



Unitywater

Serving you today, investing in tomorrow.

Annual Report

2021-2022

Welcome

ABOUT THIS REPORT

Unitywater is pleased to present our Annual Report 2021-22. This report is published on our website at unitywater.com/annualreport. A limited number of copies of this report have also been printed. If you wish to access a printed copy, please call or email Unitywater to arrange delivery or collection. Please use these contacts if you need further information or assistance with this Annual Report:

Phone: 1300 086 489 Email: communications@unitywater.com



INTERPRETER SERVICE

We are committed to providing accessible services to Queensland residents from all cultural and linguistic backgrounds. If you have difficulty understanding this Annual Report and require an interpreter, please contact the Translating and Interpreting Service (TIS National) by phoning 131 450.

OUR CONTACT DETAILS

Unitywater
Ground Floor, 33 King Street, Caboolture, Qld
PO Box 953, Caboolture Qld 4510
Phone: 1300 086 489
unitywater.com

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Acknowledgement of Country

Unitywater acknowledges the Traditional Owners of the lands on which we operate – the Jinibara, Kabi Kabi and Turrbal people. We recognise their significant contributions to the conservation of our environment and their deep connection to the land and waters.

We pay respect to their Elders, past, present and emerging, and acknowledge the important role all Aboriginal and Torres Strait Islander peoples continue to play within our communities.



Our Cultural Spring motif symbolises a water hole, traditionally a gathering place where knowledge is shared. The depth of colour illustrates the connection between land and water and our commitment to reconciliation, bringing our people together and fostering a deeper understanding and respect for Aboriginal and Torres Strait Islander cultures.

We are proud to have worked with Gilimbaa Creative Agency on this cultural artwork.

Contents

2021-22 Highlights	5
Message from the Chairman	6
Foreword from the CEO	7
Chapter 1 – Who we are	8
About us	9
Our purpose, vision and values	10
Creating sustainable value	11
Chapter 2 – The year in review	12
Our biggest wet weather incident	13
Building on resilient foundations	14
Our performance on core services	15
Delivering our core services	17
2021-22 by the numbers	19
Our financial performance	20
Chapter 3 – Our strategy	21
About our strategy	22
Chapter 4 – Helping our customers	23
Keeping our prices affordable	25
We are easy to do business with	26
Chapter 5 – Adding value to our community	27
We make a positive contribution to the environment	29
We are a valued member of the community	31
Chapter 6 – Better and Safer Together	32
Our people go home safe every day	34
We create a healthy work experience	35
Chapter 7 – Governance	38
Risk management and accountability	39
Chapter 8 – Our structure	42
Our organisational structure	43
Our Board	44
Our Executive Leadership Team	47
Chapter 9 – Annual Financial Report	49
Contents	50
Compliance letter to the Minister	110
Summary of compliance	111
Glossary	113

2021-22 Highlights



37%

reduction in injuries over the last 5 years to keep our people and community safe

62%

Sustainability goals reached

30

community groups supported through financial grants, volunteer time and in-kind donations

7

consecutive years of frozen usage charges

\$50

rebate given to customers affected by the 2022 wet weather flood emergency

10,501

digital water meter installations

99 MILLION

litres of water saved through digital meters

39%

female representation in leadership roles

64%

customers received their bills electronically

Message from the Chairman

It has once again been a big year of challenges and extremes, including severe wet weather in February triggering the largest emergency incident that our organisation has ever faced. Our people rose to the relentless challenges posed by that incident, working tirelessly to deliver essential Unitywater services to our valued customers.

We are driven by a goal to be a valued member of the communities we serve, and the following pages outline where and how we are adding lasting value to our region's people and our environment. This is my second year as Chairman of Unitywater and I remain as proud as ever of the continued resilience of our community, and our own Unitywater team members, in the face of ongoing challenges.

This has been a landmark year for sustainability at Unitywater. Capitalising on momentum generated by last year's sustainability pathway, we joined 14 Australian and New Zealand water utilities in the United Nations-backed Race to Zero campaign to achieve net zero carbon emissions by 2050. We have long and short-term goals that further protect public health, contribute to sustainable services and help us on our way to achieving our "big three": net zero carbon emissions, net zero nutrients to waterways, net zero biosolid waste to landfill by 2050.

We operate in one of the fastest-growing regions of Australia and we continue to carefully plan for that ever-present growth. This year, we have invested \$162.3 million in water and sewerage infrastructure. To meet growing demands for utility services, we have made substantial progress with planning for essential infrastructure connections for the significant growth site at Caboolture West as part of the Neighbourhood Development Plan 1 (NDP1), Caloundra South and Palmview. These Aura and Harmony projects total more than \$152 million.

This year we delivered a total profit of \$153.1 million. After excluding developer contributions of cash and gifted assets, our profit was \$4.5 million. We continue to deliver valuable returns to our participating councils of Moreton Bay, Sunshine Coast and Noosa.

I thank each council for their ongoing support of our Board and the Unitywater team. I remain honoured to chair an organisation with a strong reputation as a leading water utility committed to building foundations of care and operational excellence. I extend my thanks to the Board members and Executive Leadership Team for their guidance and support.

With a mixture of sadness and pride, Unitywater introduced the Fiona Waterhouse Women in STEM Scholarship this year, to honour the memory of our late Board member.

Finally, I acknowledge outgoing CEO George Theo who departed Unitywater in February 2022. I thank George for his leadership and vision. Unitywater is a better, stronger and more resilient business because of his influence.

I must also acknowledge Pauline Thomson, who did a wonderful job acting as CEO. We thank her for her leadership and dedication.

We have now welcomed our new CEO Anna Jackson, who will lead Unitywater into a new era of growth in our region.



Michael Arnett
Chairman
06 September 2022

Foreword from the CEO

I am proud to deliver the 2021-22 Annual Report and reflect on a year of significant achievements, strong performance and essential service delivery.

Unitywater's core purpose is keeping our communities healthy by providing safe and reliable water and sewerage services 24 hours a day, seven days a week. As the custodian of these essential services, we are committed to making them sustainable, affordable, reliable and resilient for current and future generations.

While delivering our essential services, we continued our success across our strategic priorities of helping our customers, adding value to the community and creating a safe and rewarding work experience for our people.

We were severely tested in February, when the biggest emergency incident in our history unfolded in the wake of a rain event that caused record flooding across South East Queensland. Our people are well trained in incident response, however, much like the pandemic that greatly tested us in years earlier, these conditions were unprecedented.

Thanks to a mix of our people's expertise and their above-and-beyond teamwork, everyone who responded to that emergency did an excellent job and went home safely. I'd like to pay special thanks to those people, and their families, for their courage, support and resilience.

We began construction on our Wamuran Irrigation Scheme in March, which will provide a year-round water supply for Wamuran farmers and sustainably manage wastewater from the Caboolture South Sewage Treatment Plant by diverting nutrients away from Caboolture River. It's a win for the community and environment and demonstrates our commitment to sustainable development in our region.

This year we continued to care for customers, through good times and the challenges of COVID-19 and wet weather events. We supported 30 community groups across our Moreton Bay, Noosa and Sunshine Coast regions with \$52,696 in funding to support those most vulnerable in our communities.

Our digital future is taking great shape via progress on our Digital Neighbourhood Program which will improve

the customer experience and how we manage our network. So far, the trial of 10,501 digital meters has avoided more than 39 Olympic swimming pools of water being wasted through hidden leaks.

The safety and wellbeing of our people are at the forefront of everything that we do and the launch of our Safe 24/7s program this year aims to ensure all our team members go home safely every day.

I would like to pay special thanks to outgoing CEO George Theo for his guidance, leadership and commitment over the past 11 years to developing Unitywater into a modern and efficient water utility.

Unitywater is entering a new era, and we look forward to our new CEO Anna Jackson leading Unitywater as we meet the water and sewerage needs of fast growing populations of Moreton Bay, Sunshine Coast and Noosa, with sustainability and affordability front of mind.

Thank you to the Board and Executive Leadership Team for their ongoing support and guidance and to all our people at Unitywater for their passion, commitment and contribution.

Pauline Thomson

Pauline Thomson
Acting Chief Executive Officer
during 2021-22 reporting period
06 September 2022



1

WHO
WE ARE


About us

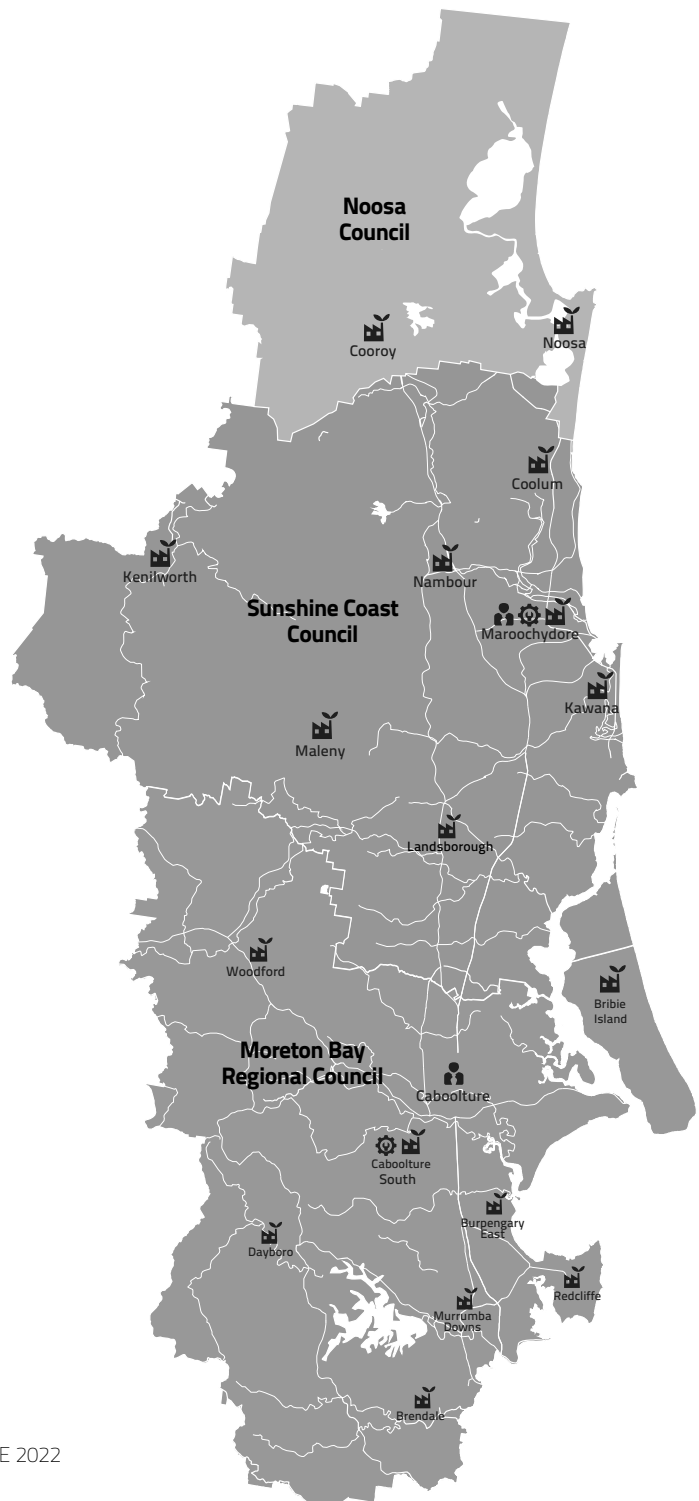
Unitywater is a resilient customer-focused organisation that provides safe and reliable water and sewerage services to the communities of Moreton Bay, Sunshine Coast and Noosa. Our service is essential, economically and environmentally sustainable and vital to keeping our communities healthy.

We are committed to caring for our customers, our communities, our people and our environment. We work around the clock 365 days of the year, knowing our services are important to the liveability and quality of life in our region.

Unitywater is a statutory authority, formed under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*. Governed by an independent Board, we have a Participation Agreement with our shareholders – Moreton Bay Regional Council, Noosa Council and Sunshine Coast Council. We align with the State Government’s objectives for the community through safeguarding the health of Queenslanders, supporting jobs, driving investment in infrastructure, growing our regions and protecting the environment.

UNITYWATER'S SERVICE AREA

-  Corporate Offices
-  Service Centres
-  Sewage Treatment Plants



Our purpose, vision and values

Unitywater has a clear purpose, vision and set of shared values that underpin how we do business. These guide our people to make a meaningful contribution to our business operations, our goals and our aspirations.

Every day, the people at Unitywater:

- › maintain and supply drinking-quality water to homes, businesses and public areas
- › collect, treat and dispose of sewage
- › manage, operate and maintain our water and sewerage infrastructure
- › provide around-the-clock response to sewerage and water emergencies
- › provide responsive 24/7 incident, media and public information to ensure that our communities are prepared, informed and supported as needed
- › manage trade waste from our business and industrial customers
- › respond to customer and stakeholder enquiries
- › issue and manage customer accounts
- › support the communities we operate in by partnering with local businesses and charities
- › actively research, innovate and invest in improving the environmental sustainability of our waterways.

In 2021-22 we demonstrated these values in our resilience through the most challenging of times.

OUR PURPOSE

Our purpose is keeping our communities healthy. We do this by providing essential water and sewerage services that enrich the lives of all our customers.

OUR VISION

To be a sustainable water and sewerage service provider that creates value for its customers and returns value to its stakeholders.

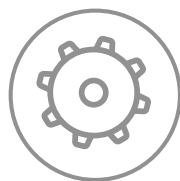
OUR VALUES



RELIABILITY



ONE TEAM



EFFICIENCY



HONESTY & INTEGRITY



SAFETY



INNOVATION

Creating sustainable value

As an essential services provider, Unitywater is in a privileged position. We are able to make valued and appreciated contributions to the health and wellbeing of our customers, communities and the environment every single day.

We're also always thinking about the future and exploring what we can do today that will have a positive, lasting influence on the world.

Unitywater's big-picture focus reflects a choice and a commitment to a standard of governance that is responsible, sustainable and ethical.

There is always more to be done, but here are some of the ways we are helping to create genuine and beneficial outcomes for our planet and its people.



ENVIRONMENT

- › Joined Race to Zero campaign to achieve net zero carbon emissions by 2050.
- › Our sustainability pathway includes a plan to achieve net zero: carbon emissions, nutrients to waterways, biosolid waste to landfill by 2050.
- › Climate change risk management and reduction.
- › Our Water Matters program is about sustainable water use planning today to secure reliable supplies for tomorrow.
- › We support the United Nations Sustainable Development Goal 6 – Clean water and sanitation, contributing to global aid initiative WaterAid.
- › Our Yandina Creek Wetland project will provide ongoing nutrient offset benefits and supply recycled water for use in the service region.



SOCIAL

- › Reconciliation Action Plan at Innovate level.
- › Thriving Communities partnership member to support customers experiencing hardship.
- › Reaccredited as a White Ribbon Workplace in 2022.
- › 33 Unitywater team members participated 211 uVolunteer hours in 2021-22.
- › Gender pay equity in like-for-like roles.
- › We support developing overseas nations to improve their industry knowledge and partnered with PDAM Surabaya on the Indonesia-Australia Water Utility Improvement Program.
- › Inclusive Healthy Families parental leave program.
- › Supporter of Pride in Water for safe, inclusive work environments for the LGBTIQ+ community
- › Modern Slavery Statement adopted, setting clear, ethical expectations for our employees and suppliers.
- › Since 1 January 2019, Unitywater's major contracts include *Human Rights Act 2019* requirements.



GOVERNANCE

- › We value diversity across the board from our leadership to all team members, with focus on inclusion and incorporation.
- › We ensure our policies and procedures focus on honesty, fairness and transparency around regulatory compliance, risk management, accounting practices and tendering and procurement.
- › Our Safety Culture drives the way that we work and ensures our people go home safely every day.
- › Our investments are environmentally and socially responsible and bound by governance.