental management was undertaken prior to and during construction. This included the relocation of more than 35,000 protected Carter's freshwater mussels, installation of approximately 35 fauna shelters and 15 rope bridges for western ringtail possums, and the planting of more than 130,000 seedlings. The 10-year project has been successfully delivered in collaboration with Westforce and JWI Contractors, providing more than 70 local jobs.



Tamsin relocating mussels at Vasse diversion drain

17,397 km
**SEWER MAINS
ACROSS THE STATE**
.....



Resource recovery supports broad-acre crops such as wheat, oat, canola and lupins

Resource recovery

Struvite is a mineral by-product produced in the wastewater treatment process. It can cause operational impacts like scale build up and clogging at our used water facilities. It is also rich in phosphorus, making it an excellent candidate for fertiliser. During the financial year, a pilot plant was operational at the Woodman Point resource recovery facility to produce enough struvite to allow wholesalers to test the product. We were able to demonstrate that extraction of struvite from the wastewater treatment process could produce struvite-based fertiliser for use in agriculture.

Waste avoidance

As one of our 'lowest environmental impact' initiatives, we have adopted the state's Waste Avoidance and Resource Recovery (WARR) Strategy and its relevant targets as our objective for waste avoidance. During 2020-21, our total solid waste generation exceeded 250,000 tonnes (mainly biosolids, contaminated soil and clean fill) of which more than 75 per cent was diverted from landfill for reuse or recycling. This meets the WARR Strategy target for 2030.

Water Corporation has developed a three-year action plan to ensure we address the relevant objectives of the WARR Strategy, particularly focusing on procurement (both waste avoidance and recycled content) and technologies to ensure our current reuse and recycling initiatives remain operational.

Riverine ecosystem support

We actively maintain the function of riverine ecosystems to ensure our state's delicate ecosystems can survive during summer months. Our program, regulated by DWER, released approximately 15 gigalitres (GL) of water into rivers in the financial year. This included rivers in Harvey, Collie and Harris in the South West; Canning, Helena, Wungong, Serpentine and Dandalup rivers in the metropolitan and Peel regions; and the Harding River in the Pilbara. In addition, 2,145 GL was released into the lower Ord River in the Kimberley, in order to maintain the river's unique environmental value.



Serpentine River



100kW solar system at Ravenswood pump station

Management of contaminated sites

Prevention of soil and water contamination is central to Water Corporation's environmental management. We are particularly focussed on the effective remediation of spills or accidental releases of wastewater or other materials to the environment. However, with the Corporation's long operating history and evolving standards over time, we are investigating and managing a significant number of contaminated sites. These have almost all resulted from legacy operating sites or materials that are no longer supplied, such as asbestos.

As at 31 December 2020, Water Corporation has reported 115 'known' or 'suspected' contaminated sites to DWER under the provisions of the *Contaminated Sites Act 2003*.

Water Corporation has 40 active contaminated site investigations or remediation projects underway.

No net clearing

Water Corporation has a policy to voluntarily revegetate ecosystems to offset clearing of native vegetation for infrastructure. In 2020-21 we cleared approximately 78 ha of vegetation. We revegetated 53 ha with Department of Biodiversity Conservation and Attractions (DBCA) at Gnangara and 25 ha on a Water Corporation property at Hopetoun. We are currently in planning for another 50ha on a DBCA property adjoining the Lakelands Nature Reserve in the Wheatbelt.

Renewable energy

In addition to our ongoing major wind and solar farm contracts, we also continued implementing our own solar energy program to reduce our greenhouse gas emissions. This year, the Behind the Meter Program has added about 1,500 megawatt hours (MWh) of renewable energy generation at 14 sites across the state, including two solar/battery hybrid installations. This reduces emissions by approximately 1,000 t of CO₂ equivalent per annum.

An additional 50 sites have been identified for further investigation across WA.

We were also a key provider in Western Power's Flexibility Services Pilot to decarbonise the grid. This initiative aims to shift energy use to help maintain a stable grid and support the continued uptake of renewables. We achieved this by changing our load patterns during spring and autumn (times of potential grid instability) due to large volumes of solar power being generated.



High school students enjoying the Waterwise Experience

Satisfied customers



We all have a role to play in securing our water future in response to climate change. Part of ours is to motivate our customers to make the necessary changes to their water use to create a sustainable future for WA. A significant cornerstone of supporting and engaging customers was aligning our water efficiency projects, waterwise programs and marketing under the 'Think Climate Change. Be Waterwise' banner.

Education and community connection to water

Customers, businesses and governments all have a part to play in conserving our precious water resource.

Our Waterwise Schools Program hit a milestone of 32,809 students reached this financial year. New resources under the program were completed in 2020-21, including six Water in Aboriginal Culture videos and supporting comprehension lesson plans. To consolidate understanding across our other two content pillars (water supply/water conservation and sustainability), primary and secondary digital lesson plans were created for teachers to integrate into their classes.

Our new Waterwise Experience incursion was released in 2021, which further expanded our reach to high schools. Audio-led narratives took 5,964 students on a journey to learn about where water comes from. The immersive experiences are supported with comprehensive lesson plans for teachers to extend understanding and continue important conversations.

Gabrielle, our Customer Education Lead setting up the Waterwise Experience





Showerhead Swap

Household showers account for 23 per cent of all residential scheme water use. Under Water Corporation's Showerhead Swap program, Perth and Mandurah residents exchanged their inefficient showerheads for free waterwise WELS 4-star rated showerheads. Around 10,000 water efficient showerheads were taken up by metropolitan residents in Perth and Peel, potentially reducing water consumption in an average Perth household by 20,000 L a year and saving around 92 million L of precious water in total. The program has previously been available for regional Western Australians in designated towns but was extended to metropolitan customers in 2020-21.

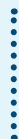
SHOWERS

THE AVERAGE HOUSEHOLD USED 52KL OF WATER ON SHOWERS EACH YEAR.

This equates to:

142 L

per household
per day



56 L

per person
per day

Non-residential programs

Our Waterwise Council Program, delivered in partnership with DWER, achieved a fantastic milestone with all 32 metropolitan local government authorities becoming endorsed as Waterwise Councils. State-wide, 46 local governments are now endorsed as waterwise through the program and 25 have achieved Waterwise Gold recognition for their commitment to developing sustainable, liveable communities.

Under our Waterwise Aquatic Centre Program, delivered in partnership with the Leisure Institute of WA Aquatics, five new leisure centres achieved waterwise endorsement in 2020-21. This brings the total to 51 endorsed waterwise aquatic centres across WA, including 96 per cent of aquatic centres in the metropolitan area. These centres have committed to being waterwise through actions such as installing automated taps and toilets, introducing water efficient appliances, daily water use monitoring, leak detection programs and waterwise gardens. The aquatic centre industry has saved 918 million litres of water since 2008.

Four of WA's leading waterwise housing developments were newly endorsed under Water Corporation's Waterwise Development Program in 2020-21. The Waterwise Development of the Year went to WGV by DevelopmentWA. Five other estates were recognised as Gold Waterwise Developments for their outstanding achievement in water sensitive urban design at the 2021 Waterwise Recognition Awards. A total of 24 developments have now been endorsed through the program since it was created in partnership with the Urban Development Institute of Australia in 2014.



WA Museum Boola Bardip installation

Seeking opportunity through partnerships

We continue to invest in partnerships that inspire sustainable communities and operations.

We have partnered with the Foundation for the WA Museum to enhance the community's appreciation of our natural environment. This partnership is aligned with two thought-provoking and moving displays at the WA Museum Boola Bardip. These displays engage and educate people of all ages on current environmental issues, climate change and the preciousness of water in WA.

Our continued partnership with Yirra Yaakin supports our reconciliation action plan (RAP) outcomes by providing genuine partnerships through engagement, consultation and communication with Aboriginal organisations. Their school performance series Bilya Katatjin (which means fresh water knowledge in Noongar) toured metropolitan and regional schools this financial year and was complemented by an educational pack for teachers. Journeying through global Dreaming stories, the show teaches the students about the impact of climate change on the land and the ways we can keep our waterways cleaner. Thanks to our support, the tour is being extended to cover more schools across the state.

More than 180 students from 22 high schools across Perth, the South West and Great Southern took part in the WA Schools Think Tank Challenge, hosted by Water Corporation and the Innovation Institute of WA. Students were encouraged to employ innovative problem-solving techniques to help inspire people to remain waterwise in the face of climate change and reduced rainfall. They also learnt about how Traditional Owners have been the custodians of WA's water systems for more than 60,000 years. Students from Fremantle College were crowned the challenge winners for their campaign to develop a sink tap and outdoor hose that has flow settings for different purposes.

Our partnership with Loop Upcycling helps to raise awareness of environmental processes through reusing redundant workwear. We are able to securely and sustainably 'dispose' of our unused workwear in a responsible and ethical way, at the lowest total cost and environmental impact.

Under our Splash of Colour Program, nine new artworks across WA were commissioned, transforming our water and wastewater assets into works of public art. A total of 55 assets (29 of these in the Perth metropolitan area) have been painted across the state to increase the community's knowledge of local water stories.



Minister for Water The Hon Dave Kelly MLA with Think Tank winning students from Fremantle College

Value for WA communities



Water is not only intrinsic to our WA lifestyle, but essential for economic development and quality of life. We are committed to leveraging partnerships to increase community access to green space and continue to support the growth and liveability of our state.

Delivering on Perth's Waterwise Action Plan

This financial year, we have continued to be an enabler of the State Government's Waterwise Perth Action Plan. This plan sets the direction for transitioning Perth to a waterwise city, and creating cool, liveable, green and sustainable communities in which people can live, work and recreate.

We have worked with METRONET and DWER to embed waterwise outcomes and water sensitive urban design in the planning of METRONET projects. This work continues with DWER, Department of Planning, Lands and Heritage and other key policymakers to support and influence the urban form to help transition to leading waterwise cities by 2030.

Government partnerships

In February 2021, we partnered with DWER to reassess the waterwise performance of the Perth and Peel metropolitan area using the Water Sensitive Cities Index tool. Stakeholders across state and local government, industry, research, and community sectors assisted with scoring the 34 metrics that characterise a waterwise city. There has been a 26 per cent improvement in our overall score, compared to when the city was benchmarked five years ago. Through increased stakeholder collaboration and a whole-of-government approach, Perth city is well on its way towards the vision of being a leading waterwise city.

To help reduce the impacts of urban heat in the face of climate change, Water Corporation funded the \$750,000 Urban Canopy Grant Program. The program is being administered by the Western Australian Local Government Association as part of delivery of the Waterwise Perth Action Plan. Under round one of the program, more than 2,400 trees will be planted in 14 local governments across Perth.

We have been a proud partner of the Cooperative Research Centre for Water Sensitive Cities, which completes its nine-year, \$100 million program in 2020-21. Established in July 2012, the centre delivered new publications, tools and products to help change the way we design, build and manage our communities. The legacy of the centre will live on through our ongoing work with the Water Sensitive Transition Network, a group of champions from across state and local government, industry, community and research organisations working together to transition Perth to a waterwise city.



Local residents playing near Mount Hawthorn Splash of Colour asset by artist Pippa Scheepers



AFTER

Wharf Street Basin transformed through Drainage for Liveability



BEFORE

Before the Drainage for Liveability transformation

Drainage for Liveability: improving green space

In 2020-21, six of our assets were transformed to improve amenity for the community through our Drainage for Liveability Program. A total of 22 drainage and wastewater assets have been transformed under the program since it began in 2016. We were a partner in the award-winning Wharf Street Basin Next Generation Community Park project, led by the City of Canning. This project transformed the formerly fenced-off area around one of our stormwater basins into a multifunctional smart park. It is the largest project to date under our Drainage for Liveability program. The project has created habitat for wildlife and provides opportunities to learn more about water, including real-time information on environmental conditions at the park and interactive education stations.

WATERWISE GREENING SCHEME

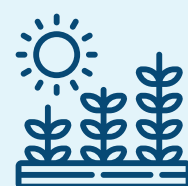
WATERWISE COUNCILS



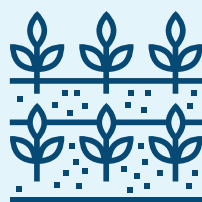
helped us create cooler, greener and more sustainable neighbourhoods.

In 2020-21, the scheme resulted in the creation of

216
WATERWISE
VERGES



621
WATERWISE
TREES



35,000
WATERWISE PLANTS

Supportive workplace



To successfully deliver on our vision, we continue to optimise our core business by retaining what works well, refining our diverse culture and realigning our processes to drive performance in the areas most valued by our employees.

Supporting our youth

To ensure young people don't face barriers when entering the workforce, Water Corporation has implemented career entry programs to support those looking to kickstart their career. These opportunities offer a stepping stone to meaningful careers and provide opportunities for youth, Aboriginal people, women, people with disability, and those from culturally and linguistically diverse backgrounds.

There was an increase of entries across all our programs in 2020-21, particularly with apprentice positions increasing across the state.

This financial year we welcomed 18 young graduates into our three-year program which was recently ranked 13th on the Top Intern Programs list. This result came from a survey of more than 1,200 undergraduates who were part of their employer's graduate program in 2020-21.

As part of our commitment to improving disability access and inclusion, we welcomed four young people with disability as part of our new traineeship and work experience program. We partnered with Edge employment and local schools to source the students, who will be completing an 18-month traineeship undertaking the Certificate II in Workplace Skills.



Employees from our youth programs



Water Corporation had a strong showing at the Walk for Reconciliation in Perth

Three trainees are based in our Leederville office, one in Bunbury and a fifth trainee will commence in the Balcatta office in the new financial year. These are the first of 15 school-based trainees with disability we will employ over the next six years.

Relationships are key and we have worked hard to engage meaningfully and purposefully with Aboriginal suppliers, with remote Aboriginal communities, and with Aboriginal people throughout the state. Our relationship with Mamabulanjin Aboriginal Corporation, located in Broome, and Madalah Ltd in Perth, are great examples of coming together to provide support to the North West.

We have also sought many other opportunities to build rapport. This included connecting our North West employees with Traditional Owners for a cultural immersion experience, partnering with Clontarf Foundation and celebrating significant events such as NAIDOC Week and National Reconciliation Week with our employees.



Employees with members of the Mamabulanjin Aboriginal Corporation

34,947 km
OF WATER MAINS
ACROSS THE STATE



Employees standing on the bank of Derbarl Yerrigan

Kambarang

This three-day conference saw our Aboriginal and Torres Strait Islander employees come together from all corners of the state to forge peer support networks and engage, learn and yarn with each other. More than 130 Aboriginal employees kicked off Kambarang on the banks of the Derbarl Yerrigan. Kambarang is all about connecting and supporting each other to get the most out of the opportunities at Water Corporation. This important opportunity helps to inform and guide our reconciliation and closing the gap journey.

The feedback from the conference was overwhelmingly positive: "The highlight for me was seeing all of our mob and empowering each other." Thierra Clanton, Environmental Engineer (below).



Providing a place to belong

Water Corporation has made a strong commitment to build cultural capacity to better engage with local Aboriginal and Torres Strait Islander communities. One of the ways we do this is by providing meaningful employment opportunities because it's not about hitting a target. It's about improving our understanding of our land, waterways and people, to sustainably secure our water future and better serve our community.

Our Aboriginal and Torres Strait Islander Employment Plan provides guiding principles to assist the organisation in meeting the needs of Aboriginal communities. The work we do through our attraction and retention activities provides a culturally safe and meaningful place to belong for Aboriginal and Torres Strait Islander candidates and employees. Our first Aboriginal Employment Plan was launched in 2014 and provided a proactive framework, enabling us to successfully increase the number of Aboriginal and Torres Strait Islander employees in our workforce. We continually strive to attract and retain Aboriginal and Torres Strait Islander employees and have set a stretch target of six per cent Aboriginal employees by 2022.

Our commitment to mental health

Water Corporation recently saw the introduction of Mental Health Champions within the workplace. The program, in which Water Corporation has partnered with organisational health and wellbeing provider Blooming Minds, is designed to provide quick and easy access to wellbeing support for our people. This financial year, more than 100 colleagues have been trained as Mental Health Champions across the state.



Adapting to a flexible current working environment

COVID-19 taught us that working flexibly and remotely has many benefits, so we have introduced guidelines ensuring all roles can be flexible on an 'if not, why not?' basis. This may come in the form of changes to start or finish times, remote working, compressed hours, or other flexibility options. Building trust and empowering our people to do their best and bring their whole self to the workplace is our priority. The upgrade of our standard operating environment to Windows 10/Office 365 and the expansion of our video conferencing and collaboration platform, Webex, has enabled flexible working and provided staff with a range of collaboration tools to allow a seamless working experience, regardless of location. This enables a culture shift to being outcomes-based and measuring achievement, rather than focussing on inputs and activities like where and when work is performed.

Transitioning to a smart utility

This year, we successfully completed a four-year program to modernise operational technology within key areas of the business.

Completing the program and modernising the control systems and related communications infrastructure has allowed us to build more computing power into our facilities, allowing higher levels of connectivity and optimisation across our assets. This foundation will provide the base infrastructure to enable higher levels of control and automation and is part of Water Corporation's journey towards a smart utility.

Bringing meter reading services back into our business

This financial year saw the insourcing of 30 meter readers and associated administration, following the successful transfer last year of 420 employees from the private sector. The field-based team makes close to 4.5 million visits to properties within the metropolitan area each year. Water meters are read every eight weeks to ensure customers are accurately billed for their water use.

The new insourced model provides greater security of employment, addresses safety concerns, and allows Water Corporation to attract suitably skilled staff as required for our digital metering future



Marketing Lead Rachel Ivey with her twins, taking a break while working from home