



Queensland
Water Regional
Alliance Program

Annual Report 2023-24



Queensland
Government



CR TONY RAYNER
MAYOR, LONGREACH REGIONAL COUNCIL

The QWRAP Program has delivered concrete benefits to the communities of Western Queensland by enhancing collaboration across the RAPAD Councils. By working together Local Governments have helped to save money through joint procurement activities, enhanced asset and risk management and created a strong voice with Government to ensure that we have access to the funding we need to provide essential services to our communities.





Queensland Water Regional Alliance Program



CR SAMANTHA O'TOOLE MAYOR, BALONNE SHIRE COUNCIL

The QWRAP Program has been instrumental in fostering collaboration among Local Governments in South West Queensland, ensuring the effective delivery of essential water and sewer services. With the support of QWRAP and Building Our Regions funding, Councils have completed a detailed inspection of water and sewer assets, revealing critical risks. Notably, 20% of drinking water bores are over 100 years old and at critical risk of failure, an additional 11% are over 80 years old and 12% of sewer assets are at the point of critical failure. Mayors and Councillors are now actively working with the Government to secure the necessary funding and support to safeguard these vital services.



STEVE MARTIN, MANAGER ENGINEERING AND ASSETS, PALM ISLAND ABORIGINAL SHIRE COUNCIL

In North Queensland, QWRAP has successfully united water industry leaders to tackle key technical challenges. Palm Island Aboriginal Council, as a smaller council, benefits from collaborating with larger councils and sharing regional knowledge. QWRAP's work on regional asset standards has improved asset quality, community resilience, and reduced costs. We've also used QWRAP to increase training opportunities, providing quality training at a lower cost. The meetings are a valuable forum for leaders to share knowledge, expand networks, and collaborate on sector challenges.



TREVOR DEAN, EXECUTIVE MANAGER ENGINEERING AND TECHNICAL SERVICES, FRASER COAST REGIONAL COUNCIL

QWRAP has been invaluable in building a governance structure that helps water service providers collaborate regionally. In the Wide Bay Burnett region, QWRAP has addressed skills, training, and recruitment challenges, improved asset standards for developer-contributed assets, and initiated joint procurement projects, saving ratepayers money. As an Executive, QWRAP connects me to a strong professional network, allowing for knowledge sharing and collaboration to solve complex water industry challenges.



**Queensland
Government**



Queensland Water Regional Alliance Program (QWRAP) Regions and Local Government Areas



The Queensland Water Regional Alliance Program (QWRAP) is a Queensland Government funded program delivered collaboratively with LGAQ and Queensland Water Directorate (*qldwater*) to support local government in the sustainable delivery of essential water and sewerage services in regional Queensland.



TABLE OF CONTENTS

| | |
|--|----|
| Queensland Water Regional Alliance Program (QWRAP) Regions and Local Government Areas Map..... | 4 |
| QWRAP Annual Report Project Snapshot..... | 6 |
| QWRAP has a brand new look! | 7 |
| RAPAD Water and Sewerage Alliance..... | 9 |
| Whitsunday Isaac Mackay Water Alliance (WIMWA) | 10 |
| Wide Bay Burnett Urban Water Alliance (WBBUWA) | 11 |
| Downs Urban Water Technical Group (DUWTG) | 12 |
| South West Queensland Water and Sewerage Alliance (SWQWSA) | 13 |
| Far North Queensland Water Alliance (FNQWA) | 14 |
| North Queensland QWRAP (NQ QWRAP) | 15 |
| North West Queensland Water and Sewerage Alliance (NWQWSA)..... | 16 |
| Central Queensland Water and Sewerage Alliance (CQWSA) | 17 |
| Creating Water Service Equality Through Standards and Codes..... | 19 |
| South West QWRAP Collaboration Attracts Graduate Engineer | 20 |
| Spotlight on Mount Isa..... | 21 |
| Collaborating to Manage Assets in South West QWRAP | 22 |
| QWRAP Resources | 23 |
| HR/IR Toolkit..... | 23 |
| Aims for the 2024-25 FY | 25 |



Queensland
Water Regional
Alliance Program

2023/24

\$1,575,000

Invested in QWRAP by
Department of Regional Development
Manufacturing and Water

\$1,230,000

Council cash and in-kind
contributions

Estimate of money
saved through joint
procurement

\$2.3M



9

QWRAP regions work
together to identify and
initiate projects to overcome
or address service challenges



Technical
collaborative
meetings

56

17

CEO and mayor
water meetings



57

QWRAP councils provide



safe drinking water to **1,388,712** Queenslanders



\$130K

Invested in the
Water Industry Worker
Program through QWRAP



6%

increase in trained
Water Treatment Plant Operators

18%

increase in trained
Wastewater Treatment Plant Operators



101

Employees enrolled in training
(46 in Treatment and 55 in Network specialisation)

QWRAP is a partnership between the Queensland Government,
Queensland Water Directorate, LGAQ and local councils to deliver
sustainable, safe, secure and reliable urban water and sewerage
services to regional and remote communities.



Queensland
Government

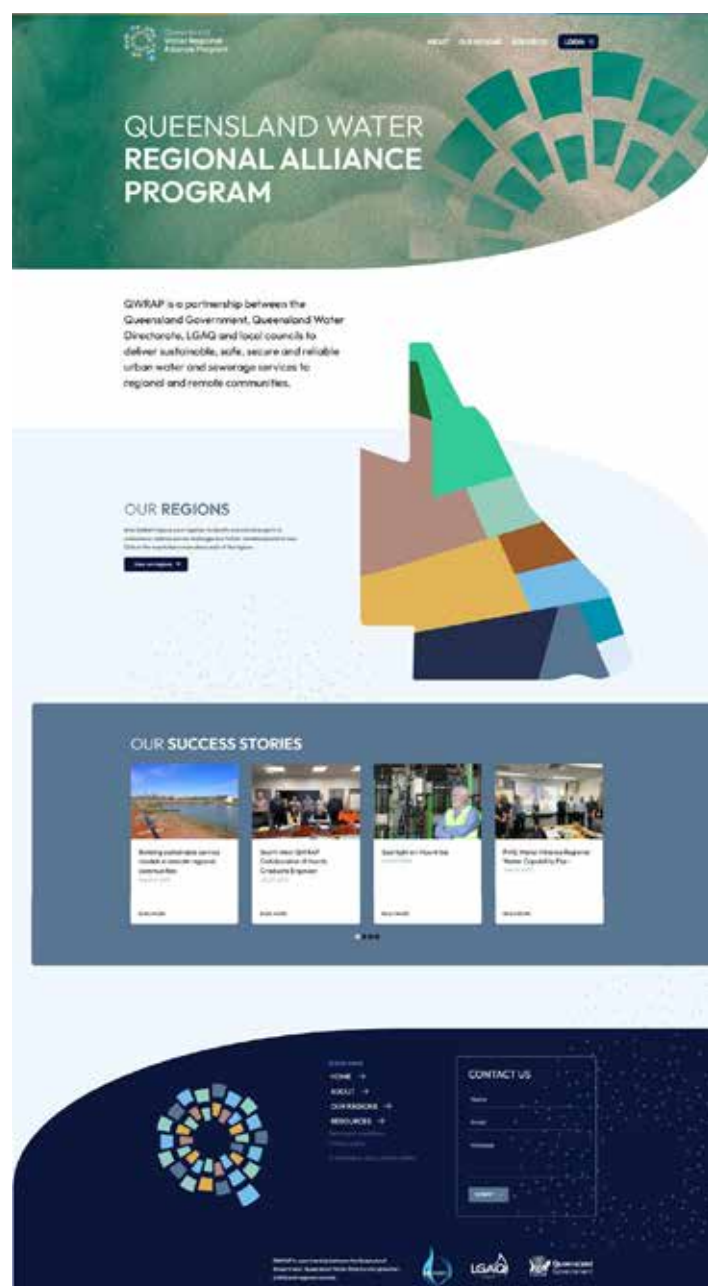
QWRAP has a brand new look!

The Queensland Water Regional Alliances Program (QWRAP) has a brand new look!

The new logo, which had a “soft launch” at the Water Skills Forum in April, is part of a bigger project to provide a one-stop-shop for all QWRAP related information in a new website and portal. The portal aims to streamline bidpool applications and other administrative duties, including a financial tracker to see where and how funding is spent.

The project also includes a communications strategy to make it easier for QWRAP regions to share key messages with their elected representatives, staff and other stakeholders to ensure the benefits of the program are widely understood and valued.

Website: Home Page



Other resources that have been developed through QWRAP funding include:

- An [HR/IR Toolkit](#) with a range of practical solutions on the recruitment and retention of water / wastewater Operators. This includes generic position descriptions corresponding to the Queensland Local Government Industry (Stream B) Award which can be tailored to suit specific role requirements and organisational contexts.
- A series of non-accredited training courses that is being rolled out on the [watertraining.com.au](#) website with topics including isolation, monitoring, fluid flow, chemistry and calculations.
- A legal agreement template ([Telco Land Access Agreement](#) or TLAA) to assist our members when dealing with a licensed carrier seeking to deploy low impact facilities on water assets. The TLAA seeks to ensure telecommunication providers and their personnel / contractors meet their legislated and contractual requirements whilst protecting the interests and ongoing rights of urban water service providers.

New Logo:



Website: Regions Landing Page

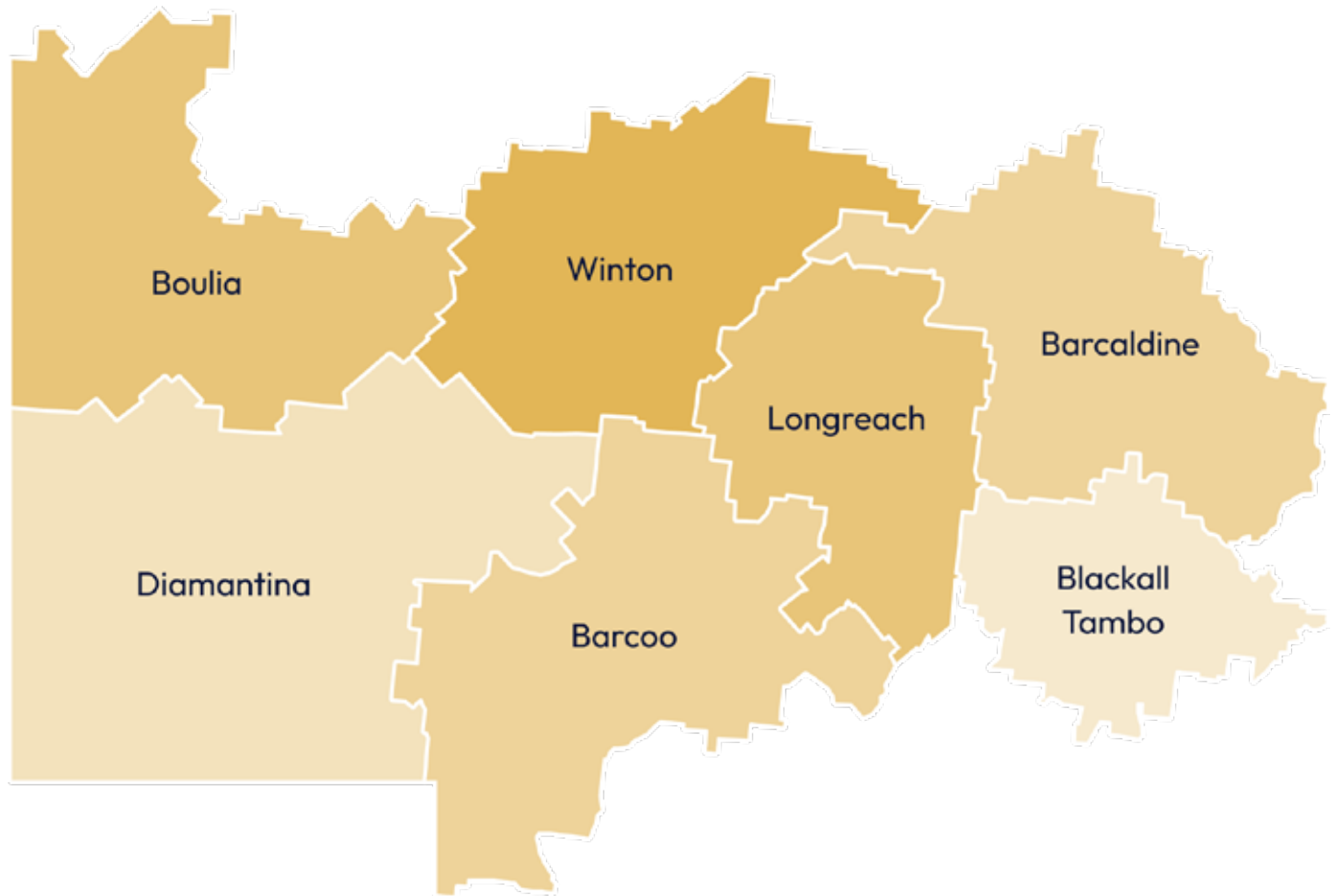




QWRAP

Regional Updates

RAPAD Water and Sewerage Alliance



The first QWRAP Water Alliance to form, the Remote Area Planning and Development Water and Sewerage Alliance (RAPADWSA) in western Queensland has a small population spread over an area 1.6 times the size of Victoria.

The RAPAD group have established joint procurement for regional sewer relining services, reservoir cleaning (across 7 Council areas), and water mains air scouring and cleaning, attracting quality service providers to the region and delivering savings for Council budgets.

The RAPAD contracts have also been used by the South and North West QWRAP and are shortly to be used by Cherbourg in the WBBUWA QWRAP region.

Staff also benefit through the development of a regional training hub to complete their Certificate III in Water Industry Operations.

Image (Right): This is what the water looked like before water mains air scouring!



Whitsunday Isaac Mackay Water Alliance (WIMWA)

The Whitsunday Isaac Mackay Water Alliance has arguably the most ambitious raft of projects. State Government funding has been secured to support a wide range of priority initiatives for the region.

All of the QWRAP regions are now benefiting from the extension of the Water Industry Worker (WIW) Learning & Development Coordinator role. Lee Anne Willis facilitates the WIW training aggregation program and is doing a great job aligning training opportunities across Queensland. There is strong evidence to suggest this program has increased the number of qualified operators across the state.



Other projects include alignment of waste management approaches through a Regional Waste Management Collaboration working group, investigating opportunities to align SCADA systems and a regional control room, uniform regulatory responses to sewerage and water environmental matters, aligned annualised salary packages for operations staff, a review of modelling software used across the region, evaluating a regional smart metering trial as well as workforce planning and resource sharing arrangements.

Starting in 2019, the WIM Alliance has held an annual forum to share knowledge across the region.

The 2023 Forum included:

- Preventative maintenance for Isaac Regional Council,
- Using satellite imagery to detect leaks,
- Urban water policy update from DRDMW,
- Nitrogen bio-sensor research project update, risk profiling and
- Solar Modelling Research Update from Whitsunday RC

Image (Right): Mains tapping competition at the 2023 WIM Forum.



Wide Bay Burnett Urban Water Alliance (WBBUWA)



The WBBUWA located immediately north of South East Queensland has been operating since 2019 and since then they have been delivering significant cost savings to the participating councils through ongoing regional sewer relining, joint water quality testing for treatment optimisation, and reviewing the WBB Design and Construction Code to ensure donated assets are of appropriate quality and standard. During 2023-24 the group has continued to establish relationships with universities, developing an ongoing program with students and extending the Regional Water Industry Worker program.

Through their university partnerships, the WBBUWA is seeking to develop practical solutions to water treatment issues with chlorates and THMs in a “real world” context in the Wide Bay region.

A key focus in 2023-2024 financial year, has been the development and training of operational staff. This work has seen an Operators Day where operational staff across the region have shared knowledge and through certified training for a number of learning cohorts.

During 2023-24, the WBBUWA has been working with Trility to undertake a training needs analysis project. This project will review all water and wastewater treatment plants and review current operator qualifications to ensure that local operators have completed all necessary National Water Package modules in alignment with the requirements of the treatment plants they are operating.



Downs Urban Water Technical Group (DUWTG)



Goondiwindi, Southern Downs, Toowoomba and Western Downs Regional Councils continue to collaborate in a technical capacity under the banner of the Downs Urban Water Technical Group (DUWTG) with some significant successes.

They have also aligned their Drinking Water Quality Management Plan audits and promoted regional collaboration for workers by holding a Regional

Operator Forum and Field Day.

DUWTG QWRAP Chair Phil McKeon has recently retired and Graham Sweetlove from Southern Downs Regional Council has been elected as the new Chair.

Image below: The Operator Forum was held at the Perseverance Dam pump station.



South West Queensland Water and Sewerage Alliance (SWQWSA)



The SWQ Regional Organisation of Councils have agreed to form the SWQ Water and Sewerage Alliance to cooperate on urban water issues, establishing a regional water and sewerage technical group to drive extensive regional collaboration.

The technical program of work in the South West is strongly supported by a strategic group of mayors and council CEOs that have been actively involved in strategy setting for the QWRAP Program.

During 2022-2024, the group completed a detailed asset condition assessment project across all asset categories including reservoirs, bores, water treatment, water reticulation, sewer mains, sewer pump stations and sewer treatment. This work identified infrastructure that is at and beyond effective asset life with some stark figures arising from the report:

- 22% of the bores in the region are more than 100 years old and at critical risk of failure (many communities only have one bore).
- A further 11% of bores are more than 80 years old and judged to be at a serious risk of failure (many communities only have one bore).
- CCTV camera inspections of sewers have identified that 12% of the entire sewer network is at critical risk of failure. **qldwater** is working with the region to secure State and Federal Government funding to address the asset risks identified through the QWRAP Collaborative Project.

A key project implemented in the 2023-24 financial years is the hiring of a Graduate Process Engineer, Bronwen Nel to work across the entire QWRAP Region.



Far North Queensland Water Alliance (FNQWA)



The 11 councils in the Far North Queensland Water Alliance have been progressing the FNQ Regional Water Capability Project with funding provided by QWRAP and Jobs Queensland.

The water capability project builds on a workshop and technical analysis which the QWRAP Region had completed with Queensland Treasury Corporation during 2023.

The water capability project is being undertaken by Stantec and has identified the areas of water and wastewater that pose the most significant capability challenges for QWRAP alliance water service providers.

The aim of the project is to develop a 10 year strategic plan for collaboration on water and wastewater issues across the region.

The key focus area prioritised by FNQWA team are people, data and business processes.

Other projects during 2023-24 included:

- Joint purchasing of water chemicals and sewer relining and condition assessments.
- The formation of a QWRAP sub-committee to manage regional bio solids.
- Regional drought resilience plans.

Image Below: Cooktown and Hope Vale Operators Symposium



North Queensland QWRAP (NQ QWRAP)



As one of the newest regional alliances, the NQ QWRAP kicked off a series of projects with a strong skills focus.

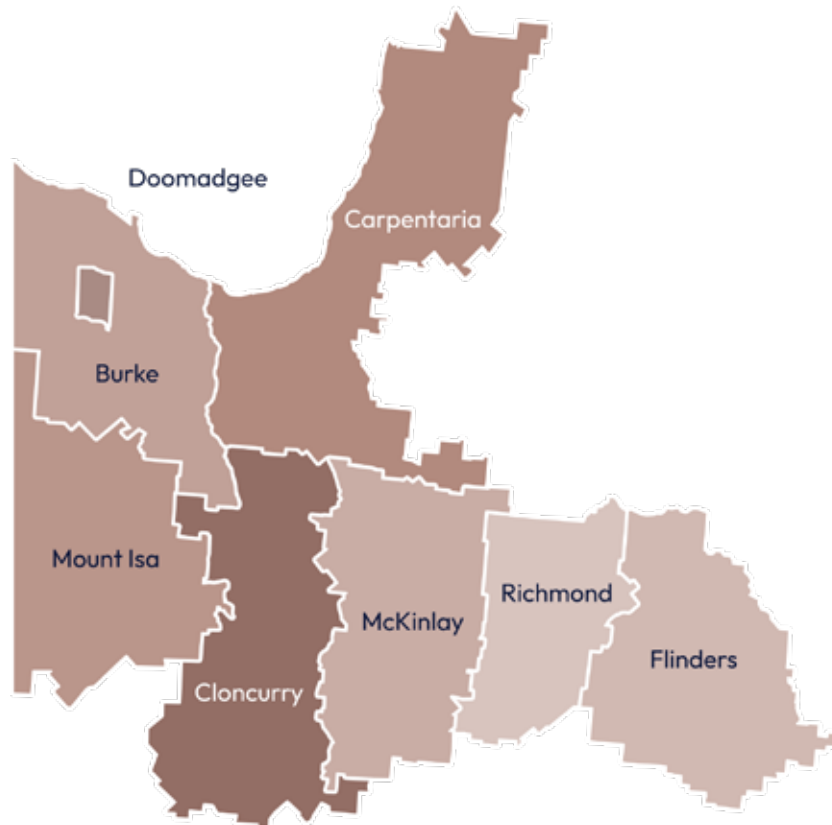
These activities included:

- Initiating a research partnership between James Cook University and five councils on treatment options for bio-solids in North Queensland.
- Organising an Operators Training Day in Townsville.
- Improving skills development pathways for reticulation employees through a regional water industry worker program.
- Establishing regional cohorts for water and wastewater treatment operators to enable standardised approaches, content sharing and training across councils.
- Delivery of Biological Nutrient Removal (BNR) training in conjunction with Griffith University and James Cook University.

Image Right: Site tour as part of the BNR Training.



North West Queensland Water and Sewerage Alliance (NWQWSA)



As part of establishing the North West QWRAP, councils completed a strategic planning process during 2023-24.

The eight participating councils established key governance documents for the collaboration including the constitution and memorandum of understanding following a strategic workshop to identify an agreed vision, mission and objectives for the alliance.

This strategic planning is now being reflected in the bid pool projects being pursued by the region.

In addition, the North West QWRAP has developed a governance arrangement with the North West ROC which will see mayors and CEOs placing strategic input into the work of the QWRAP Region.

During 2023-24, the group completed an audit and analysis of SCADA systems of four participating councils, a skills needs analysis to determine skills gaps relating to plant types in the region, and joint procurement for lagoon desludging, reservoir cleaning and water mains air scouring.

Late in 2023-24, the NWQWSA began work with **qldwater** and Trility to review existing plants and technology, and identify operator training opportunities under a trial training needs analysis.

Image right: Drinking water intake at Clear Water



Central Queensland Water and Sewerage Alliance (CQWSA)



The Central Queensland Water and Sewerage Alliance (CQWSA) technical group is the latest addition to the QWRAP program with representatives from Central Highlands, Woorabinda, Rockhampton, Livingstone, Banana and Gladstone councils.

At the 2023 QWRAP forum, CQWSA coordinator Scott Mason delivered a vision for reviewing risks at a regional level, looking at innovative and collaborative approaches to addressing these risks, so the region can “build the plane while flying it”.

The region has secured council and QWRAP funding to undertake a strategic review of water risks across three domains; assets, human resources\human capital and finance.

At the end of the financial year discussions between participating councils were still underway to develop a project model suitable to participating Councils.

Image below: Lake Awoonga, Gladstone Region



QWRAP Stories



Creating Water Service Equality Through Standards and Codes

The urban water sector in North Queensland is set to benefit from a recent QWRAP initiative to review and align different codes and standards across the NQ QWRAP Region, creating a technical standards manual for infrastructure and design.

NQ QWRAP Coordinator Jeff Ballard said the project, funded by the Queensland Government through QWRAP bidpool funding, used the Cairns Townsville Mackay Code (CTM Code) as a baseline to identify gaps or differences between the standards of five participating Councils and bring them into alignment. The review also compared the Water Services Association of Australia (WSAA) Codes, the SEQ Code and the standards produced by Unitywater, which are available on their websites.

“The reason we need different codes for different regions is because each region has its own challenges. For example, being mostly situated in the dry tropics, many households need significantly more water than their counterparts in the SEQ region for liveability, so these areas may need bigger reservoirs to keep up with the higher demand,” Jeff explains.

“Another example revolves around appropriate materials technology such as the latest small diameter polypipe that won’t burst in very hot climates. So

we are trying to bring the region up to a minimum standard acknowledging that not all products will be compatible with our region.”

One of the major differences between the SEQ and NQ Codes is the additional information around Assurance and Technical Standards that have been included, along with a range of other resources that the participating QWRAP Councils now have access to.

QWRAP supports a unified set of standards to give Council planning departments, contractors and suppliers a clearer understanding of the requirements for water and sewerage projects throughout the region. This consistency will streamline project planning and execution, reduce misunderstandings, and enhance the overall efficiency of service delivery.

“When Councils adopt the same product and material standards, the availability of emergency spares will also be greatly improved. Standardising means that spares can be stocked more efficiently, ensuring that necessary components are readily available in times of need. This will enhance the region’s ability to respond to emergencies swiftly and effectively, minimising downtime and service disruptions,” Jeff said.

By aligning with the SEQ Code, which reflects any changes made to WSAA Standards, the Councils will always have access to the most current information in the industry. This ensures that their standards remain relevant and up-to-date, promoting best practices and innovation in water and sewerage management. Having the latest standards will also help in meeting regulatory requirements and industry benchmarks, enhancing the overall quality of services provided.

According to QWRAP Director David Wiskar this project will create efficiency and better asset standards across the region.

“Codes provide a standard which developers must follow when building subdivisions,” David explains.

“When these assets are donated back to Councils, the codes will ensure that they are consistent with the best standards and will have an optimal asset life, decreasing costs for ratepayers and water users into the future.”

Unified standards provide planners and designers with a clear and consistent guideline to follow, saving them time and money by eliminating the need to navigate through varying standards for different Councils.

For participating Councils, having access to the most recent industry standards will facilitate more efficient project planning and design, reducing errors and rework. It will also streamline the approval process, as planners and designers can be confident that their plans meet the required specifications.

By working together to align standards, the Councils are fostering a spirit of cooperation and shared purpose. This collaboration will create a broad quality guideline that developers, contractors, and suppliers across the region can follow, enhancing the consistency and reliability of water and sewerage infrastructure.

South West QWRAP Collaboration Attracts Graduate Engineer

One lucky process engineering student from QUT has significantly expanded her industry experience following an appointment as graduate engineer for the South West QWRAP region.

When Bronwen Nel commenced her appointment with SWQWSA on 26 June 2024, she had already gained process engineering experience as the recipient of a scholarship in the sugar industry. Joining SWQWSA, Bronwyn has taken on the challenge of supporting six local councils to provide essential water and sewerage services to an area of 319, 261 square kilometres or 18.5 per cent of Queensland. The South West Queensland Water Alliance (SWQWA) provides potable water services to 26 communities with a total of 10,545 connections, and sewerage services to 8,109 connections across 14 communities.

While attraction and retention of engineering and technical staff is a challenge for the Queensland water sector as a whole, the size, scale and remoteness of this region made the task virtually impossible for the individual councils to achieve. A collaborative approach was needed to attract young engineers into the region.

According to Peter See, recently retired Director of Engineering Services at Quilpie Shire Council and past Chair of the SWQWA, this collaborative project involved the joint recruitment of a graduate engineer to be shared amongst the 6 participating councils including Balonne, Bulloo, Murweh, Paroo, Quilpie and Maranoa.

“The graduate engineer position will be employed in Roma at Maranoa Regional Council and funding for the position will be shared by participating Councils under a cost sharing arrangement,” Peter explained.

“The initial contract provides full-time employment for a period of three years, incorporating 6 x 6 monthly rotations to each of the SWQWA councils and the graduate must agree to participate in the rotation program as a condition of employment.”

The employment package for the graduate engineer includes:

- above award salary to compete with other sectors e.g. mining
- accommodation, including local accommodation at each rotation location
- relocation assistance
- work vehicle
- on-the-job training and mentoring
- supported and funded professional development leading to professional accreditation
- guaranteed term of employment (subject to satisfactory performance).

QWRAP bid pool funding will help councils to fund travel across the region as well as the professional development activities as part of the program.

QWRAP welcomes Bronwen to the water sector and look forward to following her journey across the region.

Spotlight on Mount Isa

Mount Isa is part of the North West Queensland Water and Sewerage Alliance QWRAP group with its Chair, Stephen Jewell, based in Mount Isa. The alliance includes eight local councils including Burke, Carpentaria, Cloncurry, Doomadgee, McKinlay, Kowanyama, Mount Isa and Richmond.

Established in 2019, the alliance has completed a number of collaborative projects that have provided significant benefits to the region. QWRAP bidpool funding has enabled the alliance to establish key governance documents including the constitution and memorandum of understanding, and to conduct a strategic workshop to identify and agree to their vision, mission and objectives.

The first collaborative project completed an audit and analysis of SCADA systems of four participating councils, improving management of schemes including safety and security of supply. The project exposed councils to new technology and standards and allowed the region to collaborate on a regional framework for procurement for future SCADA systems. This opened the door for other procurement projects including for lagoon desludging, reservoir cleaning and water mains air scouring.

Being a resource-rich region, it will come as no surprise that it can be hard to attract, train and retain staff with the fierce competition from the mining sector. A skills needs analysis has been completed and the alliance is now focused on identifying the training needs for each existing water and wastewater treatment plant in the region. By aggregating the training needs for the region, the alliance will be better placed to attract an RTO to deliver the training, saving the region money while building stronger collaboration across the region.

Mount Isa Electro Chlorination Project

A key issue of concern was raised as part of the NWQWSA strategic planning, where supply chains are at risk particularly during the wet season when the region can be periodically cut off from road transport.

This was highlighted during and post the COVID-19 pandemic when the water sector raised the problem of access to essential water treatment chemicals like Sodium Hypochlorite.

Supply is currently dominated by large companies based interstate or in major capital cities, which poses a risk for remote and regional areas in Queensland. In response to these supply chain concerns, QWRAP North West Chair Stephen Jewell in collaboration with Mount Isa Regional Council, has been actively exploring local solutions.

Following an expression of interest process Mount Isa Regional Council, under the leadership of the QWRAP Chair, has entered into an agreement which has seen development of an electro chlorination system which is co-located at the Mount Isa Wastewater Treatment Plant (pictured below).

This project aims to provide fresh Sodium Hypochlorite across the local region, thereby mitigating the dependency on interstate suppliers and enhancing supply security for the Queensland Water Sector. Luke Sirl, Business Manager at DGL Water, showed the NWQWA members through the site which can produce sodium hypochlorite at concentrations up to 12.5%.

Luke explained that although the technology is extremely scalable and configurable to each site and region, the Mount Isa plant specifically has a total capacity of approximately 180kl per month. The co-located electro chlorination process is both safe and economical, making it ideal for the Australian water industry, and building it at the STP has expedited approval processes.

“This system replaces the need for transporting and storing extremely hazardous chlorine gas, thereby minimising associated risks and costs. Typically, in direct injection scenarios, the electrolyser ensures a consistent supply of disinfectant, improving the reliability of water disinfection processes and ensuring regulatory compliance. Its compact design and advanced technology also offer energy savings and lower maintenance requirements, contributing to overall cost-effectiveness and sustainability in water treatment operations.”

This was not a QWRAP-funded project however the electro chlorination project was facilitated by the alliance with benefits being seen across the region.



Collaborating to Manage Assets in South West QWRAP



The South West Queensland Water and Sewerage Alliance (SWQWSA) was established in 2021, comprising the Shire Councils of Balonne, Bulloo, Murweh, Paroo and Quilpie Shire Councils and Maranoa Regional Council.

The SWQWSA councils cover a total land area of 319,261 km², or 18.5% of Queensland, but their combined population of approximately 24,000 accounts for less than 0.5% of the State total.

The Councils provide potable water services to 26 communities with a total of 10,545 connections, non-potable water services comprising 1,157 connections to 2 communities, one of which does not receive a potable supply, and sewerage services to 14 communities, with 8,109 connections in total.

The largest potable water scheme serves 3,539 connections, and the smallest only 14, and the largest sewerage scheme 3,083 connections and the smallest 25. Of the 26 potable water schemes, only three boast water treatment plants.

Most schemes use bore water as their sole source, and many are not disinfected.

In providing water and sewerage services, the SWQWSA councils must overcome challenges posed by the remote and dispersed nature of their communities. These include a very small scale of most of their schemes, extremely limited rates bases and borrowing capacity, and small to very small communities with low per-capita incomes and inability/unwillingness to pay the full cost of providing services but increasing expectations about service quality.

At the same time, they are subject to an increasingly rigorous regulatory regime and water quality and environmental standards that may be beyond the capacity of their existing infrastructure and resourcing.

During 2021, using QWRAP bid pool funds, the SWQWSA developed a detailed application which then successfully secured \$1.6 million in funding from the Queensland Government's Building our Regions

round 6 funding program.

During the 2023-24 financial year, the BOR 6 funding was used to undertake detailed asset management planning across all water and sewage asset categories including the inspection and assessment of drinking water quality, sewerage treatment plants, reservoirs and sewer pump stations.

The project work was led by engineers from George Bourne and Associates (Queensland's famous flying engineers) with input from technical experts across all of the asset disciplines.

This project aims to develop a clear picture of existing risks and a series of activities to provide the community with safe drinking water and modern wastewater management outcomes.

The communities within these LGAs are almost exclusively reliant on the Great Artesian Basin (GAB) for drinking water from bores with an average depth 800 metres. The GAB bores have an expected asset life of 75 years.

Some key risks and issues that have been identified through the SWQWSA asset management plan are:

- 22% of drinking water supply bores in the region are more than 100 years old and at critical risk of failure.
- 11% of drinking water supply bores in the region are more than 80 years old and are at serious risk of failure.
- A number of these critical risk towns are single bore supply placing these towns at risk of water security concerns.
- CCTV surveys of sewer network assets show that 12% of sewer assets by length of assets are at a point of critical failure.

In 2024-25 the South West QWRAP Region will continue to collaborate at a regional scale, with the support of State Government, to address these critical risks.

QWRAP Resources

HR/IR Toolkit

A key risk being experienced by all QWRAP regions is difficulty in recruiting and retaining staff.

The **qldwater** biannual skills survey shows the difficulties being experienced across all QWRAP regions (see graph from the 2022 report below).

During 2023-24 **qldwater** and LGAQ worked to develop an HR\IR Toolkit to help local governments with ideas and tools to address these attraction and retention challenges. The project was funded through bid pool underspend funds.

The toolkit was developed in conjunction with a reference group from water service providers from across Queensland.

The HR\IR toolkit incorporates:

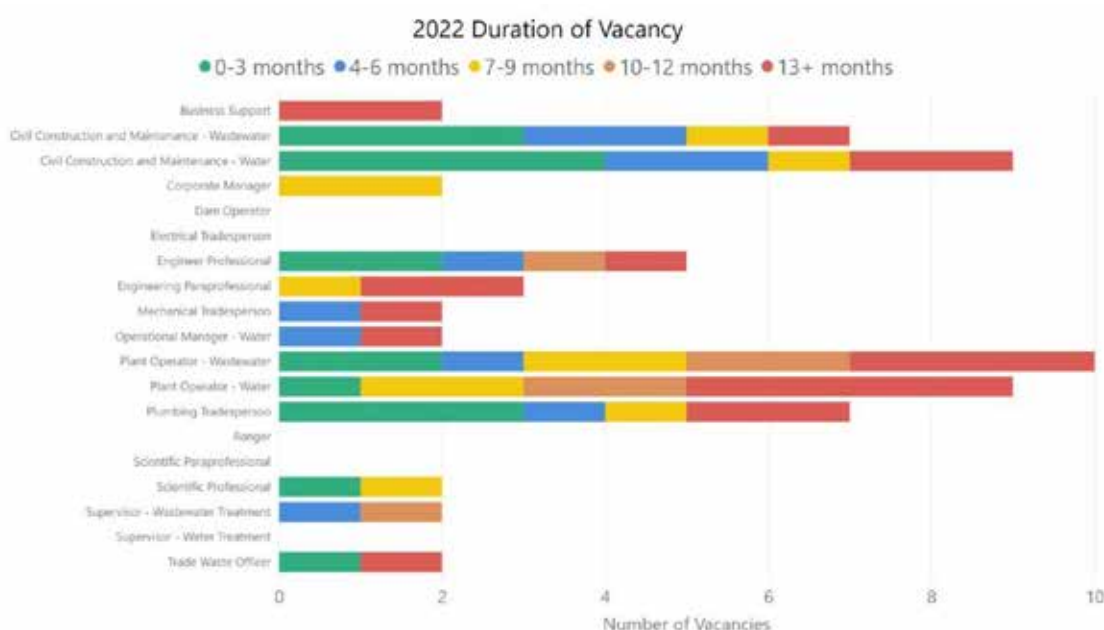
- Information and ideas to assist Water Service Providers to attract and retain staff.
- A series of case studies from Queensland water service providers regarding attraction and retention strategies and ideas .

- Template job descriptions for water operators (treatment and network disciplines). These job descriptions recognise the increased technical and regulatory responsibilities of modern operators.

LGAQ and **qldwater** are now working to have these job descriptions reflected in the Local Government awards.

This work, when complete, will help local government water service providers with achieving appropriate pay and remuneration for the operator co-hort.

qldwater and LGAQ are continuing to promote the HR\IR toolkit to Local Government HR professionals.



Aims for the 2024-25 FY

The QWRAP Partners look forward to the 2024-25 financial year and aim to work with Local Government Water Service providers to build on the success of the program through:

1. Assisting Queensland Local Governments to build the case for funding reform to deal with significant emerging risks of aging infrastructure, drinking water quality and water security.
2. Investing in project management for all Bid Pool Projects to support timely project completion and the speedy benefits realisation.
3. Capturing and promoting the significant cost savings from QWRAP Program, particularly from initiatives that are now embedded practice in many regions (e.g. joint procurement).
4. Raising the profile of QWRAP and the collaboration of Local Government Water Service Providers through realising the benefits of new QWRAP web site and communication strategy.
5. Developing an investment roadmap for QWRAP to support Councils to address the skilling and recruitment gaps.
6. Supporting QWRAP regions to lift engagement with CEOs and Mayors to enhance program outcomes.





1863 - 'HUCHENDEN' ∞

Drink & Zookreper



Queensland
Water Regional
Alliance Program