

Water Business Unit Journey to 2020

June 2017
Understand



Water Resilience Strategy
Financial Model



Workforce Plan
Incident Management Framework & Escalation Training
Review WBU Risks
Drinking Water CCP Monitoring & Hygiene Training
WBU Staff & Culture Engagement Strategy

ECONOMY

ORGANISATION



STP Strategy
Critical Control Point Monitoring (STPs)



Network Model | SCADA Strategy
AM Policy & Framework | AMIS & Field Mobility
Business Efficiency & Continuous Improvement
Asset Data Improvement
D&C Code | PM Governance Framework

ENVIRONMENT

INFRASTRUCTURE



Stakeholder Engagement Initiative

COMMUNITY

June 2018
Improve



Commercial Customer Agreements

ECONOMY



Asset Management Plans
Network Infrastructure Master Plans
10 Year Capital Works Program
Operational & Contingency Plans

INFRASTRUCTURE



Water Industry Worker
Contact Centre Scripting
Contract Strategies

ORGANISATION



RWMP/IMP Reviews
STP Master Plan
Trade Waste Policy

ENVIRONMENT



Customer Charter & Service Standards
Website Content

COMMUNITY

June 2019
Review & Consolidate



LGIP Amendment
Full Cost Pricing Model

ECONOMY



Implement Contract Strategies
Gympie Smart Water Hub (Dashboard)

ORGANISATION



Asset Class Plans
Control Centre

INFRASTRUCTURE



WBU Focus Groups

COMMUNITY



Trade Waste Agreements

ENVIRONMENT

2020
Innovate

To be the natural choice to live, work and play by being a sustainable regional water business

