



Program

THURSDAY, 19 September 2019

8:30am Registration opens at Hotel Grand Chancellor

PLENARY SESSION (Chair: Elsie Mann)

9:00am **Symposium Commences**

9:00am **Welcome**
 AWA WELCOME & ACKNOWLEDGEMENT OF COUNTRY - **Elsie Mann, Chair, AWA SA Branch**
 WELCOME ADDRESS - **Dr Richard Harvey MP, Member for Newland** (on behalf of The Hon David Speirs)
 YOUNG WATER PROFESSIONALS WELCOME - **Amir Vahdani, Regional Sales Manager, WA&SA, Steel Mains**
 THOUGHT LEADER WELCOME - **Anna Jackson, General Manager Customers, Strategy and Innovation, SA Water**

9:35am **Keynote Speaker**
 TRANSFORMATION THROUGH PARTNERSHIPS
Daniel Sullivan, AWA Board Director | Chief Executive, Iota Services

10:15am - 10:35am Morning Tea

SESSION 1 (Chair: Cameron McPhail)

10:35am LESSONS FROM NATURAL DISASTER RESILIENCE PLANNING
Professor Holger Maier, The University of Adelaide

11:05am ENGAGING AN INNOVATION CULTURE
Frank Wyatt, Strategic Advisor, Enterprising Partnerships

12:10pm- 1:00pm Lunch

SESSION 2 (Chair: Adam Medlock)

1:00pm MANAGING THE MESSAGE
David McKay, Chief Operating Officer, Thomas Foods International

1:30pm **Workshop**
 EMBEDDED CULTURAL DESIGN WORKSHOP
Jake Berry, Mechanical Engineer, WSP

2:35pm-2:55pm Afternoon Tea

SESSION 3 (Chair: Andrew Wilkins)

2:55pm RENEWABLE GAS IN AUSTRALIA
Krissy Raman, Head of Strategy and Innovation, AGIG

3:25pm AI FOR OPERATIONS & MAINTENANCE IN THE WATER INDUSTRY
Kevin Hecketsweiler, Energy Project Engineer, PREDICT

CLOSING SESSION (Chair: Anna Jackson)

3:55pm WRAP UP
Anna Jackson, General Manager Customers, Strategy and Innovation, SA Water

4:20pm - 4:50pm Networking Drinks and Canapes

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SA SYMPOSIUM'19

Lessons from the Outside

Presentation Overview | Our Speakers



Welcome

"OPENING ADDRESS"

Dr Richard Harvey MP, Member for Newland

A former Medical Research Scientist, SANFL Field Umpire, and Piano Teacher, Dr Harvey is the member for Newland, in Adelaide's north-east. As a research scientist for the University of Adelaide, Richard worked to find new ways of preventing and treating pneumonia and meningitis. Richard's diverse skills and experience give him a great perspective from which to open proceedings at 'Lessons from the Outside'. Dr Harvey will deliver the Symposium welcome on behalf of Minister for Environment and Water, the Hon David Speirs.



Keynote Address

"TRANSFORMATION THROUGH PARTNERSHIPS"

Daniel Sullivan, Iota Services CEO, and AWA Board Director

Daniel Sullivan joined South East Water in August 2017 as a member of the executive and leads its commercial arm, Iota. Daniel has brought over 20 years' experience in senior roles across technology commercialisation, consulting and international trade, including 12 years as a trade official on diplomatic postings. Daniel is excited to translate South East Water's expertise and technologies that it is developing to enable its digital transformation, to the global water industry. Daniel commenced as a Director on the Australian peak industry body, the Australian Water Association in May 2019 and has an MBA from the Melbourne Business School.



Presentation

"LESSONS FROM NATURAL DISASTER RESILIENCE PLANNING"

Professor Holger Maier, The University of Adelaide

Holger is Professor of Environmental Engineering at the University of Adelaide and has worked on water related research for the last 25 years, including urban water supply systems and river management. For the last 6 years, he has led the Economics and Strategic Decisions Research Cluster for the Bushfire and Natural Hazards CRC, as well as a project focused on the development of a decision support system for long-term disaster risk reduction, which is now used in four states in Australia.

This talk will outline some of the lessons learnt from this work in the disaster management sector that are also applicable to the water sector, especially those related to long-term planning in an increasingly uncertain environment. The first of these lessons is that it is vital to plan for multiple plausible futures, rather than a single, best-guess future. The second lesson is that the way different futures are explored is critically important: it is important to consider a range of future risks, not just those associated with climate change, it is important to realise that scenarios, if developed with the right focus, provide a powerful means of exploring these futures and it is important to understand that when it comes to climate scenarios, one size does not fit all. The third and final lesson is that it is likely that the modes by which water systems fail are likely to change into the future.

[See full biography here](#)



Interactive Panel

“ENGAGING AN INNOVATION CULTURE”

Frank Wyatt, Strategic Advisor, Enterprising Partnerships

In this session, Frank will be joined by four leading innovators who will dive into:

- How they've each addressed building a culture of innovation, a mindset of creativity and future-focused thinking in their organisations.
- How they've stimulated ideation and ensured it is respected and sustained within the culture of their organisation.
- What challenges people taking this journey are likely to expect.
- What advice (other than don't do it) have they got for achieving the different aspects of innovation: product, process, business model, and servitization.
- There will also be time for Q&A with the audience.

[See full biography here](#)

On the panel



Ben Flink

Senior Manager
Business
Innovation, RAA
Group
[See bio here](#)



Emma Cole

Innovation Manager
(Acting), SA
PowerNetworks
[See bio here](#)



**Dr Bernadette
Eckermann**

Innovation
Specialist, SA
Water
[See bio here](#)



Myles Clarke

Squadron Leader,
Royal Australian Air
Force
[See bio here](#)



Presentation

“MANAGING THE MESSAGE”

David McKay, Chief Operating Officer (COO), Thomas Foods International

Forced to deal with a significant event in Thomas Foods International's history, David will share in his presentation:

- His experience on how the magnitude of and the impact this event had on Thomas Foods International
- How the message was managed in an effort to limit its impact to the organisation
- What some of the learnings were
- How such a negative issue could be managed into a “positive message” and
- The exciting future on the organisation

[See full biography here](#)



Workshop

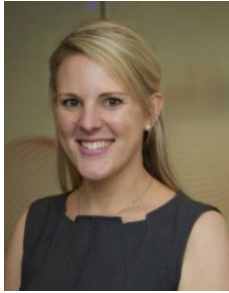
“EMBEDDED CULTURAL DESIGN WORKSHOP”

Jake Berry, Mechanical Engineer, WSP

This workshop will cover the principles of what embedded cultural design is and what it could look like for our communities and cities. Indigenous peoples and infrastructure have had problematic relationships in the past with roads, bridges and railways to name a few which can break connection between people and country. As such how can we create infrastructure to help reconnect relationships between country and people? How can country be represented and add meaning to the design of infrastructure spatially and its surfaces?

Combining design with local indigenous principles enhances peoples' connections to a place, its stories and what came before. These set of design principles are a starting point of engagement with local people and country. Real life examples will be presented of what it could potentially look like and will include concepts such as soundscape design.

[See full biography here](#)



Presentation

“RENEWABLE GAS IN AUSTRALIA”

Krissy Raman, Head of Strategy and Innovation, AGIG

Australian Gas Infrastructure Group (AGIG) is one of the largest gas infrastructure businesses in Australia, with operations across the value chain and across Australia.

Gas is an important part of our energy mix and therefore has an important role to play in meeting our carbon emission targets. With this in mind, AGIG are developing an Australian-first hydrogen production facility at the Tonsley Innovation District in South Australia. Hydrogen Park South Australia, HyP SA, will use a 1.25MW PEM electrolyser to split water into hydrogen and oxygen using renewable electricity. The renewable hydrogen will be blended with natural gas and supplied to customers and may also be supplied to other users via tube and trailer.

Krissy’s presentation will focus on the HyP SA development including community engagement on the project. She will also outline AGIG’s future low-carbon vision and potential synergies with the water industry.

[See full biography here](#)



Presentation

“AI FOR OPERATIONS & MAINTENANCE IN THE WATER INDUSTRY”

Kevin Hecketsweiler, Energy Project Engineer, PREDICT

Digital technologies are booming all around the world. Artificial Intelligence, Augmented Reality, Internet of Things, Digital Twin are examples of technologies that bring direct benefits to today’s society to overcome the modern challenges such as the management of energy and resources.

Predictive maintenance is a part of this value chain. Combining data science, engineering and experts’ knowledge, predictive maintenance provides some powerful outcomes to anticipate unknown events and take effective actions accordingly.

Water industries facing such challenges as energy management and assets maintainability can now be supported in a safe and efficient manner thanks to advanced predictive analytics.

[See full biography here](#)



Welcome and Wrap Up

“THOUGHT LEADER WELCOME” AND EVENT WRAP-UP

Anna Jackson, General Manager, Customers, Strategy and Innovation, SA Water

Anna leads SA Water’s Customers Strategy and Innovation team consulting and engaging with the customers and the communities they work in, transforming customer insights into actions to improve customer experience, and effectively communicating with 1.7 million South Australians as they deliver world class water services for a better life. With 25 years of experience in both Australia and internationally in corporate and government sectors, Anna brings her background in market and business development, stakeholder and community engagement, journalism and corporate communications to the executive team. Speaking at the end of the day, Anna will draw the many threads of the Symposium together for us.



Welcome

“YOUNG WATER PROFESSIONALS WELCOME”

Regional Sales Manager, WA and SA, Steel Mains

Amir graduated from one of the oldest universities of the Middle East with a master’s degree in mechanical engineering. He moved to Australia in January 2012 and joined John Holland Group as a project development manager in the Energy & Resources department until he decided to start a new journey with Steel Mains from Feb 2017 as a Regional Sales Manager WA & SA. Prior to that Amir has had various roles in some International designers and contractors of the Middle East and central Asia. He has been involved in some significant projects such as:

- Cape Lambert Port B with Rio Tinto
- Woodman Point Wastewater Treatment plant upgrade with Water Corporation of WA
- Potable water main replacement in Nelson Point with BHP WA Iron Ore
- M6 Pipeline Replacement with BHP Olympic Dam
- Morgan WTP Upgrade with SA Water