

A man wearing a straw hat and a child wearing a blue hat are kneeling in a garden, planting a small green tree. The man is wearing a grey shirt and blue pants, and the child is wearing a green shirt and blue pants. They are both wearing gloves. The background shows a wooden fence and trees.

Operational *report*

Water is essential to life. We need this valuable resource for our survival, health outcomes, and economic prosperity. That is why we have 4,000+ employees working every day to deliver the huge responsibility of sustainably managing water, wastewater, and drainage services across the state.

Despite the backdrop of declining traditional water sources, climate change pressures, unpredictable weather events, and increasing industrial demand, we remain committed to delivering this service with dedication and resilience.

By focusing our efforts and using our values to guide our decisions, Water Corporation plays a vital role in helping our customer, communities, and state to thrive, now and well into the future.



We can all do our bit to be waterwise,
especially in our own backyards.



Safe for all

Safety for our customers, community, and employees is paramount.

The wellbeing and mental health of our people is at the forefront of our decision making, along with ensuring the physical safety of our employees, whether based in the office or the field. We understand it is the support from our people that uplifts our culture and embeds safety into the heart of our daily operations, so we can continue to supply safe and secure water services to the communities we serve.

Safe water from secure sources

We are on a mission to ensure clean drinking water is accessible, no matter where you live in the state. That's why we are now responsible for water and wastewater services in 137 Aboriginal communities through our Aboriginal Communities Water Services (ACWS) program and, staged over an initial 10 years, progressively upgrading their infrastructure. Underpinned by a collaborative, engagement-led approach, the first 12 months of the ACWS program has focused on community engagement, assessing the condition of existing water infrastructure and implementing enhanced water quality monitoring. This is to better understand community requirements, helping identify priority upgrades.

The **137 communities*** of varying sizes, are located in:

Kimberley
101
communities

Pilbara and
Mid-West
22
communities

Goldfields
and Central
14
communities

Major upgrades to water and wastewater services of the following operating expenditure, commenced or have been completed in five communities:

Ardyaloon **\$500,000**

Initial upgrades to the water reticulation network with new pipes, valves, and realignment of existing pipes to address poor pressure and leakage issues.

Jigalong **\$1.3 million**

Repurposing and decommissioning existing wastewater treatment ponds to support the efficient operation of a new wastewater treatment plant.

Djarindjin

New water bores and borefield access track to provide a new long-term water source for Djarindjin and Lombadina, and two co-designed liveability projects for a new community greenhouse and greening around community basketball courts.

\$20 million

\$350,000

Beagle Bay **\$264,000**

Installation of new water pipes and valves to improve reliability of the scheme.

Mowanjum **\$8.3 million**

Upgrades to the community's wastewater treatment plant, becoming the first licensed wastewater treatment plant in an Aboriginal community.

*At the time of transfer, Water Corporation and Horizon Power assumed responsibility for water and power services in 141 Aboriginal communities. As four of these communities self-manage water supply, Water Corporation is responsible for service provision in 137 communities.

Mowanjum – case study

Mowanjum, an Aboriginal community near Derby, was the first Aboriginal community through a transfer of ownership to have an upgrade completed under ACWS. Home to around 300 people, it became the first Aboriginal community in the state to have a licensed wastewater treatment plant. An Aboriginal contractor installed two new treatment ponds, re-lined existing ponds and replaced fencing. The work enhanced the operational and environmental performance of the plant, reducing potential for wastewater overflows, and will support future population growth in the community. Since the initial upgrades, we have continued to work with the Mowanjum community deliver a liveability project, greening a community space near their community centre, and upgrade their water and wastewater pipes.

Working with Aboriginal communities to improve water services and infrastructure to sustainably support future population growth in the community.



Artificial intelligence assisted water screening

Water Corporation is collaborating with the IBM Sustainability Accelerator pro bono social impact program. The project aims to deliver an artificial intelligence driven digital water quality testing system for Aboriginal communities. This innovative solution aims to complement our current water quality testing regime and would be performed by local Aboriginal community members and rangers using a handheld testing device. It aims to provide early warning of possible water quality issues, triggering rapid management intervention. The project aims to reduce the overall response time to possible health-related issues within the community. Water Corporation is one of the IBM Sustainability Accelerator recipients, and the first one in Australia.

CEO Pat Donovan (left) and Minister for Water, Hon Simone McGurk MLA (right) with members of the Mowanjum community.



Keeping the water flowing

We are no strangers to incidents, especially in the face of our changing climate. Our teams are committed to safely supporting each other, our customers, community, and state through challenges that are thrown our way.

Here are three incident case studies to highlight the tireless work of our teams.



In a bushfire emergency, we work tirelessly to support firefighters and residents with ample water supply.



Bushfires – Wanneroo

In November 2023, bushfires threatened Perth's north. They burnt through 2,000ha of land and destroyed 18 homes in the City of Wanneroo. Our Treatment and Resource Recovery (TARR) and Perth Region Field Services (PRFS) teams were quick to respond, supporting emergency services battling the bushfires.

We provided a suite of assistance measures to our customers affected by the fires. This included a water use allowance up to 50,000 litres, which was automatically applied to scheme water users within the fire warning area. Those not connected to scheme water had their domestic water tanks refilled at no cost. Damaged water meters were repaired or replaced without charge. Customers whose properties were destroyed had new and existing water use and service charges waived until 2024.

Despite direct impact to water supply infrastructure in and around Wanneroo, our crews maintained water supply to firefighters and the wider community throughout the emergency response. This was achieved in part by redirecting large volumes of water from suburbs north of the Perth CBD to reservoirs around Wanneroo. Our crews ensured ample water supply to those who needed it most, and worked as one to find better solutions during a difficult time.

Amplifying emergency preparedness and response to natural disasters.



Weather conditions – goldfields and agricultural region

In January 2024, severe thunderstorms caused havoc in the goldfields and agricultural region (GAR), causing power outages across the central wheatbelt and goldfields. This impacted our assets, including the Mundaring Water Treatment Plant, and disrupted customer water supply.

As an emergency responder, we played a crucial role in dealing with this incident. Collaborating closely with Western Power and other agencies, our teams swiftly deployed generators to our main pumping sites to maintain operations. Throughout the incident, the Binduli reservoir and its permanent onsite generator functioned as intended, ensuring a continuous water supply.

Our dedicated crews from the GAR demonstrated exceptional efficiency and safety in managing the incident. Teams from PRFS and TARR also stepped up, working together to ensure the delivery of safe water to our customers.

The Water Operations team expertly navigated the complexities of moving and storing water through the Goldfields and Agricultural Water Supply Scheme. During this unprecedented event, they minimized the risk of water supply interruptions to key customers while safeguarding community supply. Throughout the operation, we prioritised the wellbeing of our staff and managed fatigue associated with dealing with such an event. With 7,800 km of pipeline across a vast area in the GAR, this was a logistical challenge that we overcame through working as one.



Reconnecting our communities to their water supply after thunderstorms swept across GAR.

Partnering to manage climate related incidents and maintain safe water supply



Working as one to support Wiluna.



Invisible Incidents – Wiluna

For every high-profile incident we handle, there are many others resolved behind the scenes by our dedicated teams.

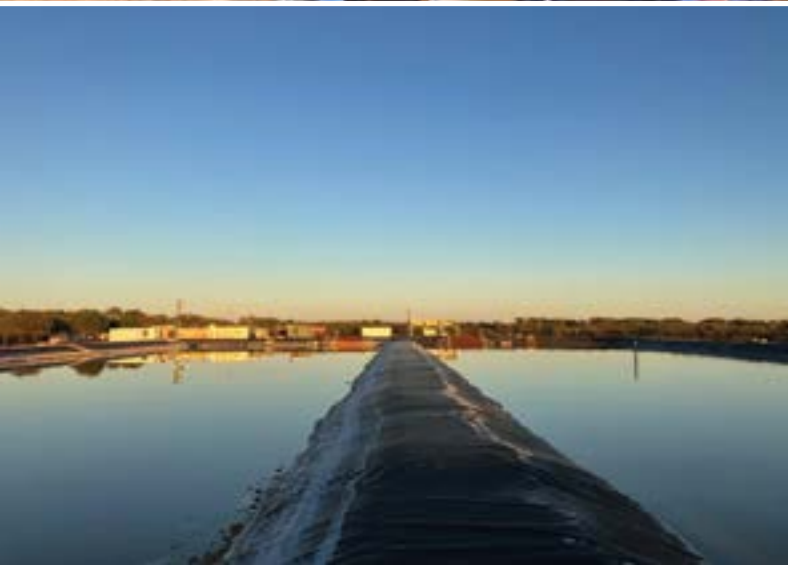
Earlier this year, our electrodeialysis reversal (EDR) plant in Wiluna, crucial for the region's drinking water supply, experienced an operational issue. As repairs were underway, we quickly mobilised a temporary reverse osmosis (RO) plant to ensure continued water purification.

The situation became more challenging when storms hit the GAR region, causing power outages that complicated the RO plant's connection. Recognising the imminent risk to Wiluna's water supply, we promptly declared an incident and formed an Incident Management Team.

Our teams worked tirelessly, transporting water from Leonora to maintain supply while our operations team focused on installing the emergency RO plant. Despite the complexities, we successfully commissioned the RO plant with minimal disruption.

Our team's dedication ensured that the people of Wiluna continued to have access to clean drinking water. This coordinated response, from our operations team in the field, to the procurement team in our office, demonstrated our commitment to handling emergency responses safely and efficiently.

Finding innovative solutions to ensure safe drinking water supply to regions.



Equipping our people

Handling incidents is a significant responsibility, and ensuring our people are equipped for both daily operations and emergencies is crucial.

Over three years, we travelled across the state on a process improvement mission. Our purpose was to understand what our Operations Group needed to continue to perform their job safely and effectively. Feedback revealed the need to ensure both our new and existing employees were equipped with the same level of process information across the state. In response, we conducted a full training review, consulted hundreds of our people across the Operations Group and built a new training block program that launched in February.

Our employees now emerge from our new two-week program with 80 per cent of the knowledge required to do their job. This leaves only 20 per cent to be best taught and delivered on the ground with practical experience, followed by time in the 'real world' to hone into skills they've learned.

We are also working to upgrade our Shenton Park training facility where we will create an underground test network to conduct excavator training to further increase the capability of our employees.

Safety is at the heart of what we do

Under the Work Health Safety laws introduced in 2022, employers now have greater responsibility to protect both the mental and physical health and safety of their workers.

While we've been increasing our support for mental wellbeing for some time, we are now taking steps to strengthen our approach through proper identification, assessment, and management of our psychosocial hazards.

Psychosocial hazards are aspects of work which have the potential to cause psychological or physical harm. Following our initial workplace assessment conducted in 2023, we're now working towards further defining our risks and implementing a risk management approach that will eventually become part of our ongoing safety management.

Our mental health journey

Health and wellbeing programs

- Mental health champions
- Leader training
- EAP (Employee Assistance Program)
- MAP (Managers Assistance Program)

Safety essentials

- Healthy minds
- Mandatory training
- Leader and field guide

New WHS laws

- New act, regulations and code of practice

Psychosocial risk management

- Risk management approach to psychosocial hazards

Mental Health and Safety Performance

 **257**
mental health
champions
currently
in our workforce

 **5**
total number
of days for
Mental Health
Champion
training

 **99** health
and safety
representatives

 **5**
total number
of days for
health and
safety training

Continuing our digital journey in safety

As part of a greater need to empower our people to deliver their work in a safe manner, we have invested in a range of technological and digital solutions ensuring we remain up to date with the latest advancements, including:

- **Our digital Health, Safety, and Environment management system** – we invested in upgrading our HSE management IT system, including improvements to compliance tracking and permit management.
- **In Vehicle Safety system** – we are continuing with the installation and use of the In Vehicle Safety system which uses vehicle telematic technology that can gather, store, and transmit vehicle information.
- **Digital job hazard analysis tool** – we implemented the digital job hazard analysis tool which is designed to ensure that all relevant questions and controls are prompted for each task, while allowing the employee to have safety-lead and psychosocial discussions on site.
- **Safe job planning** – implementation of the digital safe contract pack and digital safe job planning tools has provided teams with the ability to safely manage and execute their work in a safe manner, while providing additional levels of assurance across the business. Real time reporting of our risks, safety conversations and behaviours on site allows clear line of site with some of our highest risk tasks across the state.

The psychosocial safety of our people is just as important as their physical safety on our sites.





Environmentally sustainable

Think climate change, be waterwise

Adapting to climate change is not just a strategic imperative for us, but a moral responsibility. As one of the government's largest energy consumers, our commitment to sustainability and environmental responsibility is key in achieving our ambitious net zero targets.

From reducing our emissions through electric vehicles to investing in wind energy, we are on a journey to innovate and lead as we transition to a greener future, while ensuring reliable and resilient water services for the communities we serve.

How do we evaluate our sustainability?

We're committed to delivering sustainable infrastructure for our customers and community, we are a member of the Infrastructure Sustainability Council of Australia (ISC). ISC's Rating Scheme is Australia and New Zealand's only comprehensive system for evaluating sustainability across the planning, design, construction and operational phases of infrastructure projects. ISC independently evaluates the quadruple bottom line (Governance, Economic, Environmental and Social) sustainability performance of infrastructure projects. We currently use the ISC Rating Scheme to drive sustainable outcomes on projects valued greater than \$100 million, such as the Alkimos Desalination Plant (ASDP), Alkimos Trunk Main to Wanneroo Reservoir, and Goldfields and Agricultural Water Supply upgrade projects.

It takes a team to deliver a desalination plant

The delivery of the ASDP will future proof the water supply for more than 2.5 million Western Australians. When commissioned in 2028, ASDP will provide 50 billion litres of climate-resilient drinking water from the Indian Ocean each year, with a future second stage to double its capacity. It will support local businesses, facilitate land development, and enable economic growth.

This financial year, we secured environmental and development approval, awarded a contract to design, build, and operate the plant, and prepared the site for construction to begin. It will take a collaborative team of around 1,300 people to build a major asset of this size. The contract will also provide employment and development opportunities for at least 155 apprentices and trainees.

As part of Thrive2035, we're committed to accelerating to net zero for scope one and two greenhouse gas emissions. ASDP will have net zero scope one and scope two greenhouse gas emissions during construction and operation, and will reduce our groundwater abstraction by 30 billion litres a year. This ultimately helps to preserve healthy wetlands, parks, forests, and public open spaces in Perth's north.



Woodman Point WRRF.

Investing in wind energy

To enable us to reach our Thrive2035 objective of net zero by 2035, we acquired the development rights and became the owner of Flat Rocks Wind Farm Stage 2 Pty Ltd in the great southern region.

Around half of Perth's drinking water comes from the Indian Ocean, but treating seawater to remove salt and impurities is extremely energy intensive. Our desalination plants give us the unenviable role of being one of the highest electricity consumers on the grid. With our current seawater desalination plants, and the new ASDP currently under construction, we need to ensure we can sustainably meet these energy needs while continuing to protect the environment. Flat Rocks Wind Farm will support us on this journey.

Located between Kojonup and Broomehill, the wind farm development process involves ongoing engagement with landowners, local shires, the wider community, Synergy, and Western Power. This year, we undertook a Social and Economic Impact Assessment to better understand ways to limit the impacts on the local community, environment, and heritage. We will continue to work with stakeholders as the project progresses.

Setting the benchmark in sustainable wastewater treatment

No longer an unwanted by-product, wastewater is treated and recycled into clean water, renewable energy, biosolids, and other valuable resources across the state. As we strive to recycle up to 35 per cent of all wastewater in the Perth metro area by 2035, we have been focused this year on finding better solutions at our Water Resource Recovery Facilities (WRRF).

Broome – case study

In December 2023, we completed a major investment in Broome's wastewater and water infrastructure to support the town's future development.

Delivering environmental, community, and tourism benefits, the two-year project included the expansion of Broome North WRRF. Wastewater flows are now diverted to Broome North via a new 12km underground pipeline so that the plant treats all the town's waste.

The upgrade allowed the closure of Broome South WRRF to help protect the iconic Roebuck Bay - an area of high conservation value and national and international environmental significance.

To maintain Broome's 43.5ha of public open space, a replacement irrigation scheme now supplies non-potable water through new and repurposed infrastructure which previously used recycled wastewater from Broome South. This delivers a long term, environmentally sustainable solution for the community.

Investing in infrastructure to support environmental conservation and sustainable water services in regional towns.



Woodman Point – case study

Construction work began this year on an upgrade to our largest water resource recovery facility, Woodman Point WRRF. This upgrade has set a new standard in sustainably converting wastewater into clean water, renewable energy, and other valuable resources. The facility collects and treats 150 million litres of wastewater daily from around 900,000 homes and businesses in Perth's southern suburbs.

As part of the project, scheduled to be completed in 2027, the WRRF will soon treat 120 tonnes of organic matter daily, keeping pace with a growing population as well as catering for higher future inflows. Enhanced energy recovery technology will also be installed, allowing the facility to capture and reuse more biogas (mostly methane that is produced during the treatment process) as a renewable energy source.

To support our net zero emissions target, the upgrades will reduce greenhouse gas emissions by around 5,600 tonnes CO₂-e annually. This is because less power will need to be purchased from the electricity grid to run the plant.

Upgrading our infrastructure with innovative solutions to contribute to our net zero targets.



Our Waterwise programs help communities play their part in tackling climate change

Since the late 1970s, rainfall has declined by up to 20 per cent. At the same time, urban development and the demand for water continues to grow. A key challenge for us is determining how we can create and maintain highly liveable communities when natural water sources continue to decline.

To meet this challenge, our suite of waterwise programs work in partnership with local government, industry, and the community to make Perth a leading waterwise city – a city that is liveable, resilient, sustainable, and productive in a changing climate.

These initiatives are part of the Government of Western Australia's *Kep Katitjin – Gabi Kaadadjan* – Waterwise Perth Action Plan 2 to establish leading waterwise communities for Boorloo (Perth) and Bindjareb (Peel) by 2030.



Waterwise Council Program

Our Waterwise Council Program, delivered in partnership with the Department of Water and Environmental Regulation, supports local governments to improve water efficiency and help create waterwise communities.

For the second time in seven years, the City of Mandurah has won Platinum Waterwise Council of the Year 2024 for its innovation and leadership in embedding waterwise principles into their operations.



64 local governments

participating in Waterwise Council Program

100 per cent of metropolitan local governments are waterwise endorsed

31 local governments

achieved Gold status recognition

9 local governments

achieved Platinum status recognition

Waterwise Greening Scheme

Our Waterwise Greening Scheme works in partnership with local governments to transform urban environments to increase biodiversity.



The Waterwise Greening Scheme co-funded more than **116,000** waterwise plants, **167** verge transformations and **2,721** waterwise trees



Board Chair Andrea Sutton (left) with Water Corporation CEO Pat Donovan and the Demand Programs team.

Waterwise Business Program

The Waterwise Business Program provides water savings support to business customers that use more than 20 million litres of scheme water per annum.



269 Waterwise businesses saved
147 billion litres
of water saved since 2007

21 Waterwise Buildings

Waterwise Aquatic Centre Program

Our Waterwise Aquatic Centre Program works in partnership with the Leisure Institute of WA to enable aquatic centres across WA to be recognised for their commitment to water efficiency.



57 aquatic centres
are waterwise endorsed

Wanneroo Aquamotion
awarded Platinum Waterwise
Aquatic Centre of the Year

1.59 billion litres of water saved
by the aquatic industry since 2008

Waterwise Development Program

The Waterwise Development Program supports developers in building sustainable homes and communities by applying Water Sensitive Urban Design principles in their estates.



27 developments
endorsed as waterwise

East Village at Knutsford in the
City of Fremantle awarded
Waterwise Development of the Year

Gnangara Waterwise Councils Grants program – case study

The Gnangara Waterwise Councils Grants Program is a joint initiative between Department of Water and Environmental Regulation and Water Corporation. It focuses on the local governments with large groundwater entitlements that are most at risk of the urban heat island effect. The grant scheme was developed to support the affected local governments respond to the Gnangara groundwater allocation plan and reduce their groundwater use, without increasing reliance on scheme water or reducing greening or amenity.

The cities of Bayswater, Joondalup, Perth, Wanneroo, Vincent, Swan and Stirling, and the Towns of Bassendean and Cambridge submitted projects to help reduce their groundwater use. These have been approved, and the cities and towns received their first year of funding of close to \$1 million dollars collectively. Up to \$4 million is available and all projects will be finalised by 2028.

The State Government funding will support the redevelopment of parks to include waterwise principles and create resilient open spaces, increased tree cover, upgraded irrigation systems, installation of weather stations and smart irrigation control systems, as well as stormwater harvesting. Projects will also look at the potential for wastewater reuse as alternative water sources.



Partnering to promote responsible use of water, support urban greening and promote public health and wellbeing.

Drainage for liveability program – case study

This year, seven drainage assets were transformed into living streams, wetlands, and parks. Drainage for Liveability initiatives improve biodiversity and create healthier, more climate resilient local communities.

We also supported the City of South Perth-led project at Godwin Avenue, revegetating an old stormwater sump to support a more extensive program to extend one of their regional cycle paths. The project will improve water quality, enhance wildlife habitat, and create a new, family-friendly pathway connection, including a link from Canning Bridge Station to the local residential area and Curtin University.

Since 2016, the Drainage for Liveability program has increased community access to green space and improved biodiversity by transforming 41 land and water assets.



Adapting infrastructure to provide ecosystem services and cooler public open spaces through community partnerships.

Shire of Broome CEO Sam Mastrolembo, Minister for Water Simone McGurk, Kimberley MLA Divina D'Anna, and Water Corporation Regional Manager Sharon Broad at Broome North Water Resource Recovery Facility.



Largest valve manufactured in Australia for our Sepia Depression Ocean Outlet Landline project.



Satisfied customers

Climate change means we need to act now to save water for the future.

We have a responsibility to help all Western Australians understand how small changes in household water use can make a big difference to the future security of our most valuable resource.

By instilling waterwise practices into our customers, we empower them to understand the importance of establishing lifelong habits that will benefit communities and ecosystems for generations to come.

Waterwise Education program

In WA, waterwise education begins at school. For nearly 30 years, our Waterwise Schools program has engrained waterwise behaviours in students of all ages. This financial year, 32,113 Perth school children participated in the free Water Corporation program. By 2030, we're aiming to take the waterwise message to 50,000 WA students each year.

This goal reflects our commitment to educating and inspiring a larger number of young minds about the importance of water conservation. Plans are in motion to expand our program to areas outside of Perth, making it accessible to even more students across the state.

Our children of today are our waterwise champions of tomorrow.





Water Minister Simone McGurk (second from the left) and Member for Victoria Park Hannah Beazley (second from the right) celebrated a record number of students in the Waterwise Schools Program this year.



Greener gardens using less water

Our popular Spring Irrigation Check program was offered again this year, with an increased focus on making irrigation systems as efficient as possible while educating customers on how to be water smart in their gardens. Between September 2023 and April 2024, customers in Perth and Peel had access to a free sprinkler check conducted by a Waterwise Irrigator. 1,982 services were delivered, with customers providing very positive feedback. The program was developed to help customers optimise the performance of their existing irrigation system in spring; providing the maximum opportunity for gardens to remain healthy during the hot summer months, while also minimising overwatering.

Waterwise garden workshops

A series of nine waterwise garden workshops were delivered with a range of our valued partners this year. These included workshops at events such as the Kings Park Festival and Perth Garden and Outdoor Living Festival as well as unique pop-up waterwise garden displays at inner city cafés. Each workshop delivered waterwise messaging to a range of engaged audiences, covering topics such as 'making your garden the biggest room of your home' and 'secrets of a beautiful waterwise garden paradise'. The workshops reached almost 1,000 people, with brochures and giveaways ensuring the waterwise messaging would stay front of mind long after each workshop was complete.

This year, we have continued to work closely with our customers to understand their current situation and challenges in order to give them more control over their bills. We have been using our customer insights to drive our decision making with projects that enable and support a better customer experience.

Keeping our customers informed

Our water supply alerts tool help keep our customers informed about outages, 24 hours a day, seven days a week. Our customers have the option to be alerted by email or SMS. Knowing when a water outage will occur has never been easier.

Employee case study:

Rohan, Operations Manager – Service Delivery, recently had a great experience with the tool!

Rohan had previously registered to receive supply alerts. He received a supply alert via text message, advising of an upcoming interruption to repair a leak on his verge. A card was also left in his letterbox letting him know a temporary reinstatement had been done and an inspection would occur by a contractor for final reinstatement of his verge.

The next day, he received an email letting him know that his verge reinstatement was underway, and he had a 20-kilolitre water allowance to help establish his new lawn.

Rohan's experience highlights how we are taking steps to achieve our Thrive2035 goal of satisfied customers by communicating with customers in the moments that matter. Our water supply alerts tool plays a big part in keeping in touch with customers and ensuring they are receiving up-to-date information.

Leading with care through our hardship programs

Since the launch of our Financial Care program in 2018, we have supported more than 12,000 individuals and families through our hardship programs. Thanks to these programs, we've helped to erase a staggering \$20 million in debt over the last six years. While our hardship programs have gained recognition as some of the best in WA, we have also uncovered a stark reality. With disposable incomes tightening, cost of living pressures continue to grow. We are on a constant journey to ensure we offer our customers sustainable solutions to the rising costs of living. We want to continue to deliver better value by proactively assisting those in need through our Start Over and Water Assist programs.



Staying in the know through our water supply alerts tool helped Rohan grow a tip-top verge.



One of our Splash of Colour projects.

Kimberley Community Grants Scheme – case study

We have an important role in empowering our customers and community to take an active role in improving their quality of life. Through many of the programs we deliver, we continue to foster community involvement and wellbeing to build an appreciation of nature and an awareness of the value of water.

Our Kimberley Community Grants Scheme provides individual grants of up to \$10,000 to not-for-profits and community groups for projects that make a positive contribution to life in the Kimberley. The grants scheme is funded through the sale of Rhodes Grass hay. The hay is produced at our Broome North WRRF as a way of recycling treated wastewater.

Together with Lions Club of Broome, we started the West Kimberley Community Grants Scheme in 2016. The scheme was so successful we opened it to the wider Kimberley community in 2019.

This year, 13 projects shared in nearly \$80,000 funded under the grants scheme. Among this year's recipients is the Kununurra Picture Gardens, a community-owned, volunteer-run outdoor cinema that has screened weekly movies since 1946. The group will use its \$10,000 grant to fix a broken projector, which hampered the beginning of its 2024 season.

Kimberley Action Sports also received a grant of \$8,000 to help upgrade the Kununurra BMX track to national standards. And the purchase of new song licences will ensure Broome Town Band can expand its repertoire and perform at a greater variety of community events.

What's most unique about this scheme is the way recycled water from homes and businesses in Broome is used to grow hay, with profits given back to the community. It's an example of a sustainable, circular economy and reflects the fact that wastewater is no longer something to be wasted.

Proactively taking initiatives to support economic growth and sustainability in regional communities.



Water Corporation General Manager Operations, Barry Ford, with a recipient of our Kimberly Grants Scheme.





Supporting state development

Our commitment to finding better solutions as we navigate the rapidly changing landscape demonstrates our commitment to deliver our supporting state development goal.

Recognising the importance of staying ahead in an increasingly dynamic environment, we proactively address emerging issues to drive positive impacts for the state. By collaborating with government, industry, and various sectors, we continuously explore opportunities to ensure that WA remains a great place to live and invest.

More places to call home

As a principal supplier of water, wastewater, and drainage services to homes across the state, we support the development and building industry to deliver houses. So, what are we doing to support the housing demands of our state?

Supporting land development and needs

Working closely with the development industry, we're delivering water infrastructure to connect land developments and support housing.

To support planned developments, we have committed \$125.3 million for 41 projects from 2024-25 through to 2026-27. These projects will be delivered by the development industry but are funded by Water Corporation, and will enable the delivery of 62,000 residential lots in the metro area and 6,000 lots in the regions.

To help expedite land development and mitigate the state's housing supply needs, we have looked at ways to understand and remove possible constraints by working collaboratively with both the Department of Planning, Lands and Heritage (DPLH) and industry. With an eye on the current landscape, we're always looking ahead with state and local government planners to ensure we can plan the assets, infrastructure and water sources needed to support future growth areas and the creation of houses across the state.

Supporting infill development

We are working with DPLH to facilitate the development of underused or vacant land in strategic areas to increase density and place new developments near existing resources and infrastructure. We are assisting with the delivery of DPLH's Infrastructure Development Fund initiative and have developed a Strategic Water Infrastructure Program to support infill development, a \$55 million eight-year project. It comprises of infrastructure projects in nine key Metronet redevelopment precincts that have the potential to help deliver up to 15,000 new homes.



Filtration membranes
at KWRP.

Supporting the Strategic Industrial Areas

Alongside the Department of Jobs, Tourism, Science and Innovation and Development WA, we have worked closely with all 13 Strategic Industrial Areas (SIAs) across the state to support the investigation into servicing these areas.

Spotlight on Kwinana:

Kwinana is a strategic industrial gateway between WA's economy and the rest of the world and plays a key role in decarbonisation. We proudly showcase our circular economy credentials through the Kwinana Water Reclamation Plant (KWRP). We take wastewater from our Woodman Point treatment plant and turn it into highly valuable industrial quality water which is used by businesses in the area. This water is not of drinking quality, but more fit-for-purpose for these industrial sites – a win for us, a win for them, and a huge win for the environment. This year, we received approval to expand KWRP to support the SIA. The expansion will increase KWRP supply by ~ 10ml per day.

Our employees with Albany community members.



Addressing climate change in the regions

There's never a dull moment in our regions. The vast distance of the state means we service a land of weather extremes, which presents considerable challenges when it comes to water security.

A tale of two dams - *case study*

In January, the Ord Dam in the north west was overflowing due to unpredictably heavy rainfall. At one point, the level was at 97.5 metres, which is well above full capacity of 92.23 meters. This resulted in the dam flowing at 2.89 metres over the Lake Argyle spillway and discharging water at a rate of 780 cubic metres per second.

At the same time, Glen Mervyn Dam near Collie experienced its lowest levels since 2017. Usually sitting at about 39 per cent, it was at 6.2 per cent this year and is now one of the driest dams in the state.

Across the state, due to a drier than normal winter and the recent long hot summer, our drinking and non-drinking water dams were 29.8 per cent lower on average compared to last year in the south west.

Adapting to climate change impacts by taking actions to provide sustainable water services in regional towns.



Wellington Dam.



Secured for the future

With the increased extreme weather impacts we've seen this year, ensuring long-term water security for all Western Australians is at the forefront of our future source planning. We continue to invest in projects to connect communities to larger regional supply schemes where standalone surface water sources are no longer reliable.

In Denmark, we connected the community to the Lower Great Southern Towns Water Supply Scheme. This was in response to years of declining rainfall, and means the town no longer depends on rainfall alone for its drinking water.

Our Goldfields and Agricultural Water Supply Scheme, our largest scheme, stretches 9,601km from Mundaring Weir in the Perth Hills to Kalgoorlie and services more than 100,000 customers. Each year, we conduct extensive condition assessments of the pipeline network, guiding our efforts to replace and refurbish sections of the pipeline. Future upgrades to this vital scheme are being prioritised under an initial \$15 million commitment for critical planning and design work. This important project supports long-term economic development in the Goldfields and Wheatbelt regions.

Similarly, Kirup and Mallalyup in the south west are now connected to the Warren-Blackwood Regional Supply Scheme following an upgrade to the pipeline.

In Albany and Exmouth, we are investigating future source options to reduce reliance on groundwater and support regional economic growth. This includes assessing the potential for localised desalination plants and ensuring groundwater abstraction does not come at the expense of the environment.



The Ord Dam is part of the Ord Irrigation scheme and provides water to an iconic agricultural project, supports local tourism and sustains the unique Kimberly environment.



Efficient

Managing our finances sustainably is fundamental to deliver our goals by 2035.

As we navigate an ever-changing and dynamic landscape, we have continued to lay the foundations to set us up to achieve our vision, not only successfully, but efficiently too.

How are we being more efficient as a business?

Transformation Office

Our Transformation Office, established in 2022, exists to deliver transformation projects that will change the way we work and enable us to deliver Thrive2035.

Responsible for managing the portfolio of change required to deliver the operating model, they actively govern how we deliver on our targets to achieve our goals.

The Group's achievements this year have supported us to lay the foundations around what we need to focus on, including: prioritisation of workload; implementing a new set of behaviours; supporting the development and launch of our new Corporate Values; identifying performance gaps; using change management expertise; and supporting sub-strategy development and translation.

Better connection across the state

Being efficient means performing at our best and staying ahead of the curve. Earlier this year, we upgraded our sites to the 4G network as the 3G network was going to be switched off in mid-2024. This was no easy feat! The Operational Technology team visited 837 sites across the state, including some that were extremely remote and logistically challenging. From treatment plants to pumping stations, we upgraded our assets to ensure maintenance of connectivity, so that we would not be impacted when the network was turned off.

Detecting leaks before it's too late – *case study*

To improve resilience, efficiency and save water, we partnered with Terra15 Technologies to turn spare fibre optic cable in the Perth CBD into a giant acoustic leak detection network. It has been programmed to monitor for the distinctive sound of a leak in nearby water mains by pulsing laser light through a tiny strand of cable. The Terra15 equipment detects any minute interruptions in the signal due to vibration or sound. This enables us to proactively detect leaks before a pipe bursts, saving valuable water, money and preventing supply disruptions.

Applying technological innovation to provide an efficient solution to detect water leakage.



How are we helping our customers be more efficient?

Ensuring efficiency for our customers directly translates into significant cost savings. By implementing water-efficient technologies and practices, we enable our customers to minimise water usage without compromising productivity or quality. Whether it be through innovative irrigation systems or water-saving fixtures, our solutions not only reduce costs but also contribute to environmental conservation efforts.

Save water, save money

Through our Waterwise Social Housing Project, 1,361 government-owned properties have been retrofitted with water-efficient fixtures such as showerheads, toilets, and taps. This project has been delivered in partnership with the Department of Communities. Leaks were repaired, and advice was provided to help tenants make daily waterwise changes to their lives.

The program helped save 119 million litres of drinking water throughout 2023-24. Since its inception in 2019, the project has saved 492 million litres of precious water across the state and helped reduce household water bills substantially.

Rebates for weather-based irrigation controllers

This year, 1,599 customers took up our offer of rebates for weather-based irrigation controllers, making the latest technology in water-saving irrigation practices more accessible to customers. The rebates were available to those who purchased approved products from Waterwise irrigation and garden design shops. Controllers were professionally installed by a Waterwise irrigation specialist to ensure watering rosters, and other waterwise gardening practices, were considered.

Our team creating a waterwise garden.





Great place
to work

Our success
starts with our
people!

We could not have achieved all the remarkable initiatives this year without the commitment of our 4,000+ employees across the state.

A key focus of our Thrive2035 strategy is to ensure our people feel they belong at work. When people feel like they can be themselves, they're happier, more productive and motivated to deliver their best performance.

Values refresh: drive to thrive

What does a 'great place to work' look like? We took the time to pause, reflect, and ask our people what they needed to thrive and deliver on our vision.

The next step, following the launch of our corporate strategy, was refreshing our values. While Thrive2035 and our six goals define what we need to deliver, our values outline how we will work together to achieve them.

In May 2023, we surveyed our people to understand their views on our previous values. This direct feedback provided a better understanding of the current culture, behaviours, and traits. Following the survey, over an eight-week period, we travelled over 8,500km from Albany to Broome, to deliver workshops and listen to more than 500 employees.

During the workshops, participants outlined their thoughts on Thrive2035, unpacked what a positive culture at Water Corporation could look like and shared stories that reinforced the important traits and behaviours we needed to get us to 2035 and beyond.

Participants created their own aspirational values and explained why they believed these would steer us in the right direction. Armed with pages of data from the focus groups, including hundreds of value statements, the values team analysed and distilled them into common themes. After six months of collecting data and hearing on-the-ground feedback, a new set of corporate values came to life.

In November 2023, we officially launched our new values.

- Working as one
- Finding better solutions
- Delivering on our promises
- Leading with care

Our new Enterprise Agreement

This financial year, we entered into a new Enterprise Agreement (EA). Negotiations of this nature are far from simple. Our EA bargaining team's hard work and dedication resulted in a fantastic outcome, with an overwhelming majority of our employees voting 'yes!' Some of the benefits in our new EA included an increase in parental leave and improved allowances for our trade and wages employees.

Embracing flexibility

In 2023, we were proudly recognised as a FlexReady Certified Employer. At the same time, we launched our Return-to-Work program, a program aimed at helping parents and carers return to work following a career break.

Sandra Eames, Project Leader – IT Projects and Portfolio Delivery, was a recent participant in the program.

"I saw my current position advertised on LinkedIn a few hours before the application deadline. I couldn't believe my luck. It felt like the job description and opportunity as a return-to-work candidate was written for me. I applied immediately.

I am now a project leader in Projects and Portfolio Delivery and started my contract at 20 hours per week. With the support of my manager and the project team, I have been able to increase my hours and I now work four days a week, enabling me to focus on my work deliverables, while still allowing me the flexibility to prioritise personal commitments and my family.

Thankfully, the flexibility and support I have received means that I am able to work from home for a portion of the time, allow me to do the school runs, complete my work assignments and still have a day a week where I can sort out my family admin."

Reconciliation Action Plan

Part of our Thrive2035 journey and being a great place to work is building a more culturally intelligent organisation. Our third Stretch Reconciliation Action Plan (RAP) 2023-2026 continues the journey of our previous RAPs and focuses on truth-telling to build respect, relationships, and opportunities between Aboriginal and non-Aboriginal Australians. It also aims to embed reconciliation initiatives into business strategies to become 'business as usual'. A focus in our RAP is equipping our workforce with the generational knowledge and lived experience of Aboriginal peoples in as many ways, voices and perspectives as possible. Together, we will learn to understand, incorporate and uncover millennia old best practices, and restore trust in the communities we serve. By celebrating key events like NAIDOC week and Reconciliation Week, we are building a more inclusive culture for our people to thrive in.





Clontarf students visiting Canning Dam.



Water Corporation Board member Gningala Yarren-Mark hosting an activity at the DSG leadership camp.

Channelling future career opportunities

Clontarf partnership

Proudly partnering with Clontarf since 2008, we're continuing our commitment in supporting young Aboriginal and Torres Strait Islander boys through improved education, self-esteem, and employment opportunities.

Each year, up to 20 Clontarf students have the chance to participate in our career day excursion. This includes opportunities for both regional and metropolitan students to visit our depots and learn about water and wastewater across WA.

Our partnership with Clontarf Foundation is a wonderful way to introduce students to the water industry and pave the way for future careers.

Mentoring is a key component in supporting our community partnership with Clontarf Foundation. This year, over 40 of our colleagues from across the state participated in mentoring Aboriginal and Torres Strait Islander Clontarf students. Their support assists in the student's development and highlights the rich and varied roles at Water Corporation across the state, while promoting us as a prospective employer of choice.

Waalitj Foundation and Deadly Sista Girlz partnership

We are continuing to make major strides in our partnership with the Waalitj Foundation and Deadly Sista Girlz (DSG), a partnership we have had since 2021 and are extremely proud of.

In June, we sponsored a three-day Deadly Sista Girlz (DSG) Year 10 leadership camp. Attended by 24 students across the state, the camp was our first sponsored event through DSG, which also featured an activity session hosted by some of our female Aboriginal employees and Board member Gningala Yarran-Mark. The session focused on enhancing the confidence, communication skills, and professional development of the Year 10 students, while showcasing the range of career opportunities and leadership roles enjoyed by our people.

This partnership is a fantastic way for us to work collaboratively with women across the state to identify future career opportunities.

Celebrating our successes

Throughout the year, there were several projects and people recognised for their incredible accomplishments through various industry awards, including:

Australian Water Association WA Awards:

- **Organisational Excellence Award** – Waterwise Perth Action Plan 2019 (jointly won with the Department of Water and Environmental Regulation and other contributing agencies)
- **Infrastructure Project Innovation Award (Regional)** – Horrocks Wastewater Treatment Plant Continuous Electrochlorination Upgrade
- **Young Water Professional of the Year** – Liz Duguid
- **Water Professional of the Year** – Cristiano Carvalho
- **Water Sensitive Urban Design** – Lake Street Urban Stream (contributor)

Engineering Australia Awards:

- **Emerging Professional Engineer of the Year** – Nicole Locke

2024 Australian Water Awards

- **Customer Experience Award** – School Education Waterwise Experience
- **Organisational Excellence Award** – Waterwise Perth Action Plan 2019 (jointly won with Department of Water and Environmental Regulation and other contributing agencies)

WA Earth Awards

- Belmont Park Optus Stadium DN500 Water Link project, entered jointly Rob Carr Pty Ltd and Water Corporation

A drop more precious than water

We encourage our people to give back to the communities we serve through our various support programs, such as our Employee Giving and STEM tutoring programs. We are proud of what our people do to give back. One specific program stands out this financial year – our work with the Red Cross through their Life Blood program.

Each year, one in 30 Australians donate blood, yet one in three need a blood donation in their lifetime. With some considering water the lifeblood of the earth, it's only fitting that we are supportive of Lifeblood Red Cross! In 2023, we made 1,405 blood donations across WA and we saved 4,215 lives. This made us one of the top corporate donors in WA! We even managed to increase our donations from 2022 by 13 per cent.

Roman Harasymow, Senior Principal, Infrastructure Markets, is proudly part of our Water Corporation Lifeblood team and has been rolling up his sleeves for over four decades.

“My dad was a blood donor, which got me interested. Once I started donating when I was 17, I realised the benefits it gave to people and society,” Roman said.

Roman is on track to meet a milestone of 500 donations!



Our people

Our people are the heart of our business. We're passionate about ensuring our people are celebrated, enjoy coming to work and can get involved in activities that can make a real difference. We love to recognise causes and celebrate events that align with Thrive2035 and our values.

From a variety of internal events and activities to employee networks and committees enabling us to be a great place to work – here are some of the impressive things our people got up to this year!



National Sorry Day

“We have an incredible heart as an organisation – the care and compassion our people have, and the genuine ‘goodness’ of the people I get to work with makes it a joy.”

– Head of Business Unit



Eid celebrations



Lunar New Year celebrations



Sustainability committee



Supporting the Blue Tree Project



R U Ok? day

“The organisation has really demonstrated the value of leading with care as my three supervisors and the wider team have been understanding and accommodating. I've enjoyed the flexible work adjustments, such as working two days a week from home, so I can continue to participate and grow professionally.”

– Coordinator



Eid celebrations

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“I have been a Mental Health Champion since the inaugural cohort. Water Corporation have been fantastic in supporting me to pursue this important role. I love the program, it's great to see the workplace culture change as we continue to improve the wellbeing of our colleagues.”

- Team Leader

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Water refill stations



R U Ok? day



Eid celebrations



Pride parade



National Sorry Day



Our graduates with Minister for Water, Hon Simone McGurk MLA