

Acknowledgement of Country

The Water Directorate proudly acknowledges the Traditional Custodians of Country across New South Wales, their rich culture and their connection to the land and water on which we rely.

Today we meet on the land of the Gadigal people of the Eora nation, the traditional custodians of the land.

We pay respect to Aboriginal Elders past and present and extend that respect to all Aboriginal people, and Aboriginal people in the room today.



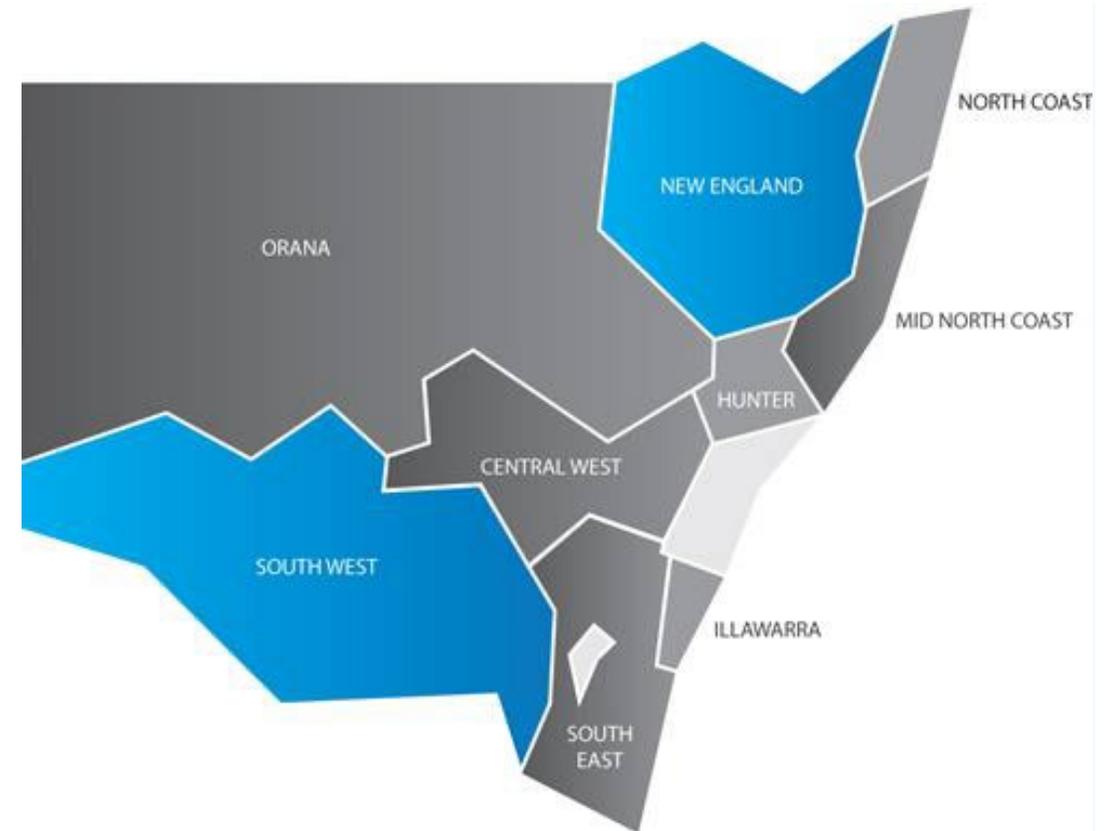
Housekeeping

- ▶ Agenda and timing
- ▶ Toilets
- ▶ In case of emergency
- ▶ Interactive workshop – get involved with your questions!
- ▶ Mobile phones to silent
- ▶ Wifi code
- ▶ Follow and tag Water Directorate on LinkedIn

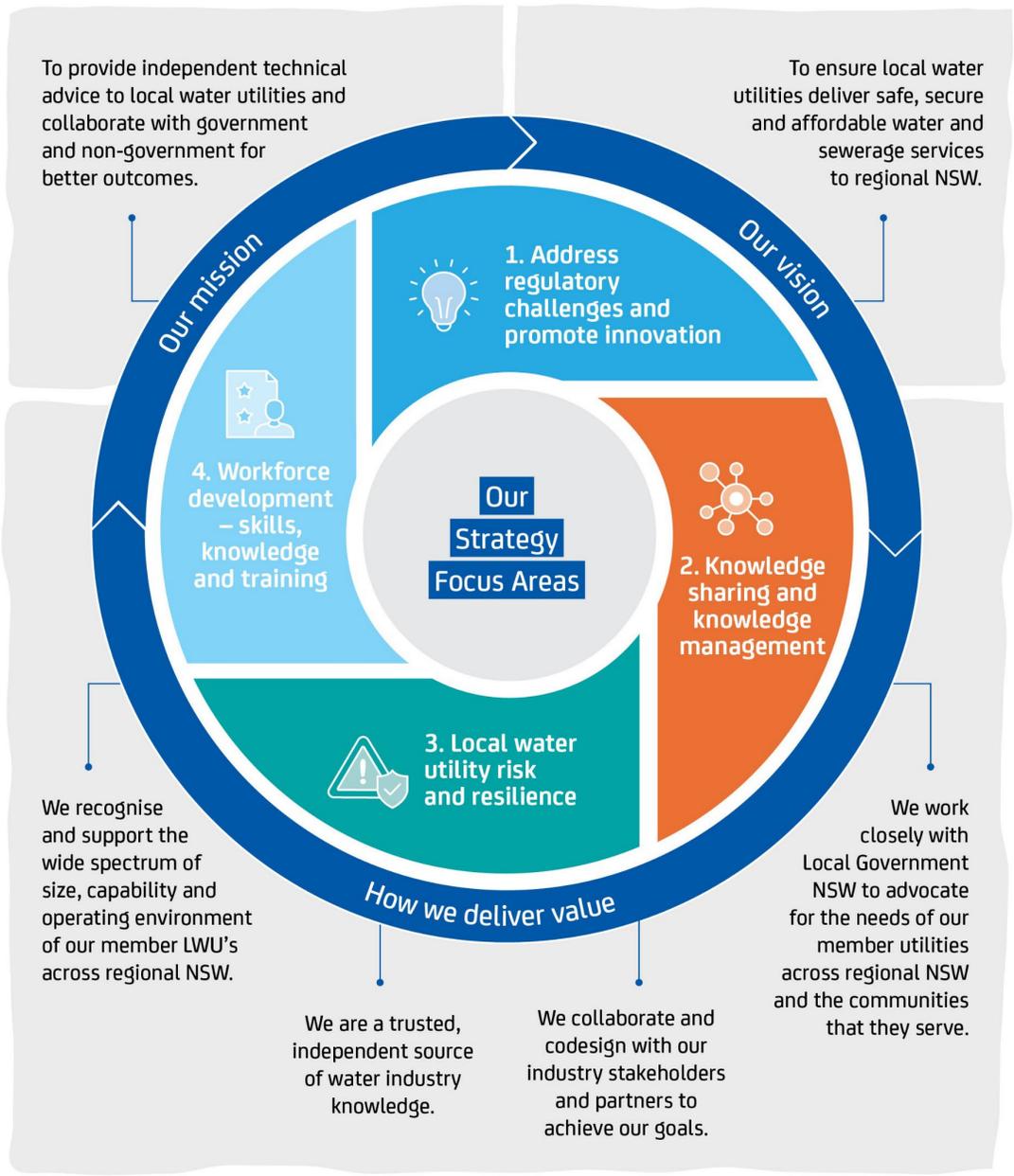
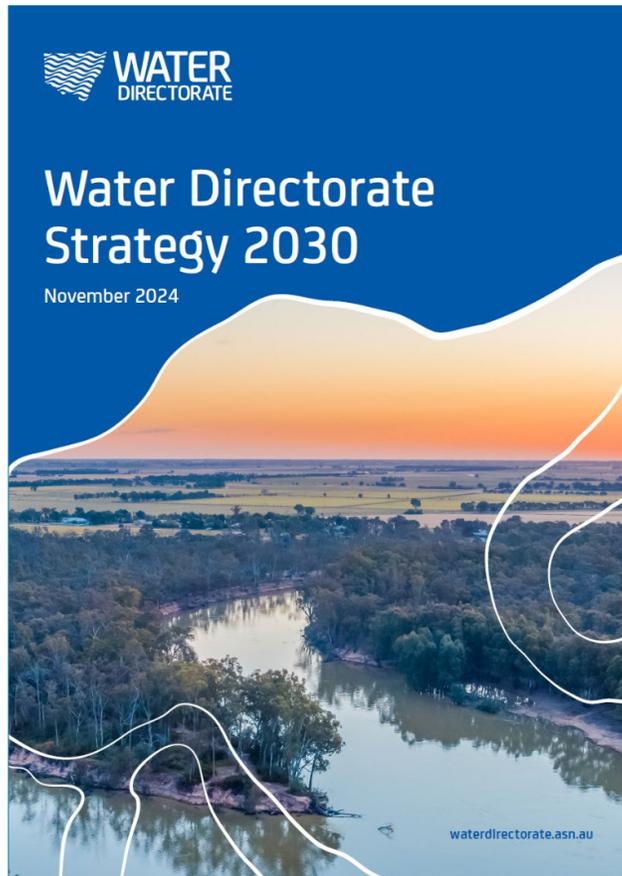


About the Water Directorate

- ▶ A peak water industry body formed by regional NSW councils in 1999
- ▶ We represent 90 NSW local government owned water utilities (100% of regional NSW)
- ▶ Our member Local Water Utilities:
 - ▶ Manage 380 water supply schemes and 300 sewerage schemes
 - ▶ Serve 1.9 million people across regional NSW
 - ▶ Own \$32 Billion in water and sewerage assets
 - ▶ Supply 312 GL/annum water
 - ▶ Treat 160 GL/annum sewage



Strategy 2030



Our relationships

Policy and advocacy



Regulatory



Technical



What we do

Our key roles:

- ▶ Advocate for improvements and better outcomes for local water utilities to NSW and Commonwealth governments as the peak body
- ▶ Provide **technical advice and assistance to local water utilities** on water and wastewater treatment and reticulation to ensure consistent service delivery
- ▶ Host an **online learning platform** for safety and technical training and awareness raising
- ▶ **Develop technical publications** and best practice standards/guidelines (over 80 publications)
- ▶ Provide a platform for **networking/ information sharing**/collaboration across regional/rural water utilities





WD Digital Transformation

Strengthening our foundation to better serve our members

- Integrated platform
- Single source of truth
- Automated, digitised processes
- Exclusive member content
- AI enabled search and support
- New Membership Management System (MMS)
- Centralised data with analysis and reporting
- Unified communications and engagement
- Reducing risk and enhancing security
- Scalability to grow member services

HubSpot

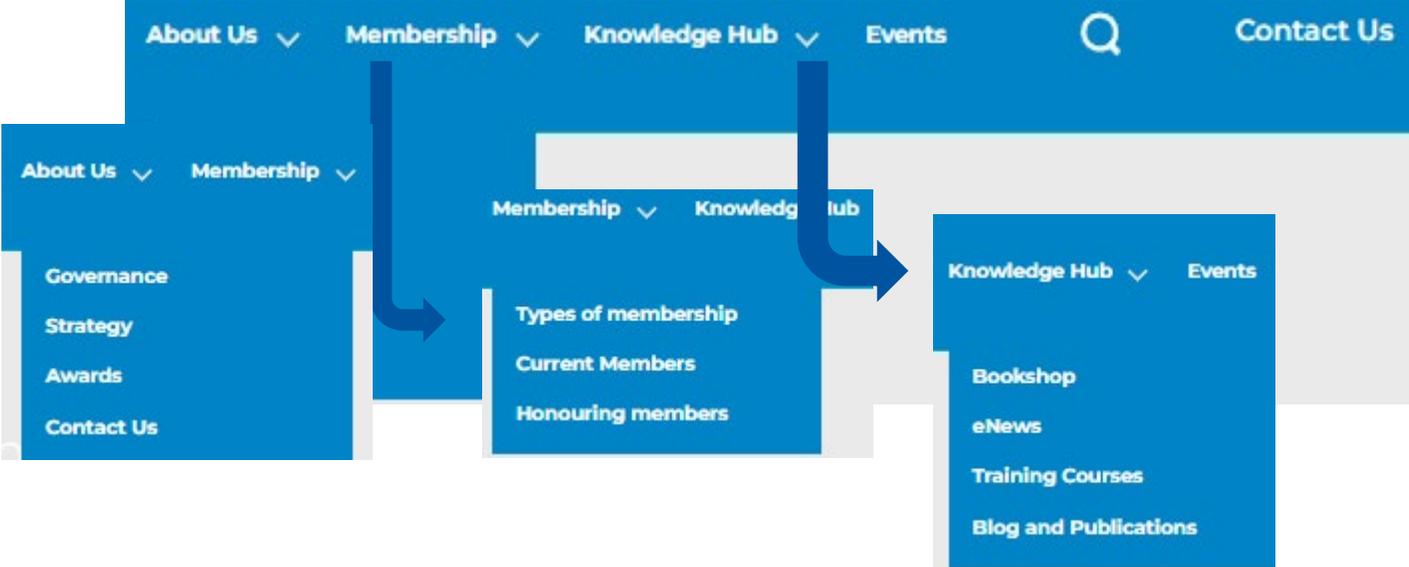
New look

Streamlined and intuitive

Brand refresh



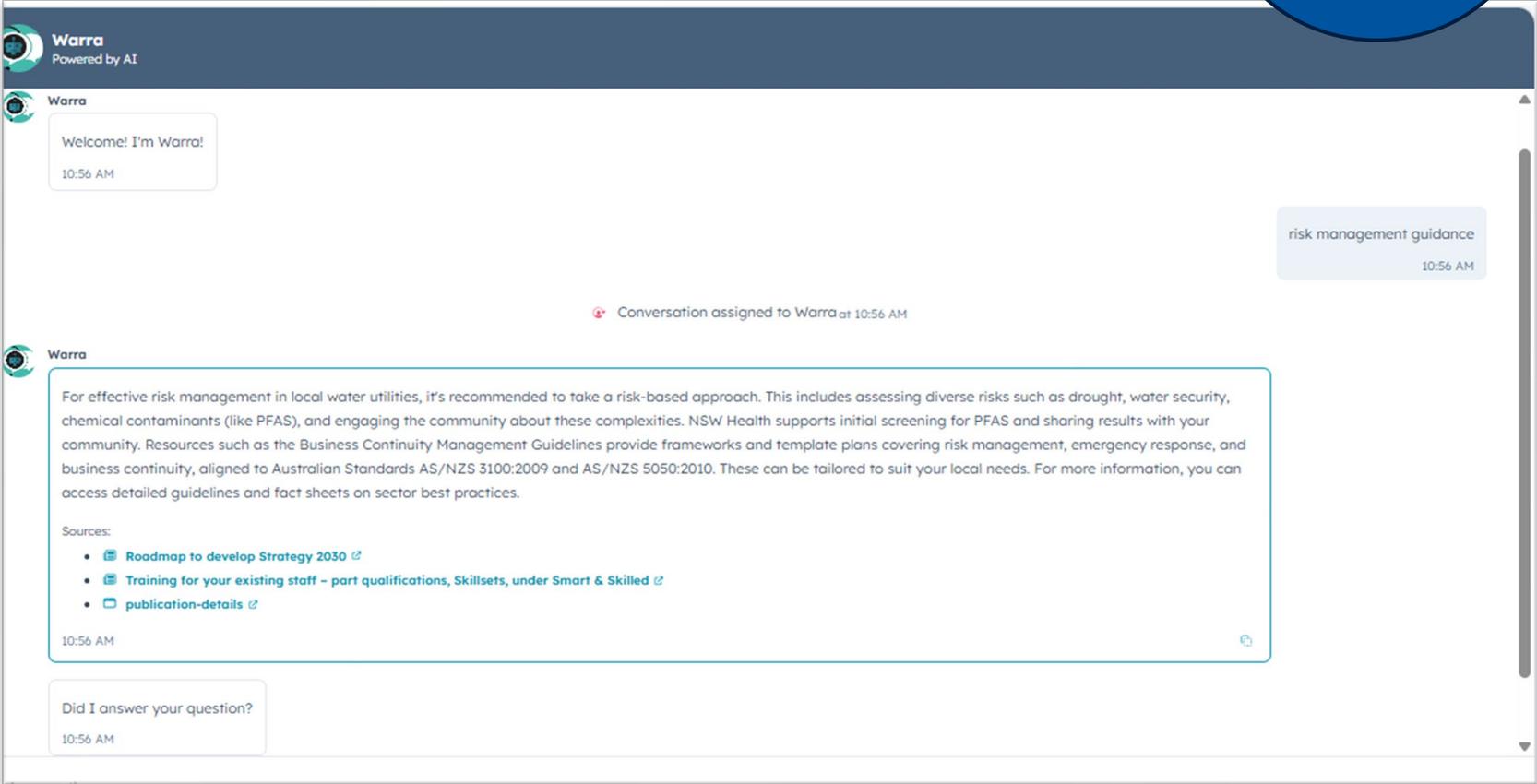
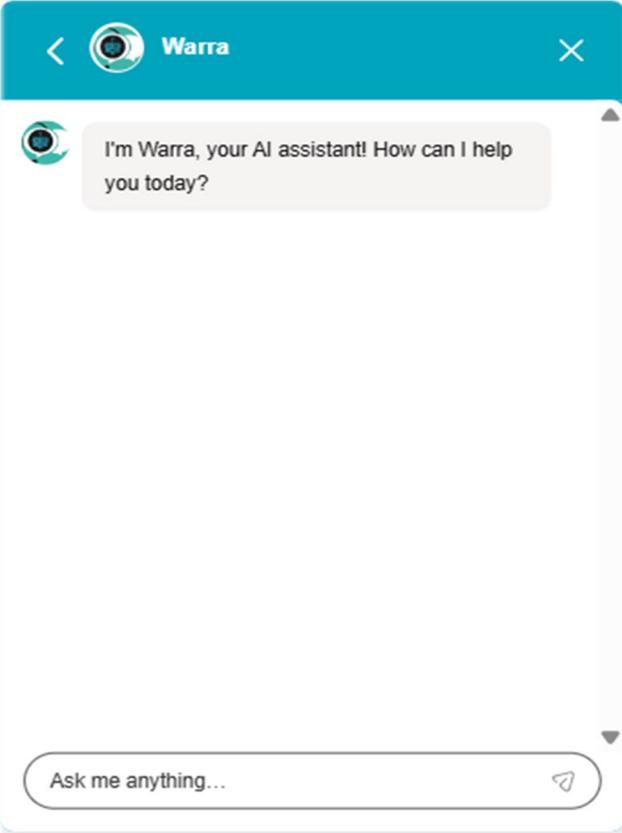
Easy navigation

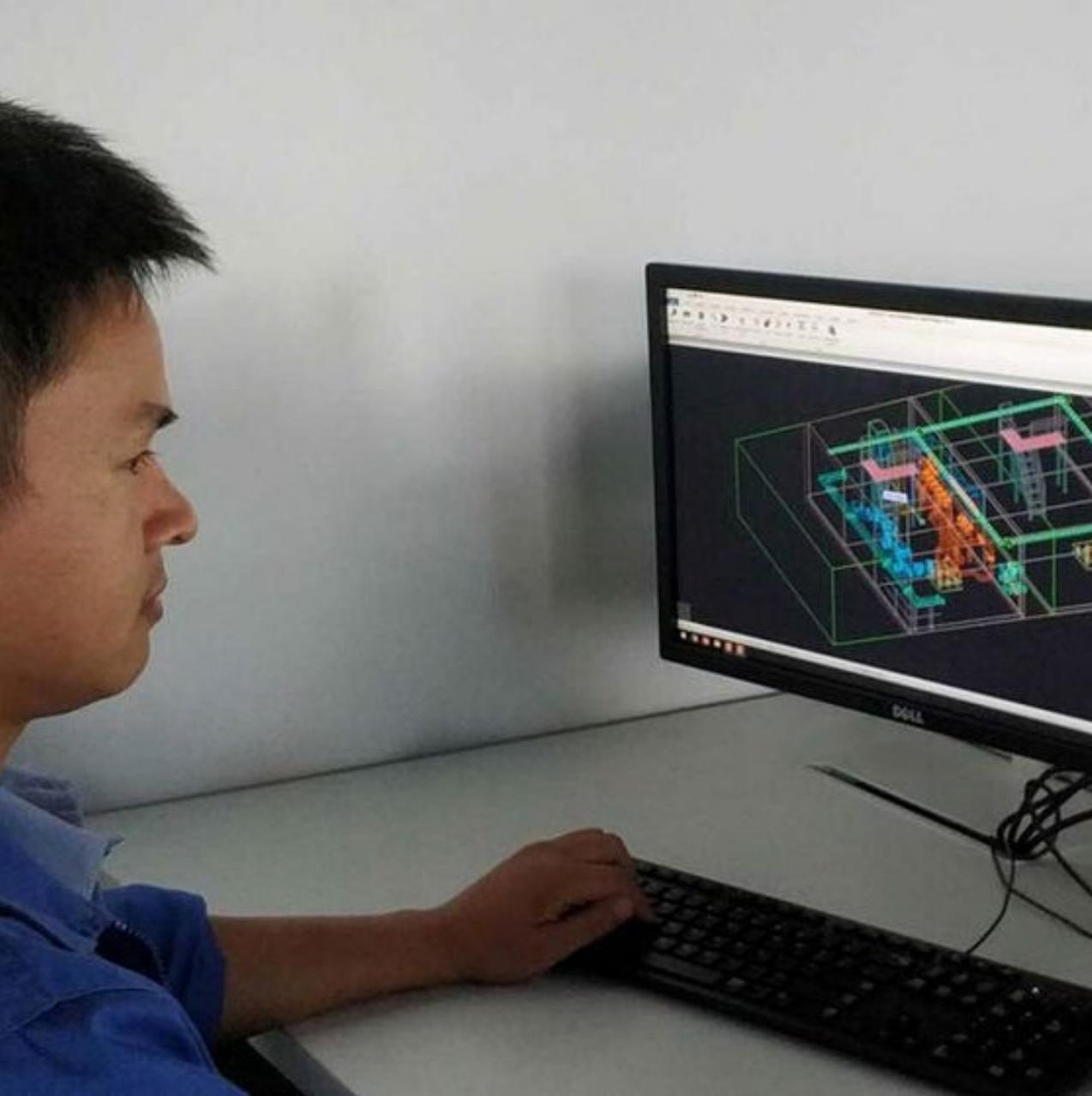


New website features

Quick,
easy
content
search

'Warra' AI Assist





Micro credentials – online training

Training at your desk
for your water team,
support staff and
contractors



Available at: <https://watertraining.com.au/> or scan the QR code
FREE for NSW Local Government and WD Associate Members

Thanks to our sponsors

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Lunch Sponsor



Networking drinks



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NSW Public Works