



Water for South East Queensland: Planning for our future

ANNUAL REPORT 2021



This report is a collaborative effort by the following partners:



The SEQ Water Service Provider Partners work together to provide essential water and sewerage services now and into the future.

FOREWORD

SEQ has a unique opportunity to ensure that the 2032 Olympic and Paralympic Games is used to leverage a positive legacy for the region - including achieving enhanced policy delivery, exemplar projects and a climate-positive games. Let's learn from and build on the successes of the past to help define and work towards the future we desire and the lasting legacy we want to create for our region.

I am inspired by the willingness of all players to come together to set the next phase to achieve a truly sustainable region. It bodes well for South East Queensland being able to quickly switch up a couple of gears to drive the increased action needed to counter the impacts of the escalating population and climate change on the beautiful environs our region is known for. This year has been a reminder that partnerships and collaborative effort work. Through W4SEQ its time to do it again.

The water industry across South East Queensland has proven just how effective collaboration can be. An enormous positive impact has been achieved for the region by the diverse network of committed partners during some very challenging times. The results speak for themselves.

As we think about the next phase needed, it's useful to look back on lessons learned from the successful approach of the past 20 years. Casting back over this journey so far, seven key success factors spring to mind.

1. Collaboration and teamwork – to be effective, partners need to be willing and have a seat at the decision-making table.
2. Science and technology – monitoring and surveying is essential to build understanding of the condition and trends. The science community needs to be part of this, whilst steadfastly maintaining their independence and retaining credibility.
3. Shared ownership – partnerships are supercharged when ownership is shared and supported by shared decision support tools and models, with shared information and data.
4. Public transparency – public reporting raises the bar when using progress towards targets and taking action based on the results.
5. Connecting people – linking people ensures success: relationships are the real secret to success.
6. Adaptation – continually reassessing the goals and being agile enough to make mid-course adjustments where necessary. One of the hardest but most important things to do is to take a step back and consider new science and information.
7. Accountability – collaboration requires accountability.

How we delivered it over the last 20 years is just as important. We agreed on the issue, we came together, we built a plan, we agreed on what was to be done, we assigned accountability, we got on and did what we agreed to do, we held each other accountable by monitoring and reporting, we helped each other when necessary, and we trusted each other to do their bit.

Now we need to do this again. It's no more complex. Just a different problem. It's imminently possible – and in a 10-year timeframe this time, using the 2032 Olympic and Paralympic games as a target. A key selling point of Queensland's successful bid was for a 'green' game. This brings with it a prime opportunity to use the games to leverage a positive legacy for South East Queensland.

Our next journey will require the same thought leadership, effort, commitment, trust and accountability to deliver what is much needed in SEQ. I see this as a role for the W4SEQ strategy. The collaborative effort will need to be extended and shared across multiple stakeholders, based on current evidence, and with agreed actions reported against.

My vision for our future region is one which is prosperous, yet one where we don't just take from nature – but give back. One where First Nations cultural practices and knowledge is respected and learned from. One built on empowering others. And one we would be proud to leave to our children and our children's children.

Let's learn from and build on the successes of the past to help define and work towards the future we want and the lasting legacy we want to create for our region.



Foreword provided by Julie McLellan, CEO of peak environment and liveability group for South East Queensland, Healthy Land and Water. Julie has been leading high-performance organisations using her expertise in natural capital, waterway management, governance, strategy, risk and company finance for more than 27 years.



INTRODUCTION



Water supply and sewerage services are critical for a healthy, prosperous and liveable region. South East Queensland's Water Service Providers (Seqwater, the bulk water supplier; and the SEQ Service Providers Unitywater, Urban Utilities and the council-owned water businesses of Logan, Redland and City of Gold Coast) work together to deliver these critical services to provide the best possible outcomes for communities. An important part of our role is to plan for future growth and uncertainties and to effectively support the region's future aspirations as outlined in the SEQ Regional Plan. The recognition of the need to plan collaboratively across the region and set clear strategic direction is the basis for the Water for SEQ Plan. This planning will be adaptive and reviewed regularly as circumstances and knowledge changes.

The purpose of this annual report is to demonstrate how the SEQ Water Service Providers are working together to provide better value outcomes for the SEQ community. This report summarises the SEQ Water Service Providers' collaborative efforts and projects for 2021, and how we are progressing these initiatives in the industry to achieve our vision and strategic directions.

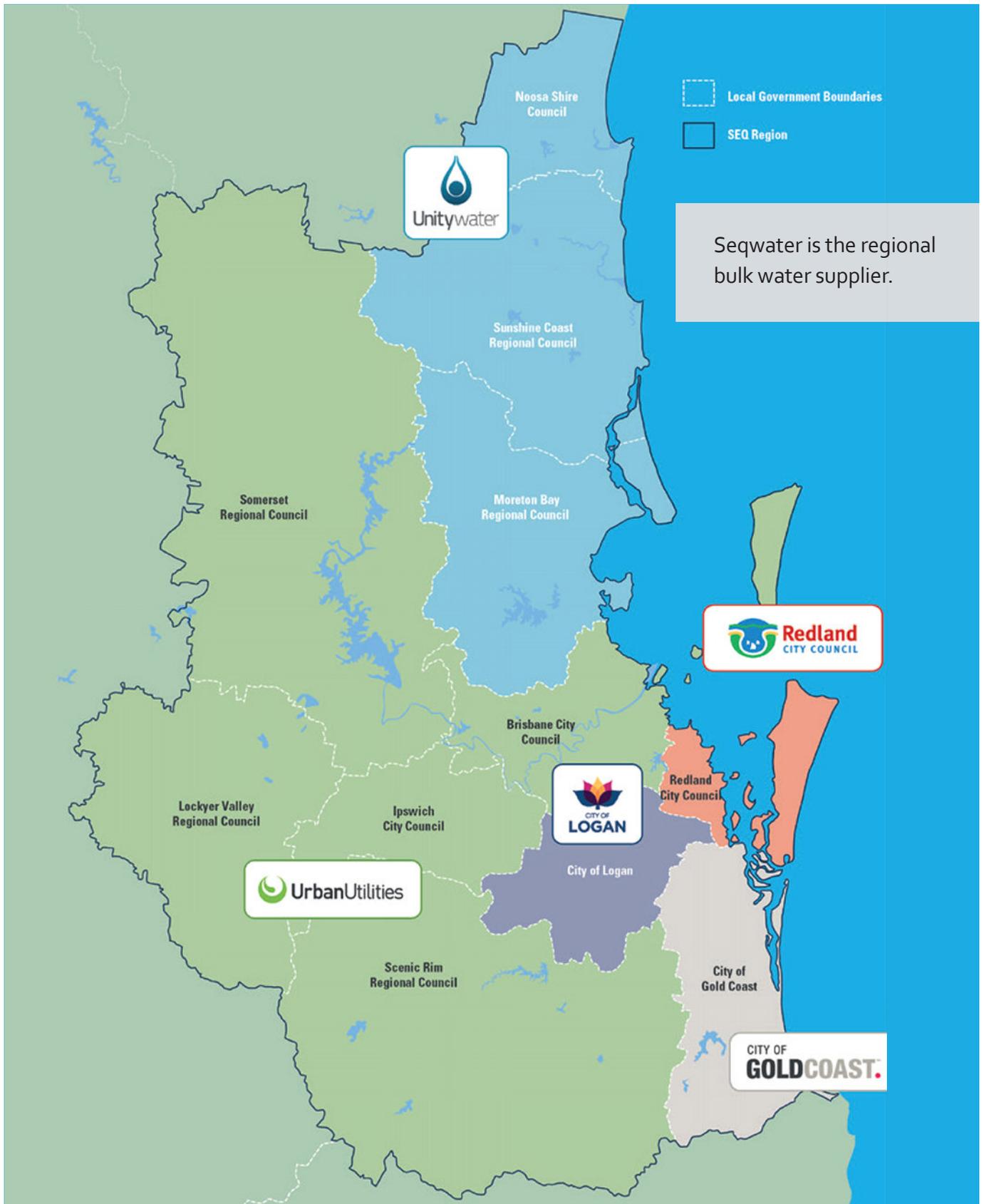
This Annual Report meets the needs of the *Bulk Water Supply Code*.





**YOUR SEQ WATER
SERVICE PROVIDERS
HOW WE INTERACT
AND WORK TOGETHER**





YOUR SEQ WATER SERVICE PROVIDERS

Seqwater is the Queensland Government statutory authority responsible for providing a bulk drinking water supply to the SEQ Service Providers.

Unitywater, Urban Utilities, and the water businesses of the Redland, Logan and the City of Gold Coast councils distribute

drinking water to customers. In addition, they are also responsible for collecting and treating sewage and supplying recycled water to customers. Collectively, we are your SEQ Water Service Providers.

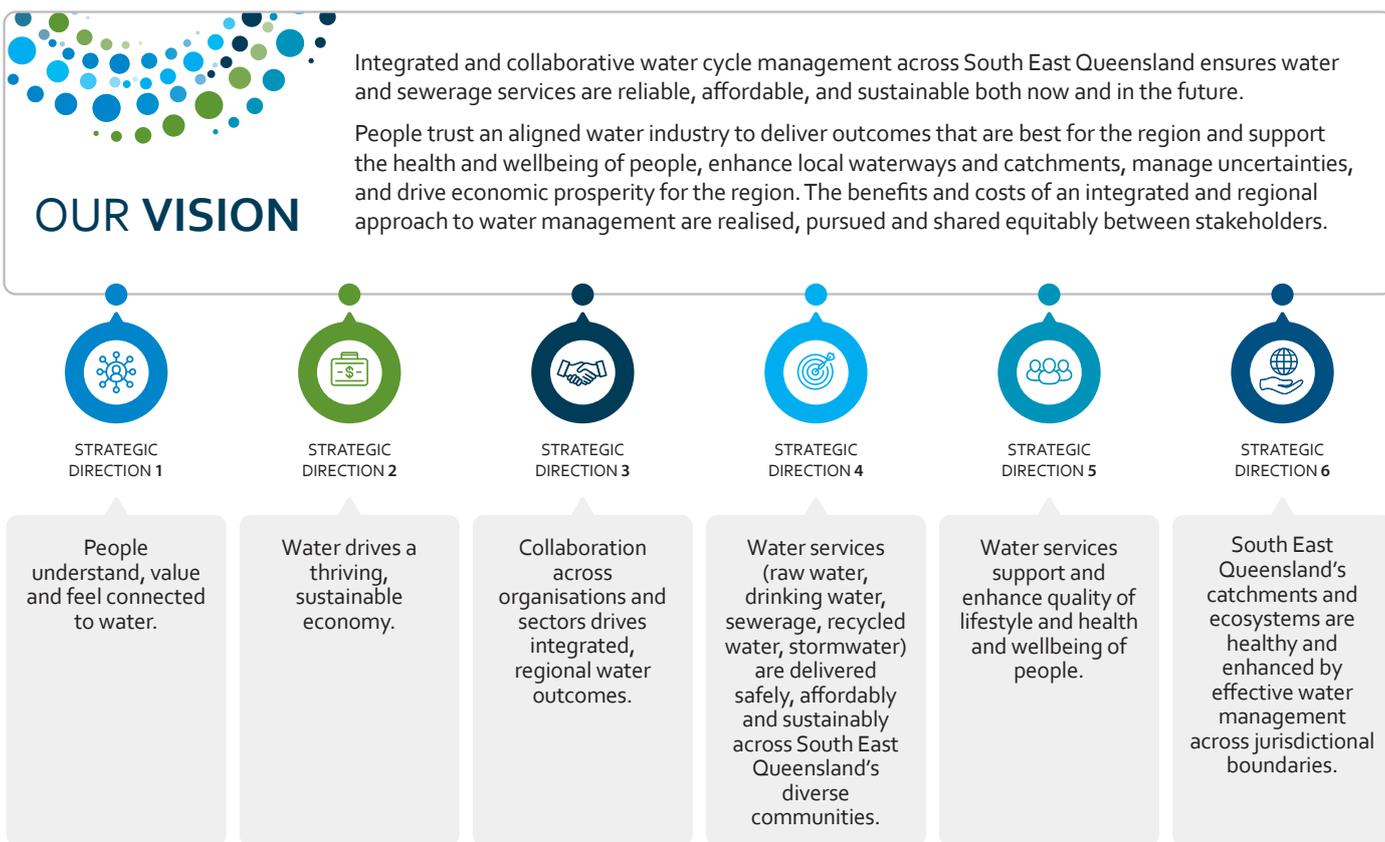
WORKING TOGETHER WITH ONE VISION...

Current institutional arrangements see water, sewerage and stormwater managed by different entities, making integrated water management initiatives challenging. As the SEQ water service providers we have developed our vision and strategic directions to achieve better outcomes for the SEQ community without close collaboration between the entities (Figure 1).

We see that water and sewerage services are a vital pillar to support the economy, lifestyle and health of SEQ and we must work together through our vision and strategic directions to strengthen our work to provide better outcomes for SEQ.

We are committed to working towards the vision and will engage with other key stakeholders enabling broader outcomes to be met. To support this, during 2021 we commenced stakeholder engagement with stakeholders from state and local governments, Healthy Land and Water, key water industry consultants and experts, research institutions and indigenous representatives. See the [Case Studies section](#) for more information.

The diagram below details our vision and strategic direction statements.



PROGRESSING OUR STRATEGIC INITIATIVES

To support achieving the vision and strategic directions we have developed strategic initiatives. These strategic initiatives are the new Key Possible Projects (KPPs) and we will map our progress of each of these in future annual reports.

Figure 1: Water for SEQ vision and strategic directions



STRATEGIC INITIATIVE 1

(key possible project for 2021)

Take a leadership role and communicate to State and Local Government the value of integrated water management in achieving sustainable development and broad regional outcomes.



STRATEGIC INITIATIVE 2

Utilise existing Water Security Provider platforms and establish new inter-agency forums to improve collaboration and to support solutions across geographic and institutional boundaries.



STRATEGIC INITIATIVE 3

Develop a collaborative and strategic approach to community engagement, education and messaging around regional water issues and outcomes.



STRATEGIC INITIATIVE 4

(key possible project for 2021)

Capture and share information, experiences and learnings across the water sector to ensure a growing body of knowledge that includes lessons from the past.



STRATEGIC INITIATIVE 5

Foster innovation in the water sector and develop pathways to translate innovation into practical outcomes.



STRATEGIC INITIATIVE 6

Maximise opportunities for delivering broad, regional benefits in the short, medium and long-term through coordinated project evaluation and decision-making supported by innovative cost benefit analysis and options assessment tools.



STRATEGIC INITIATIVE 7

Review the service standards for environmental, economic, social and cultural outcomes, to provide the best value for the SEQ community.



STRATEGIC INITIATIVE 8

Review and update project decision-making frameworks to consider updated service standards.



STRATEGIC INITIATIVE 9

(key possible project for 2021)

Influence SEQ regional planning so integrated water outcomes are embedded in land-use and other planning, policy and regulation.

The [Strategic Initiatives section](#) provides an update on progress against these initiatives in 2021.



OUR FOCUS

We have determined our areas of focus for the next few years based on our strategic initiatives. Figure 2 provides a high-level overview of our five-year plan.

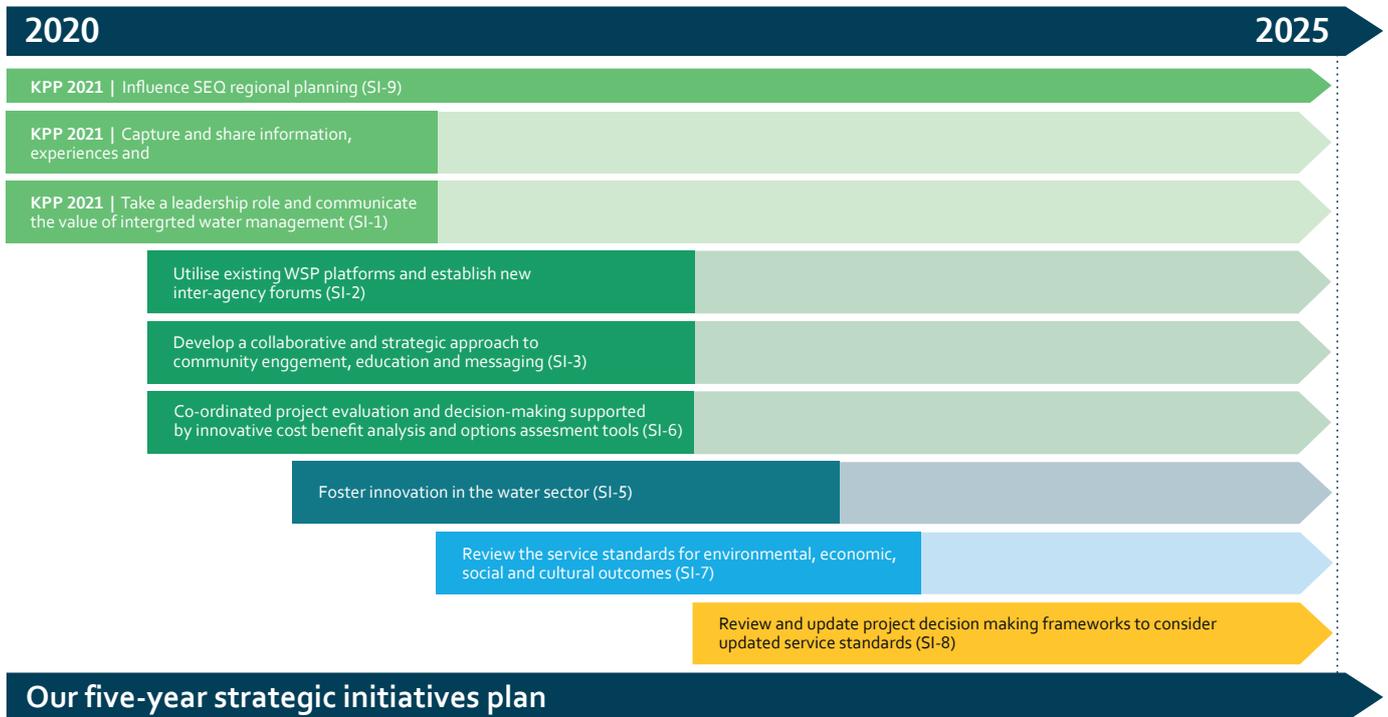


Figure 2: Our five-year strategic initiatives plan

The following three key initiatives have been established as the Key Possible Projects (KPPs) as required in the Bulk Water Supply Code.

- KPP 1 - Influence SEQ regional planning so integrated water outcomes are embedded in land-use and other planning, policy and regulation.
- KPP2 - Capture and share information, experiences and learnings across the water sector to ensure a growing body of knowledge that includes lessons from the past.
- KPP3 - Take a leadership role and communicate to State and Local Government the value of integrated water management in achieving sustainable development and broad regional outcomes .

We will review this plan each year, along with organisational and industry priorities, and community needs (including cost of water and sewage services) and water security at the time and update the plan as needed.

The [Strategic Initiatives section](#) lists some of this year’s activities which support these initiatives.





DELIVERING WATER AND
SEWERAGE SERVICES
AND A RANGE OF OTHER
BENEFITS TO SEQ





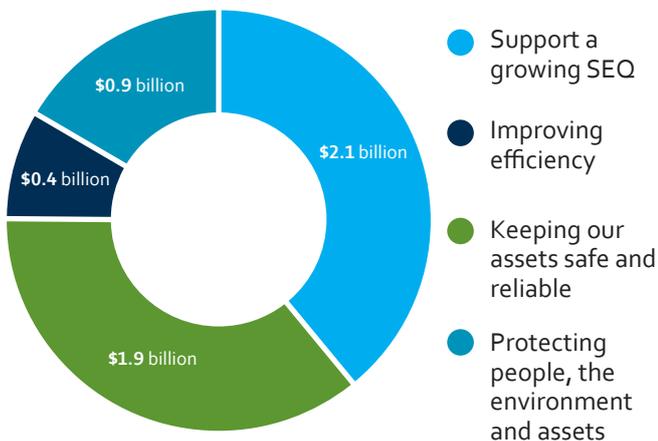
We supply water and sewerage services to provide health and sanitation to more than three million people across SEQ and support economic growth. Over the next five years, we expect to spend almost \$5 billion to meet the water supply and sewerage needs of communities to support the SEQ Regional Plan and the Water Service Providers customer service charters. We will invest in:

- Supporting a growing SEQ by delivering a broad spectrum of solutions to ensure our growing communities continue to have the water and sewerage services they require. SEQ is a rapidly growing region and this is reflected in the significant expenditure shown above

- Delivering safe and reliable water and sewerage services that our communities can depend on by maintaining and renewing infrastructure
- Improving the efficiency of distribution of water and collection and treatment of sewage
- Protecting people, the environment and assets by upgrading dams to meet improved safety guidelines; managing the impact of nutrients on waterways and upgrading sewage treatment plants.

Whilst we all budget separately to meet these needs in our own areas of responsibility, we continue to plan together to deliver consistent and reliable services across SEQ.

SEQ WATER SERVICE PROVIDER CAPITAL EXPENDITURE FROM 2021/22 - 2025/26



We will also spend more than \$3 billion over the next five years operating and maintaining the water supply and sewerage systems.

In addition to meeting the growing needs of the SEQ community, the delivery of water and sewerage services to SEQ provides many other benefits including protecting the environment through capture and treatment of sewage, reducing greenhouse gas emissions through efficient use of energy, and recycling water and other materials and caring for our catchments. We continue to identify ways to use technology and engage all levels of government and private industry in a regional approach to improve environmental outcomes.

Providing quality water and sewerage services is essential and valuable. As an industry we are focused on affordability of the service and the impact of the cost of essential water and sewerage services on the communities of SEQ.

We work together to manage drought and reduce the economic impact on South East Queenslanders. To reduce the risk of adverse economic impacts we work together on communication and education programs, demand management initiatives and effective network operations.

The SEQ water service providers have continued to provide high-quality water and sewerage services to the community throughout the COVID-19 pandemic. Our services have been critical, enabling the use of soap and water precisely when sanitation was paramount. These essential services continue to be provided across the SEQ Region by:

- providing hardship packages for customers and packages to support business
- implementing our working practices in COVID safe manner
- working remotely where appropriate
- continuing to support COVID-19 health tracking and tracing through sewage testing.

Water service providers contributing to economic recovery under Queensland's Economic Recovery Plan by:

- protecting public health (water for sanitation purposes)
- creating new jobs and supporting existing jobs - through continuing provision of services and delivery of our capital works programs
- working together.

With the announcement of the 2032 Olympics for Queensland, work has already commenced to ensure the water and sewage needs for this event are met. Early planning will enable joint projects to occur with a range of providers to improve efficiencies and reduce overall costs, in alignment with long-term planning. Importantly these projects will serve the SEQ community well into the future. For example, securing land for water and sewerage assets in alignment with other Government land acquisition for Olympics venues.

We continue to work together through joint networks and working groups as shown below. We will review these groups from time to time and adjust as needed to meet the needs of the SEQ water service providers and priorities for the region. We also meet as needed on project specific work to understand the issues and work towards best value outcomes.



KEY DECISION MAKERS

- ▶ Water Service Providers CEO Partnership
- ▶ Strategy and Planning Committee (the Joint Working Group under the Bulk Water Supply Code)
- ▶ Joint Operations Committee



WORKING TOGETHER

Planning for future resilience

- ▶ Regional planning and water security
- ▶ Regional Safety
- ▶ Asset Planning



SUBJECT MATTER EXPERTS

Technical Working Groups

- ▶ Communications and engagement
- ▶ Demand management
- ▶ Demand forecasting
- ▶ Research and Innovation



EMERGENCY RESPONSE

Meeting and collaboration

- ▶ Major Outage
- ▶ Flood
- ▶ Drought

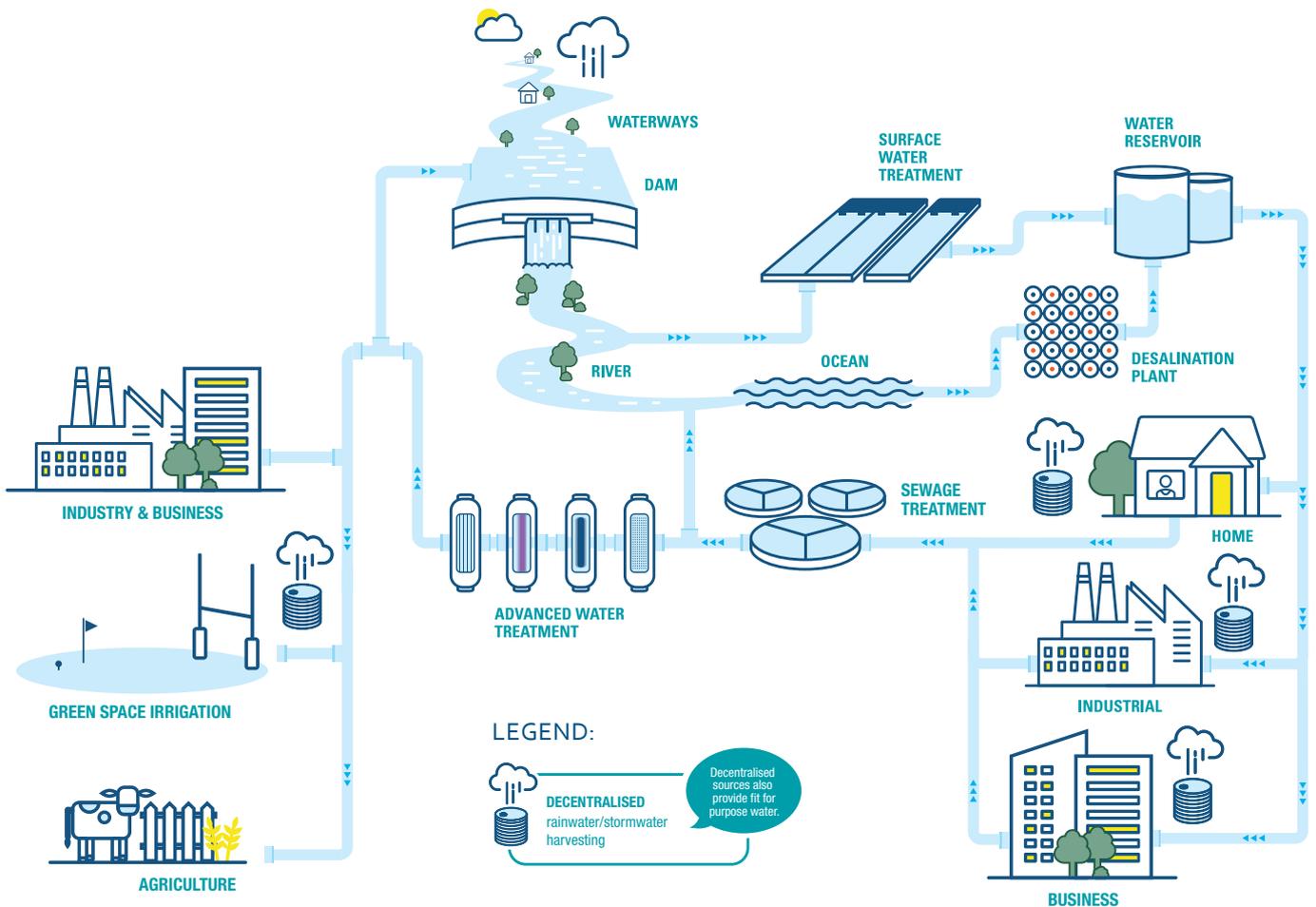
OUR WATER CYCLE

Water is sourced from dams, surface water from rivers, the sea and underground aquifers, and requires significant treatment to meet Australian Drinking Water Guidelines. We also have the ability to produce purified recycled water from the Western Corridor Recycled Water Scheme. Purified recycled water also meets the Australian Drinking Water guidelines.

The diagram below shows the urban water cycle from the collection of raw water, through treatment and distribution to the customer, then collection from the customer as sewage where it is treated and either returned to the natural environment or reused.

The Water for SEQ Plan focuses on effective planning within this water cycle. Importantly, in the longer term, the Plan will consider the region’s sustainable use of all water sources.

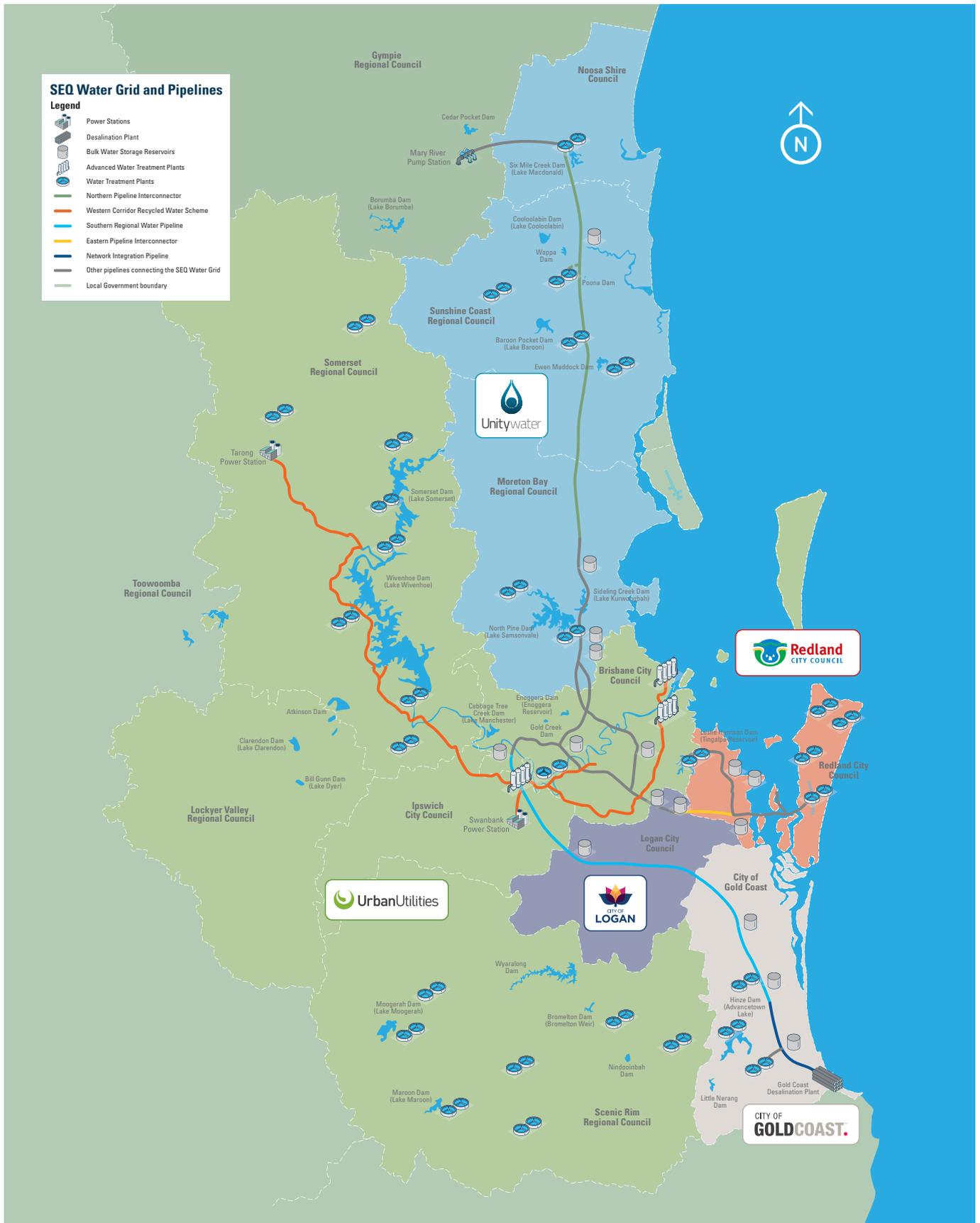
We recognise stormwater also plays an important role in this water cycle. Whilst the first Water for SEQ Plan will focus largely on water supply and sewerage, the longer-term intention, as indicated in the vision and strategic directions, is to also integrate stormwater into this planning. We have commenced our discussions this year with local councils and other key stakeholders to start to understand how we might progress this integration.



 32 WATER TREATMENT PLANTS	 1 DESALINATION PLANT	1 PURIFIED RECYCLED WATER SCHEME (INCLUDING 3 ADVANCED WATER TREATMENTS PLANTS)	 23,789 km OF WATER MAINS	22,5953 km OF SEWER MAINS 	 62 SEWAGE TREATMENT PLANTS
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If we laid our water main pipes end to end, they would stretch half way around the world. The distance would be equivalent to flying from Brisbane to London and on to Mexico.



Across SEQ there are multiple water storages, water and sewerage treatment plants, pumps and pipes. The map above provides an insight into the size and complexity of the bulk water supply network across SEQ. Beyond this network, the SEQ Service Providers draw water from the SEQ Water Grid to supply homes and business through their distribution

networks. In addition, the SEQ service providers collect sewage from homes and business through their sewerage networks and transport the sewage to their sewage treatment plants for treatment.

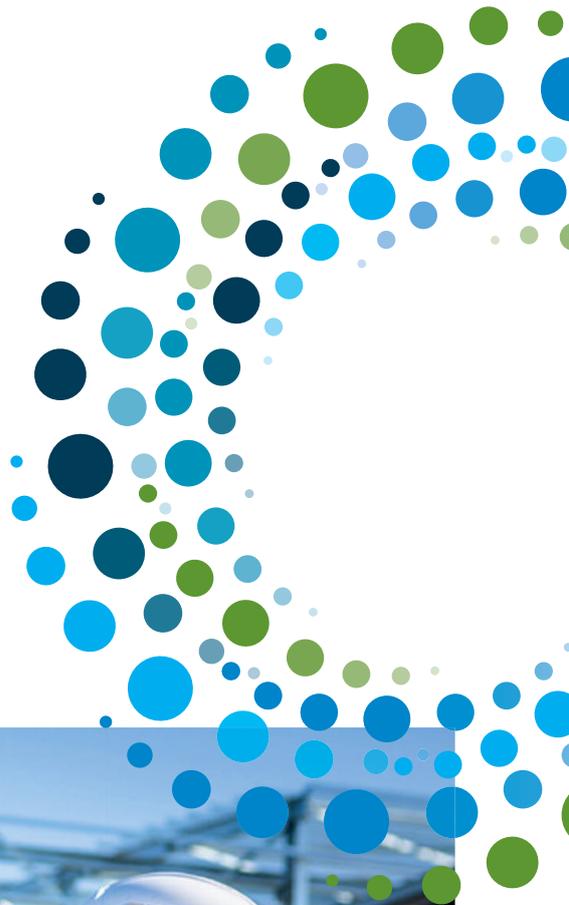
OUR GROWING COMMUNITY

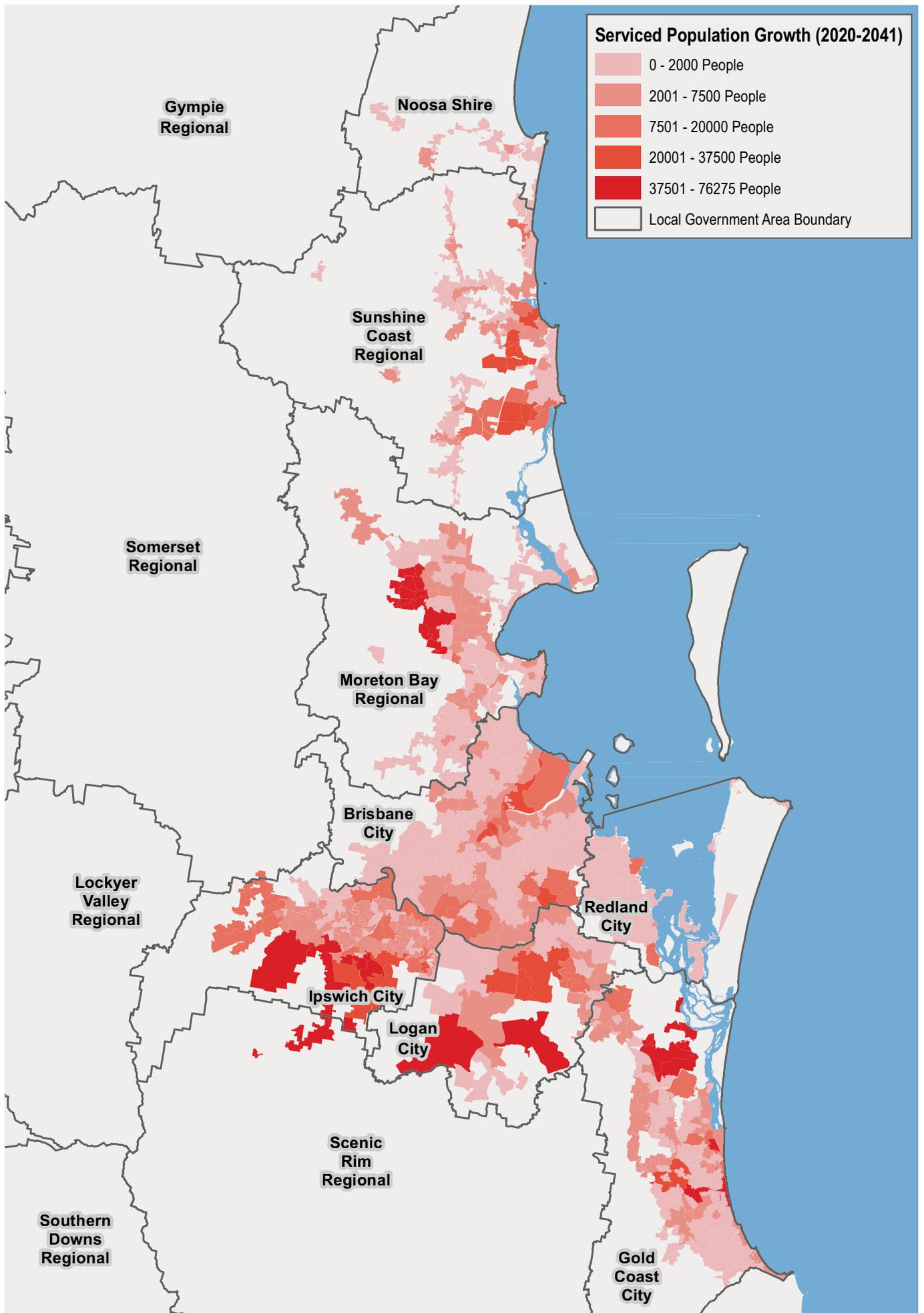
The population of SEQ is expected to grow by around two million people over the next 25 years. The identified significant growth areas are shown on the map on page 17. The Water Service Providers are working together to provide safe, low cost and sustainable services to the growth areas that contribute to the lifestyle and sustainability of the region.

Whilst there has been an increase in interstate migration during the COVID-19 pandemic, there has not been an overall increase in growth due to limited international migration. It is not yet known if population growth from COVID-19 will have any impact on population or demand forecasts for SEQ. As the SEQ water industry we will continue to monitor this growth and will adapt our planning as necessary based on longer-term trends.

The SEQ Water Service Providers contribute to this economic activity through significant investment of capital in maintaining, replacing and delivering new assets.

We have a critical role in supporting and enabling regional growth in South East Queensland. This occurs by proactively providing innovative service and asset solutions in partnership with the private sector developers. We are further progressing this collaboration with better outcomes for the community through development of the Water for SEQ Plan which will support the growth targets underpinned by the SEQ Regional Plan.





CHALLENGES AND OPPORTUNITIES

Water and sewerage services are critical now and in the future. This year we have further considered our future challenges and opportunities to continue to provide quality and best value services. In the [2020 annual report](#) we outlined trends and challenges for water and sewerage services:

- climate variability and change
- changing community expectations
- growing population and demand
- infrastructure renewals and upgrades
- resource competition
- changing land use and source water availability
- global shocks
- complex water governance.

These trends and challenges remain valid and we are working together to respond to the trends and manage the challenges. We identified a further challenge this year: escalating cost and scarcity of materials, equipment and skilled labour.

We have engaged more broadly across the SEQ water industry this year (see case study) to understand in greater detail the issues across the sector in relation to integrated water management. Understanding and managing these issues is critical to the success of Water for SEQ and effective future integrated water management in SEQ. Our work has only just commenced and will continue throughout 2022. The initial results indicate:

- an understanding across the water sector that water is not constrained to local government boundaries and a regional focus is required
- a clear need for a more integrated/ coordinated approach to water management in SEQ as envisaged by the Water for SEQ plan. Such a plan will help to ensure we are adaptable to a changing future
- there are limited resources in all organisations, therefore working together to reduce duplication, share experiences and learnings, is essential to provide better outcomes across the region
- there are many stakeholders who should be involved in progressing Water for SEQ
- there are existing projects which have commenced integrated water management and that these should be recognised and supported in the Water for SEQ planning to enable sustainable use of water resources to support a high standard of living.

We will continue to engage with the broader SEQ water industry, research and assess the issues over the coming six months. From this information a strong foundation for the development of the Water for SEQ plan can be established, and we can progress discussions with key stakeholders, including State Government, to increase integrated water management, and consideration of water and sewage matters in higher level regional planning.





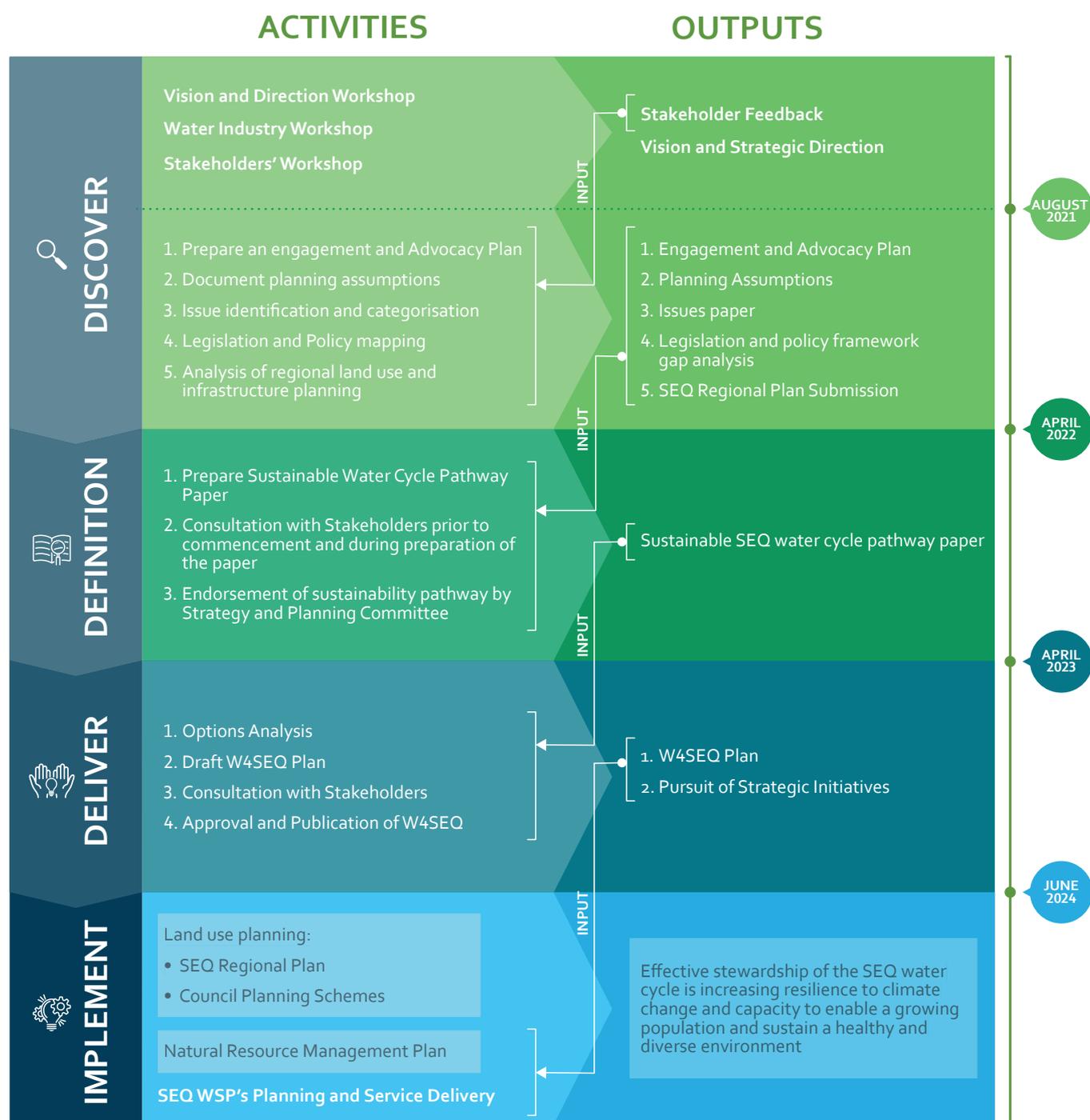
PREPARING THE WATER FOR SEQ (W4SEQ) PLAN

The SEQ water service providers have mobilised a team to prepare the W4SEQ plan. The project team is working under the direction of a project steering committee which reports to the SEQ water service providers' Strategy and Planning Committee.

The project team have prepared a project plan which is based upon feedback from two stakeholder workshops and which will continue to be refined in view of stakeholder input throughout the course of preparing the W4SEQ plan.

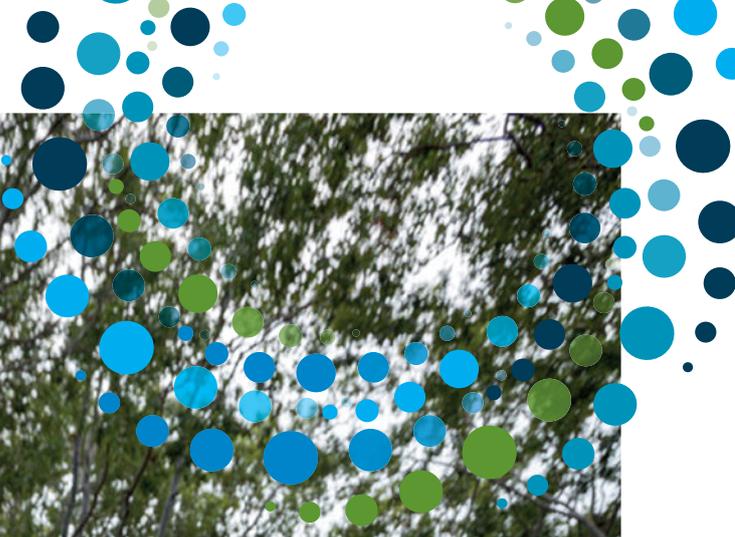
Figure 3 provides an overview of the major tasks and timeline for delivery of the W4SEQ plan.

The SEQ water service providers' aspiration for the W4SEQ plan is that it will inform land use planning at regional and local government levels and natural resource management planning. Accordingly, key project deliverables such as a 'legislation and policy gap analysis' and a sustainable water cycle pathway paper will be delivered to support the review of the SEQ Regional Plan.



Note the greyed boxes represent our aspiration

Figure 3: Overview of Preparation of the W4SEQ Plan





CASE STUDIES

Our 2021 case studies provide a snapshot of four projects where we have progressed towards our vision and strategic direction statements.



WATER FOR SEQ ENGAGEMENT

The basis of the Water for SEQ plan is integrated planning through collaboration. Hence engagement on Water for SEQ planning is critical.

We progressed our engagement this year with two important workshops. An initial strategic workshop was held in June with technical experts. We sought input into the preparation of the Water for SEQ plan, key issues to address and key stakeholders who should be involved in the development of the Water for SEQ Plan. The participants brought a wealth of knowledge to the workshop and provided strong support for improving collaboration and developing a more integrated approach to water management in SEQ.

In August a second workshop was held with a broader range of stakeholders and was used to launch the Water for SEQ planning process. The workshop was held online with over 70 participants from local and State government, SEQ Water Service Providers, traditional owners, and independent environmental organisations. Participants identified challenges, issues and opportunities and prioritised them for the development of the Water for SEQ plan. They also explored linkages to existing projects and opportunities for collaboration. There was a strong desire to be involved and to share technical expertise to progress the plan.



WHO'S INVOLVED

- SEQ water service providers
- SEQ local councils
- Healthy Land and Water
- State Government
- Community, environment, traditional owner and industry groups



BENEFITS INCLUDE:

- We have a better understanding of the challenges and issues that we need to address within the Water for SEQ plan
- Involvement of many stakeholders who are critical to the success of the Water for SEQ plan
- Commencement of the process to work together to better respond to shared challenges (such as climate change and population growth) and deliver cost-effective solutions for the community.

NEXT STEPS

- Continue to increase stakeholder engagement to build a strong knowledge base to develop the Water for SEQ plan.
- Continue collaborative planning with key stakeholders to progress Water for SEQ planning.



STRATEGIC INITIATIVES



WATER SECURITY PROGRAM

Seqwater has commenced the review of the Water Security Program. This review has included greater engagement with the SEQ Service Providers. This will result in a revised program which considers relevant SEQ Service Provider matters. To date, this review has included demand forecasts endorsed by each SEQ Service Provider, increased involvement in drought response planning, and participation in water security option strategic assessments. This engagement will continue throughout the review process.

Seqwater has also been liaising closely with the State Government throughout the review and will continue to do so in to 2022.

BENEFITS INCLUDE:

- Involvement of key stakeholders in the water security program review will result in a more robust water security program which considers greater community needs.
- The engagement process has highlighted many opportunities for increased integrated planning, but importantly a greater understanding of each organisations concerns. This understanding will result in improved long-term planning outcomes for the SEQ community.



WHO'S INVOLVED

- City of Gold Coast
- Logan City Council
- Redland City Council
- Seqwater
- Unitywater
- Urban Utilities
- State Government



NEXT STEPS

- Continue to engage with the SEQ Service Providers and State Government to complete the water security program review in 2022.
- Continue to take our learnings and improve our planning processes.



RESPONDING TO DROUGHT

SEQ continues to experience extended dry conditions, with Water Grid storage levels reaching as low as 54.9% (4/11/21) being the lowest levels since the Millennium Drought (2001-2009). When we respond to drought, we all work together to provide a coordinated and collaborative regional approach. This allows us to provide consistent and clear messages to the community and ensure we respond to drought effectively. During this drought we worked together on:

- educating the community about reducing water consumption.
- planning ahead for the next drought trigger and potentially water restrictions.
- monitor the drought situation and acting in alignment with the adaptable drought response approach
- further developing communication and engagement activities for climate-independent water sources such as purified recycled water and the use of the Western Corridor Recycled Water Scheme as drought severity increases.

WHO'S INVOLVED

- City of Gold Coast
- Logan City Council
- Redland City Council
- Seqwater
- Unitywater
- Urban Utilities
- State Government

BENEFITS INCLUDE:

- By working together, and with the help of our community, we are responding more effectively, reducing the risk of severe drought water restrictions, which will impact the SEQ economy and lifestyle.
- Drought planning is significantly advanced to increase resilience within the water supply system and community at large, and the region is ready to respond to continuing drought conditions
- Continued collaborative planning to further increase readiness and align drought response approaches across the SEQ Water Service Providers.





STRATEGIC INITIATIVES

WATER FOR SEQ LUNCH AND LEARNS

Earlier this year we commenced monthly lunch and learn sessions for all SEQ water service provider staff. We use an on-line platform to enable as many staff as possible to attend from across the SEQ region. Topics have included: Unitywater’s progress on Sunshine Coast total water cycle planning, City of Gold Coast recycled water scheme, Logan City Council Water’s Biosolids gasification project, Urban Utilities’ waterway modelling system and Western Corridor Recycled Water Scheme.

BENEFITS INCLUDE:

- Engagement has resulted in shared experiences and greater collaboration. This will lead to a reduction in duplicated effort and better planning outcomes across the region.

WHO’S INVOLVED

- City of Gold Coast
- Logan City Council
- Redland City Council
- Seqwater
- Unitywater
- Urban Utilities

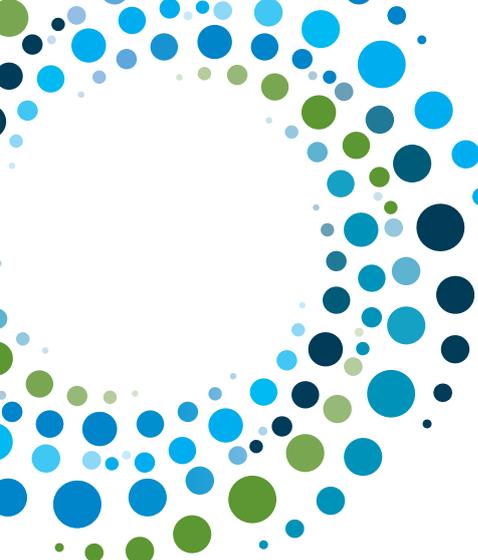


NEXT STEPS

- Continue monthly lunch and learn sessions throughout 2022.

STRATEGIC INITIATIVES





IMPLEMENTING THE WATER FOR SEQ STRATEGIC INITIATIVES

In 2021 we implemented a range of actions to progress towards the Water for SEQ vision and strategic directions. This work has furthered our collaborative approach across the SEQ Water Service Providers, increased regional knowledge, provided collaborative focus on best value outcomes for the SEQ community. Examples of the actions completed for each strategic initiative this year are highlighted in the table below.



2021
KPP3

STRATEGIC INITIATIVE 1

Take a leadership role and communicate to State and Local Government the value of integrated water management in achieving sustainable development and broad regional outcomes.

Actions completed this year

Unitywater has completed an integrated water cycle management plan (total water cycle management plan) for Sunshine Coast and Noosa local government areas. Both Sunshine Coast and Noosa Councils were involved in the project steering committee and will be engaged in the implementation of the plan to reduce demand on potable water supplies, protect the quality of water in natural waterways and reduce the amount of energy used in the water cycle.

Commenced engagement across the total water cycle industry sector to progress Water for SEQ engagement and planning, including workshops (see case study).

STRATEGIC INITIATIVE 2



Utilise existing Water Security Provider platforms and establish new inter-agency forums to improve collaboration and to support solutions across geographic and institutional boundaries.

Actions completed this year

Significantly progressed drought response preparedness through collaborative forums with SEQ water service providers and state government.

Established a Water for SEQ project team with resources from each SEQ water service provider. The team is progressing work on issues identification, stakeholder engagement and establishment of robust inputs and assumptions.

STRATEGIC INITIATIVE 3

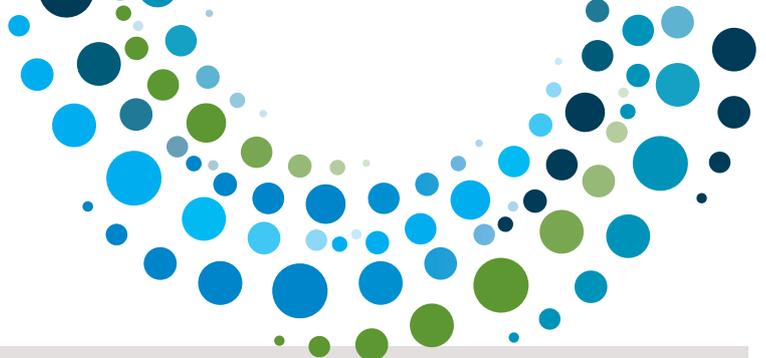


Develop a collaborative and strategic approach to community engagement, education and messaging around regional water issues and outcomes.

Actions completed this year

Enhanced communication and engagement with the South East Queensland community through a coordinated, industry approach across the SEQ water service providers including:

- a. community education through the Water Future program
- b. Drought response messaging
- c. Presentations at water sustainability forums
- d. Unitywater's community consultation to inform preparation of its integrated water cycle management plan mentioned above.



STRATEGIC INITIATIVE 4

Capture and share information, experiences and learnings across the water sector to ensure a growing body of knowledge that includes lessons from the past.

Actions completed this year

Monthly on-line lunch and learn sessions across the SEQ water service providers, bringing together more than 150 people from across the industry to share knowledge and experiences (see case study).

Continuing to build our regional capability in emergency management.

Increased information sharing between the water service providers through networks, workshops and other platforms such as drought response, regional planning, water security, demand management and demand forecasting.

Shared knowledge of research & investigation projects in the water industry, presented on existing collaborative trials and discussed opportunities for collaboration. Shared information collected at other national forums. Captured information on relevant projects and collaborative work.

Unitywater and Seqwater have been collaborating on planning for the provision of water services to the emerging communities of Caboolture West, Pine Valley, and Morayfield South in the form of a new connection to the SEQ Water Grid.

STRATEGIC INITIATIVE 5



Foster innovation in the water sector and develop pathways to translate innovation into practical outcomes.

Actions completed this year

Shared learnings of our respective innovation journeys and devised ways to take advantage of opportunities to work together in the SEQ region on innovation initiatives.

STRATEGIC INITIATIVE 6



Maximise opportunities for delivering broad, regional benefits in the short, medium and long- term through coordinated project evaluation and decision-making supported by innovative cost benefit analysis and options assessment tools.

Actions completed this year

Established a regional demand forecast for consistent planning.

Developed demand forecast model to inform the assessment of climate change on future on water demand.

Established systems and platforms to better share water demand data, analytics and reporting capabilities.

Progressed regionally consistent drought water restriction discussions and developed aligned enforcement procedures.

Continued participation in the Adaptive Planning Community of Practice which will provide an enhanced decision-making tool.

We will continue to work through actions to achieve this full initiative which includes innovative cost benefit analysis and options assessment tools.

STRATEGIC INITIATIVE 7



Review the service standards for environmental, economic, social and cultural outcomes, to provide the best value for the SEQ community.

Actions completed this year

Joint development and in-principle agreement on water quality service standards between all SEQ water service providers.

Continued work on drought risk appetite principles and appetite for the region.

Continued work on increased demand management in drought and commenced considerations for a long-term demand management plan.

STRATEGIC INITIATIVE 8



Review and update project decision making frameworks to consider updated service standards.

Actions completed this year

This work will progress following actions from strategic initiative 7 above.



2021
KPP1

STRATEGIC INITIATIVE 9

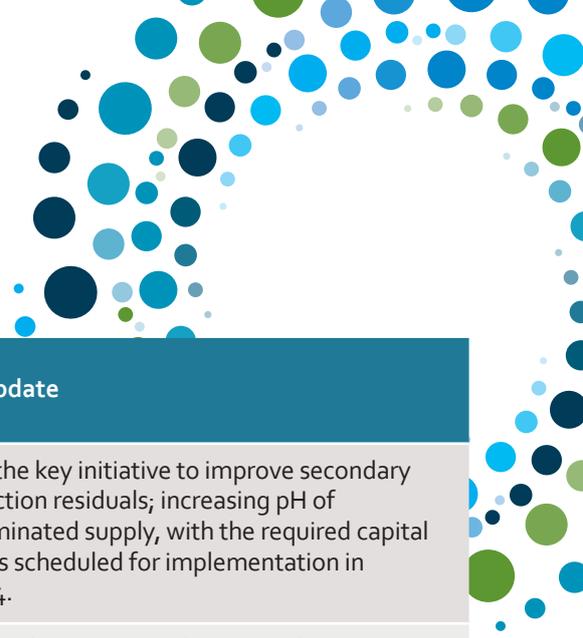
Influence SEQ regional planning so integrated water outcomes are embedded in land-use and other planning, policy and regulation.

Actions completed this year

Continuation of Water for SEQ planning.

Commenced discussions with the state government about integrated water outcomes and regional planning.





PREVIOUS AND ONGOING KPPs

The following table updates previous and ongoing KPPs.

KPP	Link to Water for SEQ Plan strategic initiative	2021 update
Regional secondary disinfection optimisation project (RSDOP)	Strategic initiative 4 (2021 KPP2)	This is the key initiative to improve secondary disinfection residuals; increasing pH of chloraminated supply, with the required capital projects scheduled for implementation in 2023/24.
Co-ordinated catchment management activities	Strategic initiative 4 (2021 KPP2)	Ongoing discussions and activities for catchments.
Water for SEQ Plan	Strategic initiative 4 (2021 KPP2)	Continued development of the Water for SEQ Plan, including a more detailed understanding of the breadth of issues (see case study).
Water Future Program	Strategic initiative 4 (2021 KPP2)	Continued education activities. This work will continue as part of normal business and is no longer a KPP.



