

NEWS FOR THINK WATER MEMBERS & PARTNERS

THINK TANK

SEPTEMBER 2021

COVER STORY

Getting and
Keeping the
Right People

SUMMER CAMPAIGN

The Grass is
Greener on
the Think
Water Side

THINK WATER AWARDS

2020 & 2021
Award Winners



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While we are living in strange times, I was recently lucky enough to be a part of the 2021 Think Water New Zealand conference at the end of July. While travel restrictions played havoc with our plans right up to the event, our Australian speakers were banned from travel six days before our welcome dinner. We were able to overcome these challenges to host our only conference for 2020 and 2021 for our vibrant Kiwi team.

Celebrating our successes with Think Water people and our Preferred Suppliers is always the pinnacle of my year, and adding the amazing scenery of Queenstown encompassing these great humans for the three days of the conference made this conference very special.

After the cancellation of last year's conference, we presented two years' worth of awards. With our Australian family joining us online in a massive awards night making the most of the dress theme of "Studio 54", straight out of New York in the 1970's.

As with many industries today, Think Water's most common challenge has been identified as attracting qualified staff. With our conference agenda heavy on external expertise, focused on growing business and achieving goals in adverse situations, we also followed up recent Member training with a special two hour workshop on ensuring our industry and businesses are attractive to both potential and current employees.

After the fresh release of a new campaign focusing on attracting school leavers to our industry, and a team of new graduates from our Think Water Academy, this issue of Think Tank focuses on success celebration with some of our award winners, and a spotlight on attracting, utilising our Think Water training, and retaining the right people who will be Think Water in the coming years.

Tony France
General Manager

THINK TANK is a Publication of
Think Water National Support Office

Contributors Tony France, Liesle Corns,
Natalie Kingcott, Robyn Anderson,
Digby Seales, Chris Rehm, and Phil Best.



Getting and Keeping the Right People



It was very pleasing to see so many Members attending the HR webinars and have the NZ Members at the workshop.

The HR Webinars and Conference Workshop was conducted by Dr Cheryl Crosthwaite. Cheryl works as a HR and strategic organisational change consultant and educator and has lectured in Strategic HRM at Victoria University (Melbourne and KL campuses).

As an experienced HR professional, Cheryl has consulted, both nationally and internationally, in the areas of Job Analysis and Evaluation; Workforce Planning, Competency/ Capability Framework Development; Recruitment and Selection; Orientation and Induction Programmes; Trainee Programmes for Indigenous (Aboriginal) Australians; Remuneration and Benefits; Performance Management and Counselling; Disciplinary Action and Termination.

In April/May 2021 the NSO hosted three webinars with Dr Cheryl Crosthwaite, for all Think Water Members which focused on the individual aspects of getting and keeping the right people while allowing Members to prepare for the conference workshops.

At the NZ Conference, Dr Cheryl Crosthwaite, recapped on the webinars before commencing a face-to-face workshop themed around the topic of *Getting and Keeping the Right People*. This included more practical ideas and actions discussed within individual teams of Members, with the intention of improving their current workplace practices, where necessary.

The first session was titled *Getting the “Right” People* which focused on workforce structure and the importance of planning your team. Discussion topics included:

- What will this new position achieve?
- Who is the right person, and what is the cost of recruiting the wrong candidate?
- When to recruit. Ensuring you have enough preparation time for each interview and the appropriate questions.
- Ensuring the position description is drafted in advance and amended when the position is finalised

The second session was titled *Keeping the “Right” People* with a focus on retaining existing and new employees. The key points from this discussion included:

Induction: Do you have one in place, and are you inducing your employees correctly?

Support: Do employees know where to find support during their first day, week or month? Are existing employees satisfied with the support they are receiving?

Feedback: Communication in the workplace is one of the biggest challenges. Employees need feedback in order to feel part of the team, up skill themselves, and contribute to the business. A lack of feedback can result in several issues including a false sense of security (i.e. thinking you are doing a good job when you are failing from your manager’s point of view). See Figure 1.

Managing Trials and Probation: One of the biggest challenges managers continually face is the lack of proactive performance management during the probation period. A way around this is to develop processes that increase the possibility of new employees succeeding in their roles, rather than assuming they know what to do due to their experience.

Acknowledging and rewarding good performance: Merit increases and bonuses are often the first thing that come to mind as ways to motivate and reward good performance. Research shows the most powerful motivators are intrinsic rewards such as personal enjoyment and satisfaction of making progress towards goals, which are often overlooked. What



Figure 1: The Cycle of Effective Feedback

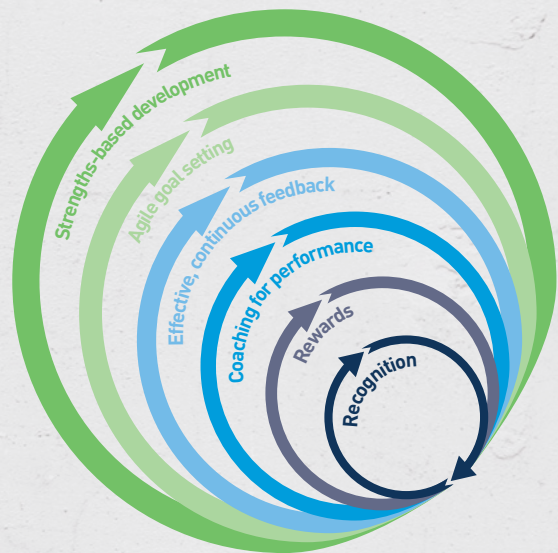


Figure 2: Having the Performance Discussion

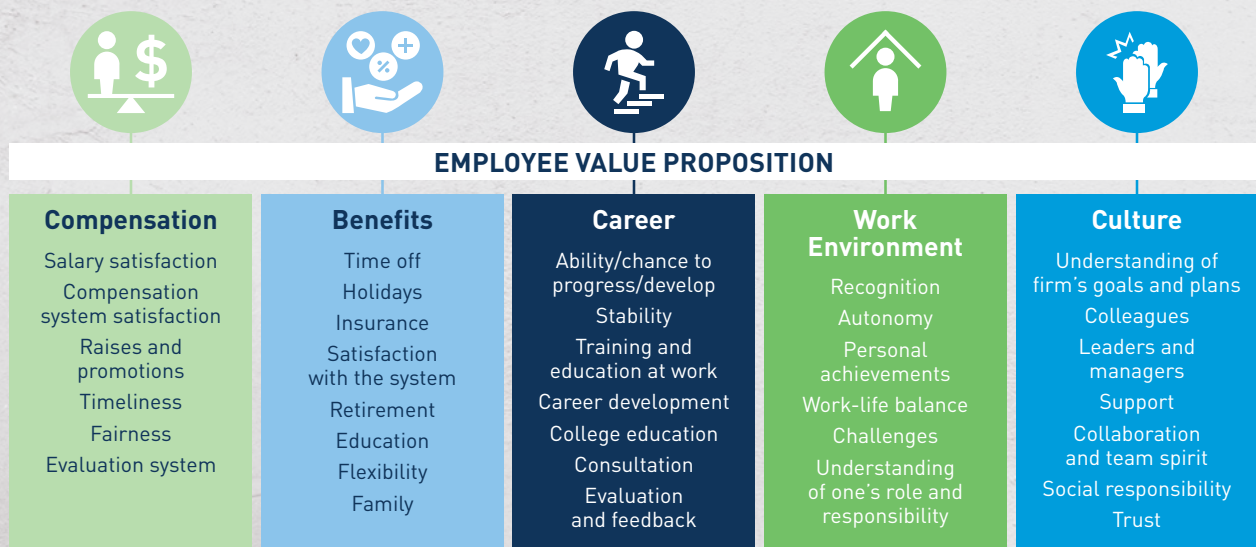


Figure 3: Employee Value Proposition

do these rewards/motivators look like – examples are flexibility, greater authority, coaching, and feedback.

The third session was about Enhancing Performance in your People. Discussions included:

Developing employees: Offer training that will enhance their skills and allow them to develop further in their career while adding value to your company.

Having the performance discussion: Communication and feedback. Asking your employees how they think they are progressing with tasks and workload and give constructive feedback. See Figure 2.

Managing under performance: This does not mean you have the wrong employee. An under performer

could be a long-term employee that suddenly starts doing sub-standard work. Manage it by having a conversation about it. In most cases there would be a good reason for the deterioration in the quality of their work.

The final session was about Employee Value Proposition. What became evident in the discussions was that employees want to know 'What Is In It For Me' (WIIFM). See Figure 3, for an idea of what employees look for.

The outcome of the workshop provided strong evidence that the struggle to find and retain skilled employees remains a constant challenge. The NSO has tools and resources to assist with employees

and will continue to work with Members to recruit, train, and retain the right staff.

Unfortunately, due to travel restrictions which led to the cancellation of the Australian Think Water Conference, the HR Workshops were only attended by the NZ Members in Queenstown.

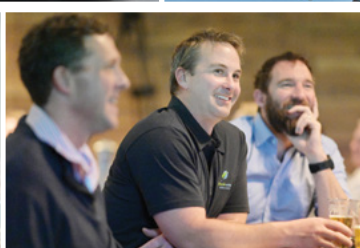
If you would like further information about these workshop sessions or to discuss how you can improve employee relations within your business please contact me directly.



Liesle Corns
Business Manager & Company Secretary

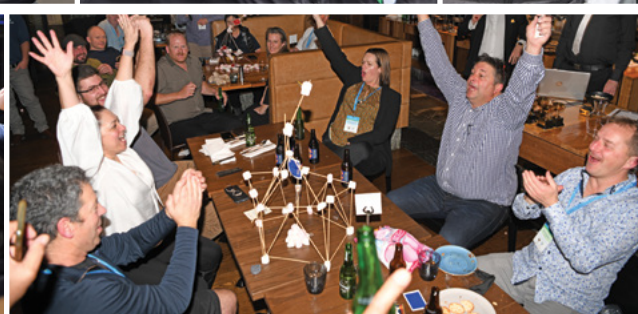
2021 New Zealand Think Water Conference

Hilton | Queenstown











2020 Think Water Awards

Congratulations to the winners of the 2020 Think Water Awards!

At Think Water we promote excellence in everything we do and once a year we reward those Members and Preferred Suppliers who go above and beyond to achieve great results in all aspects of their business. After all, our franchise group is only as strong as its Members.



2020 Australian Franchisee of the Year
Think Water Northern Rivers



2020 New Zealand Preferred Supplier of the Year



2020 New Zealand Franchisee of the Year
Think Water West Coast



2020 Australian Preferred Supplier of the Year



2020 Largest PS* Sales
Think Water Callide Valley



2020 Project of the Year
Think Water Gisborne



2020 Largest PS* Growth Sales
Think Water Dural



2020 Renovation of the Year
Think Water Mildura

2020 Regional Growth Award
Western Australia



2020 Business Woman of the Year
Jayne Rothwell



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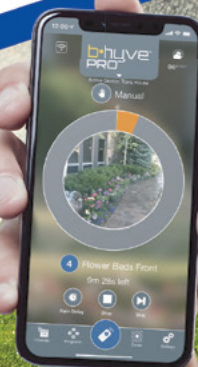
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Culture Spotlight at Think Water Adelaide

Think Water Adelaide

Think Water Adelaide are the worthy winners of the 2021 Member of the Year. Much of that success lies in their culture.

"Our staff is what makes our team great and we are extremely lucky to have a great group of people to work with every day", said Kylie.

Creating a positive culture in your business is a hard to define function, yet it's so important as it underlines a successful business both financially and for people who work in the business and importantly customers and suppliers. As Chris Glenn GM of Bushman's said in last year's September Think Tank "I see the great thing about a smaller business with 5-15 employees is the ability to get close to people, you can create a Dream Team, with everyone firing".

When Kylie Sims and Luke Behn took over Think Water Adelaide from Brenton Sims, Wayne and Roger Lomman, the foundations of a great culture had been set.

"When I speak to potential employee's I want to know they align with our values. We focus on selecting the right people and fit for the business, not only their technical skills", said Luke.

Kylie and Luke are aligned in their focus on culture. *"Our business has always had a family feel and that's important when keeping a good culture and something we will try and keep as one of our core values as we move forward. When hiring staff whilst the skills of that person is something we look at its also how we feel they will fit into our team", said Kylie.*

"We hold fortnightly production meetings. (Photo above) During these meetings we honestly want to know – what do you think about a situation or opportunity.

"We are open with these meetings, and everyone is included. Then once our teams are allocated jobs and projects then we don't micromanage them", said Luke.

Under each Field Technician there is a trainee, like Leon who has started his Certificate III in Irrigation Technology. This aligns with their goals of having trade qualified personal in the field. It also helps the Field Tech's learn frontline management skills.

As a very family-oriented business, team members often bring in their family to the store. They are involved in social activities and the plan is to do much more of this in the future.



Above: Leon receives his Think Water Academy Certificate and congratulations from Kylie.

Getting the culture right makes your business more attractive as an employer, the word gets around. When Luke is asked by other people about the business - his response is "We have the best staff".



Phil Best
Operations Manager AU



2021 Franchisee of the Year



Congratulations to our 2021 Franchisee of The Year winners Think Water Adelaide (AU) and Think Water Marlborough (NZ).

Your ongoing dedication and remarkable commitment to your business is evident in all that you do and achieve. We wish you all the best with your future endeavors and are proud to have you as part of our franchise group.

This award is the most prestigious award within the Think Water Group. Members who aspire to win this award show ongoing excellence in branding, team value, business management, sales growth, and networking within the group and preferred suppliers.



2021 New Zealand Franchisee of the Year

**Think Water
Marlborough**



2021 Australian
Franchisee of the Year
**Think Water
Adelaide**



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DiSC

Behaviour Analysis Tool

Understanding how your team works together

Without a doubt, the quality of any workplace is directly impacted by how well people communicate with each other. Managing people is hard and how people build relationships, interact and work together has a massive influence on how happy, effective, and productive they are.

We aren't all shrinks, so thankfully, there is a tool to help! The DISC Behavioural Analysis Tool has been created to help reduce the pressure and stress on individuals by you and your team knowing how best to communicate. Helping you know a little more about what makes up individuals behaviours when confronted by situations, people, and their roles.

The theory behind the DISC profile was developed by William Moulton Marston to categorise behaviour (both natural and adapted) and emotions through complex algorithms which continue to evolve over time as more behaviour profiles and patterns are absorbed into the matrix.

When understanding DISC there are four behaviour categories that people will be measured on, or fall into, based on natural behaviour or adjusted behaviour, they are:

- Dominance (D) – How we deal with problems and challenges.
- Influence (I) – How we deal with people and contacts.

- Steadiness (S) – How we deal with the pace and consistency of the environment.
- Compliance (C) – How we deal with procedures and constraints.

We all have some degree of each of the four behavioural styles (i.e. we are not just one type/style). Whether an individual measures "high" or "low" on the D, I, S or C spectrum, the behaviours are still visible and recognisable on the surface.

Most people have two dominant styles, however, any or multiple combinations are possible. One of the most powerful things about DISC profiling is the fact that people identify with the report almost immediately. People instantly recognise their behavioural traits in the profile, and when shared with others it creates a very powerful tool. But, the real value comes from using this information to understand how to adapt to be more effective.

So why would you use this tool in your business, and what key outcomes would you expect by undertaking the DISC tool? You will...

- Gain an understanding of yours and your teams behaviour types

- Learn about yours and your teams natural strengths, work style, and areas for development
- Gain an insight into the different behaviour types in the team
- Learn what motivates each behaviour type in the workplace
- Learn strategies to communicate and work together more effectively
- Develop an action plan to build stronger relationships with your colleagues
- Identify strengths and potential weaknesses for the team
- Discover the main causes of stress for each behaviour type
- Develop strategies to reduce stress in themselves and others.

If you are interested in learning more about this tool and its use in your business please contact Chris Rehm directly for an in depth discussion and review.



Chris Rehm
Operations Manager AU





2021 Preferred Supplier of the Year



2021 Australian
Preferred Supplier
of the Year



Congratulations to our 2021 Preferred Supplier of The Year winners Puretec (AU) and Waterworks (NZ).

At Think Water we value relationships and because of this we consider our Preferred Suppliers as part of our family. We pride ourselves on promoting the most efficient products on the market and choose our Preferred Suppliers with this in mind.

Each year Think Water Members rank all of our Preferred Suppliers using a list of criteria. Those who produce the highest quality products and provide top notch customer support are awarded with this prestigious award.



2021 New Zealand
Preferred Supplier
of the Year



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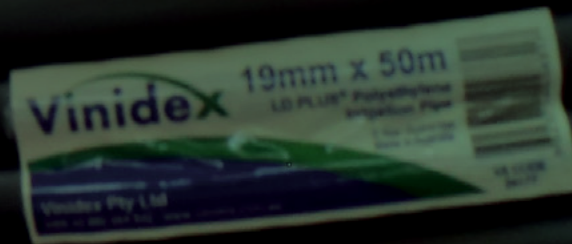
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2021 Think Water Awards



2021 Most Improved

Think Water Cairns



2021 Largest PS* Sales

Think Water Mildura



2021 Project of the Year

Think Water Broome



2021 Largest PS* Growth Sales

Think Water Hawkes Bay



2021 Renovation of the Year

Think Water Darwin



2021 PS* Sales Person of the Year

Greg Stewart – Nelson AU

Leonard Waldron – Iplex NZ

Shaun Nicholas – Davey NZ



2021 Business Woman of the Year

Karen Carrier

Jodie Wainwright



2021 Regional Growth Award

Lower North Island, New Zealand

*PS = Preferred Supplier



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Company Reward and Recognition Programs – It's a two-way street

Research shows a high effectiveness of staff Reward, Recognition and Appreciation programs versus the results achieved in staff engagement and company culture. The good thing about such programs is they are scalable to whatever the size of the business is, and the mechanics can be adaptable based on any business, staff and industry.

But... reward and recognition programs are a two-way street:

1) how an employer can make their business a more attractive place, and 2) how satisfied employees can do the same and make it easier for employers to provide a better place to work.

Harvard Business Review reports that *"the most impactful driver of employee engagement is recognition."* In today's world, recognising employees is very different from the recognitions of the old days; today's workforce is better engaged in the moment than in the future.

At their best, employee rewards and recognition programs get the most out of people, improve recruitment and retain top talent. When they're not working, they can interfere with the

ability to deliver on the business and its goals. They also require careful investment, so a business is getting returns on what is being invested in its people.

But many businesses struggle to get it right. Budgets are tight, business and people strategies evolve, regulations vary within and across geographies, and you need to know your markets inside and out to stay competitive.

"The most impactful driver of employee engagement is recognition."

From an employee perspective, how can you look to be innovative, suggest ideas for improvement and therefore help create a more positive work environment? Satisfied employees will promote their company and colleagues both on the job and in social situations, becoming an advocate for their company and industry.

Peer to peer employee recognition is valuable and meaningful – as workplaces flatten, the opportunity

for peers to nominate others for awards or give recognitions directly has increased. HR Today notes that 42% of companies have peer recognitions in place, the third most common award. Peer recognition can especially boost engagement in companies with a remote workforce.

Creating a happier work environment starts with a company that is willing to listen to what employees want and value, and with employees who embrace what a company has to offer. Success starts with the employees that are engaged and embrace the company, and the positivity ripples to the customers.

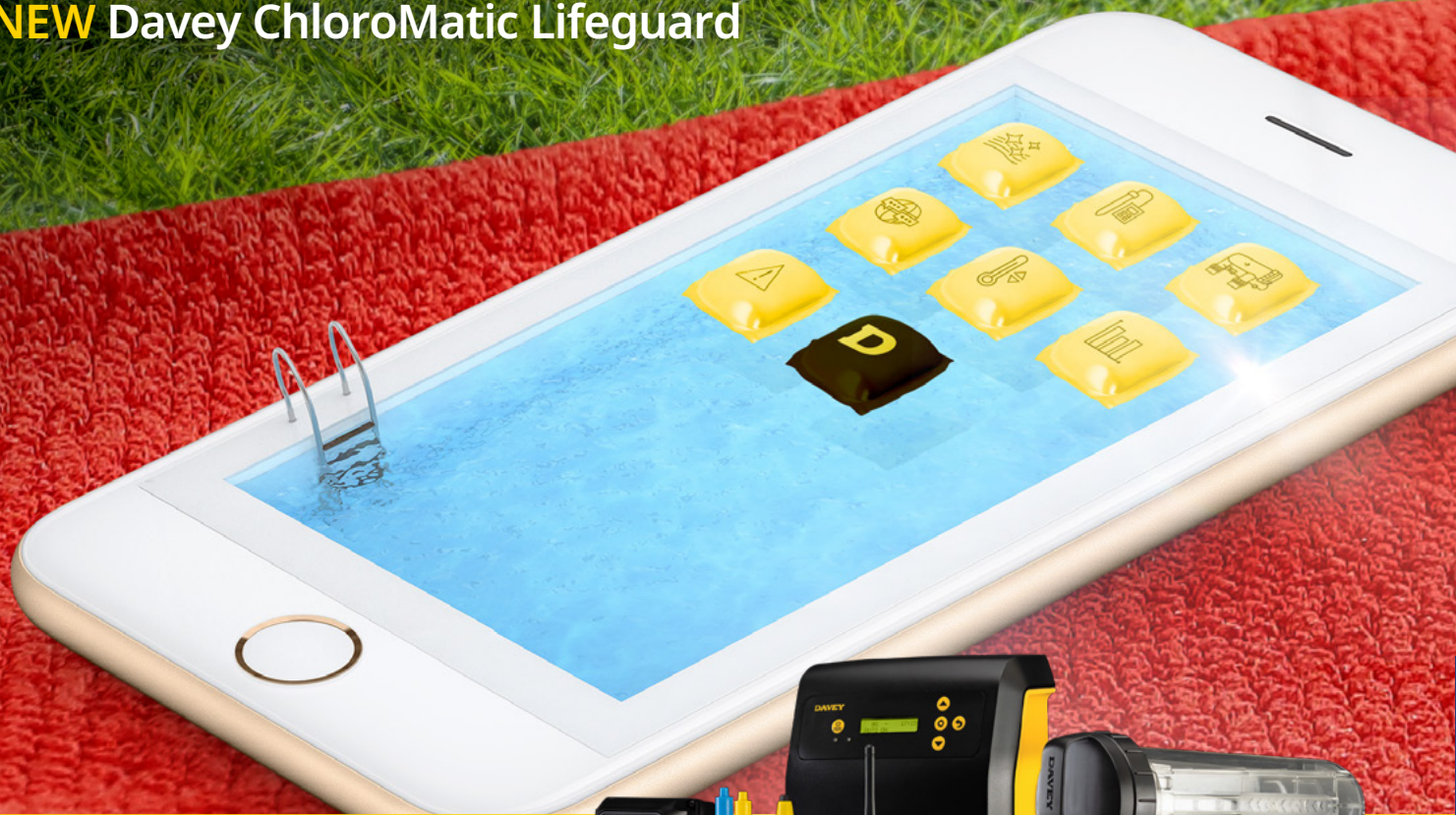
Company culture is one of the most important components of a successful business. With rewards and recognition initiatives, engagement, satisfaction, motivation, and collaboration are all encouraged. And all of these components work together to create a great place to work – but it's a two-way street.



Digby Seales
Operations Manager NZ

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The West Coast Key to Success

 Think Water West Coast

Congratulations to Colin, Sandra and the Team at Think Water West Coast for receiving the 2020 New Zealand Franchisee of the Year Award.

The business joined the Think Water franchise group on 28 August 2011 and has since received this prestigious award in 2013, 2019, and now in 2020 as well.

Run by husband and wife, Colin and Sandra Thomas, Think Water West Coast specialises in pumps, filtration, water treatment, and irrigation. They also stock and service Husquvarna power equipment and Karcher Commercial cleaning equipment.

In the business Colin and Sandra, have their own specialty areas to manage. Colin manages the tools and site staff while Sandra manages the HR, Health & Safety, and financial side of the business.



The team maintains a positive attitude that supports one and all in their achievements. This attributes to their successes and is evident in their ongoing business and market growth.

As hands on business owners they are heavily involved in the Think Water network and can be seen at all or many Think Water events and activities. From social media right

through to the Board they support and encourage the Think Water brand.

Colin and Sandra believe that their staff are the core strength to their business and always provide a safe, healthy, and supportive work environment. The team are a testament to this and it is evident that it is a joy for them to come to work every day.

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The Think Water Group offers a broad and varied range of training options for Members and their employees. As a forward thinking franchise group, we are always working on ways to improve these offerings and ensure our workforce are knowledgeable and qualified.

Whether you are interested in up skilling for a future promotion or need to learn a new skill in order to do your current job safely and well the journey begins with a chat with your manager. They can help you decide on a career pathway to achieve your goals.

For every role within a Think Water business there are multiple training options. We offer or can source hands-on or digital training for a long list of roles including:

- A Think Water business owner
- Office administration
- Warehouse
- Technician
- Sales and customer excellence
- Frontline management
- Installation and service team leader
- Project manager
- System designer

Our training is structured to suite the individuals career progression pathway matching the current skill / knowledge level to help them reach their goals.

As a bonus, most of the training courses within our industry attract some sort of State or Federal Government funding which is an incentive for trainees and apprentices. There are also incentives and subsidies for long term unemployed, or part time staff taking on full time work and employers.

Think Water works with many group training organisations across the country, who assist with identifying relevant courses that attract funding.

So, if you are looking to focus on self improvement in the form of training and professional development, start the conversation with your manager and map out your career pathway today.



Scan me to
register your
interest

The new look Think Water Academy returned in March 2021 after a few false starts due to Covid restrictions. Our flagship one-week training course is ideally and traditionally delivered in a face-to-face environment offering a hands-on real-life experience for the students and trainers. Unfortunately, due to Covid-19 and border closures this years training was delivered remotely over a two-week period via Zoom. Whilst not ideal, it still meant that we could 'virtually' come together and continue with up skilling our next generation of irrigation professionals.

This intake included 11 students from Australian and New Zealand Think Water businesses as well as two students from one of our NZ Preferred Suppliers, Hydroflow.

The Academy is commonly referred to as Block One of the new nationally recognised Certificate III in Irrigation Technology, as it makes up the first of four blocks in the course. Training is delivered by The Irrigation Association of Australia who is the only Registered Training Organisation that can provide training units for this qualification.

Attending students must demonstrate their ability to pass at a satisfactory level to be deemed as competent to receive their formal Certificate of Achievement outlining the units they have been deemed competent in.

The units delivered in the Academy are:

- Monitoring soils under irrigation
- Implementing an irrigation schedule
- Interpreting irrigation plans and drawings
- Operating a pressurised irrigation system
- Maintaining a pressurised irrigation system
- Installing irrigation pumps and fault finding
- Undertake sampling and testing of water
- Measuring irrigation delivery system performances

If you are keen to expand your knowledge in the industry, and you're just starting out, then this is the training for you! It's available for all Think Water staff, so scan the QR code to register your interest today!

Certificate III Irrigation Technology



Scan me to
register your
interest

Following on from the Think Water Academy, and the evolution of an individuals growth within the Think Water group and broader irrigation industry, we are proud to offer our Members and their teams the new Certificate III in Irrigation Technology.

The irrigation industry has finally been recognised as a specialist industry, and therefore requiring its own formal training and qualifications. This is a big step in the right direction as it not only entices the next generation to join the industry but also provides existing industry workers the opportunity to gain a recognised trade for their experience and career path.

To attain your qualification, a minimum of 18 months or over 900 hours of log booked activities are required as part of your practical learning. Four blocks of training are delivered in a blended format of face to face and virtual delivery. You can also apply for RPL of prior training and skills learnt, and then by undertaking a bridging course to update your skills to meet the extra units of qualification needed to satisfy the qualifications criteria.

Some of the key industry relevant subjects that have been included specifically for Think Water include:

- Connecting irrigation system to mains water
- Workplace Health and Safety
- Attaching cords and plugs to 240v power
- Traveling irrigators – operating and maintaining
- Electrofusion welding PE

At Think Water we are extremely passionate about training and retaining our people. This year will see the introduction of a new Think Water Award aimed at young irrigation technicians. The award will be called The Young Irrigation Professional of the Year. The criteria will be primarily focused on students who undertake the Think Water Academy and Certificate III in Irrigation Technology. However, there will be further criteria around other training undertaken and industry and local business interaction in the communities.

To provide further encouragement to our Members to enrol their employees in The Academy and Certificate III the NSO will subsidise the costs to the value of \$1,000 per student above and beyond any other subsidies. Please scan the QR code above to lodge your interest in completing the Certificate III in Irrigation Technology.



Scan me to
log into the
Digital Hub

At Think Water we love anything that can make the lives of our Members and their staff easier. So to make it easier for employees across the group to acquire new skills and knowledge we recommend all staff actively participate in the Think Water Digital Hub.

Whether you are a fresh-faced trainee, or you are changing careers, or even if you are a business owner looking to learn new skills, then The Hub should you be your first stop!

Through the last financial year, and the year of Covid-19, Think Water Members and their teams have continued to take advantage of this fantastic digital learning platform. Over the last 12 months we have seen a broad and varied range of up skilling courses completed, including: Compliance in Business – Health & Safety; Workplace Behaviour; Consumer Law; Leadership; Managing Stress and Mental Health; Covid-19; Effective communication and Sales Skills; Successful Project Management; Social Media Marketing; Recruitment and Selection of New Employees; Personal Development; Fraud Awareness and Cyber Security.

The following numbers will give you an idea of how successful the Think Water Digital Hub has been over the past 12 months.

- 13,175 courses were undertaken
- 9,881 were completed and passed
- 2,814 remain in progress
- 480 have been assigned but are yet to get underway

Over the upcoming twelve months we have a broad selection of courses that will be made available along with the usual compliance courses that all staff must undertake to remain compliant. Why not sit down with your manager and have a chat about some courses that will take you on your own learning and up skilling journey.



Recognising the Skill Gaps Within Your Business

In today's competitive environment, if you want your business to be successful in the long run, you need employees who contribute productively to your business. For that to happen, they must be "experts" in their fields and have the necessary skills relevant to your business, and markets, for now and into the future. But the question is, what are these skills that are specific to your business? More importantly, how can you identify these skills and measure an individual's ability against these skills specifically?

What is a Skills Gap Analysis?

A skills gap analysis is a process used to identify and gauge the difference in the business's current state and a future, ideal goal state. In business, this comes in handy when assessing skills and knowledge that are lacking among the employees in the organisation. Often attaining these required skills is only possible via on-the-job learning and relying on social learning from colleagues and other workplace sources. To cater to this, the Owners and Managers in organisations should make use of a skills gap analysis, to identify exactly the skills they require vs. those that the individuals have now.

How do I Conduct a Skills Gap Analysis?

1. PLAN YOUR ANALYSIS

The first step of a skills gap analysis is identifying how and where to focus your evaluation. For instance, you may perform it on:

- An individual (the concerned person will be of focus)
- A department (all the employees in the selected department will be of focus)
- Company-wide (all the employees in the organisation will be of focus)

2. IDENTIFY THE SKILLS YOU NEED

Now you will need to decide every skill that might be important for the objective you have set out for yourself. Each role or purpose that you define will have some standard expertise, while others may change according to your future goals.

3. COMPARE WITH YOUR EXISTING SKILLS

You hired a resource because they were talented. It is highly unlikely that they don't have any of the skills that are required for their current role. Your main goal is to identify the slight gap that might exist in their abilities and your requirements.

4. PRIORITISE ESSENTIAL SKILLS

Your findings may suggest that many employees need up skilling and/or training to meet your organisation's goals for the future. This can often be a challenging exercise, you may consider evaluating the following for each specific skill or group of skills, to better help you understand and contextualise what is important:

- The cost required to up skill
- The time needed to up skill

- Problems being caused due to the lack of that skill, and
- Opportunities that will be generated from that skill

5. DEVISE A PLAN TO BRIDGE THE SKILLS GAP

This step is where you prepare your plan to bridge the skills gap you have identified. There are two primary methods you can take to start bridging these skill gaps:

- Training – design learning and development paths on either an individual, functional, and/or company-wide basis.
- Hiring – particularly in the case that your skills gaps are too wide to minimise with training, this will allow you to bring new knowledge and skills into your organisation.

Key Takeaway

To provide your business with longevity and the best chance of success in the future, it is important to know what skills and competencies your workforce currently possesses. A skills gap analysis is an effective way of tangibly understanding your requirements for the future, and can help with your strategic workforce planning, including your recruitment efforts, as well as employee learning and development efforts. Talk to us now to assist you through the finer details of this process.



Chris Rehm
Operations Manager AU

DAVEY TALKS:

Davey ChloroMatic Lifeguard: For a pool that's ready when you are!

Nothing makes for a disappointed pool owner like coming home after a long day at work, dreaming of a refreshing dip, only to find the pool is green – but a new WiFi-enabled product from Davey can solve that problem, according to Davey Pool & Spa Product Manager Tori Caskie.

Davey's new ChloroMatic Lifeguard is a complete pool and chemistry controller that offers simple pool management, right from your phone.

"Pool owners want a pool that is easy to maintain and, most important of all, ready for swimming whenever they are," Tori says. "With ChloroMatic Lifeguard, acid dosing, chlorination, and even pool temperature can all be automated, and the app will let you know if you are running low on salt or minerals, all you need to check is the acid drum. No more surprises when you go to use your pool!"

ChloroMatic Lifeguard was launched in Europe and has now been brought to the Australian market ahead of the southern hemisphere summer.

The user-friendly app gives you full control over your pool system to view and modify filtration schedules and modes as well as allowing you to adjust set points as required. It can also be controlled locally if you do not want to connect through your home internet.

"Basically, ChloroMatic Lifeguard is the easy way to manage pool maintenance," Tori says. "It's very simple to activate winter settings or prep the pool for a summer party, and for day-to-day maintenance, ChloroMatic Lifeguard does all the work."

The Chloromatic Lifeguard controller integrates with Davey's compact saltwater chlorinator – Chloromatic Nipper. The products are available

as a set or the controller is available as a standalone product for pool owners who already have a Nipper and want to upgrade.

The main ChloroMatic Lifeguard controller communicates with other Davey pool equipment, which is easily connected through plugs on the back of the unit or through a WiFi connection. If there is a Davey heat pump or Davey Nirvana heat pump connected to the system, the ChloroMatic Lifeguard unit can also maintain the pool temperature to a set point during the filtration cycle.

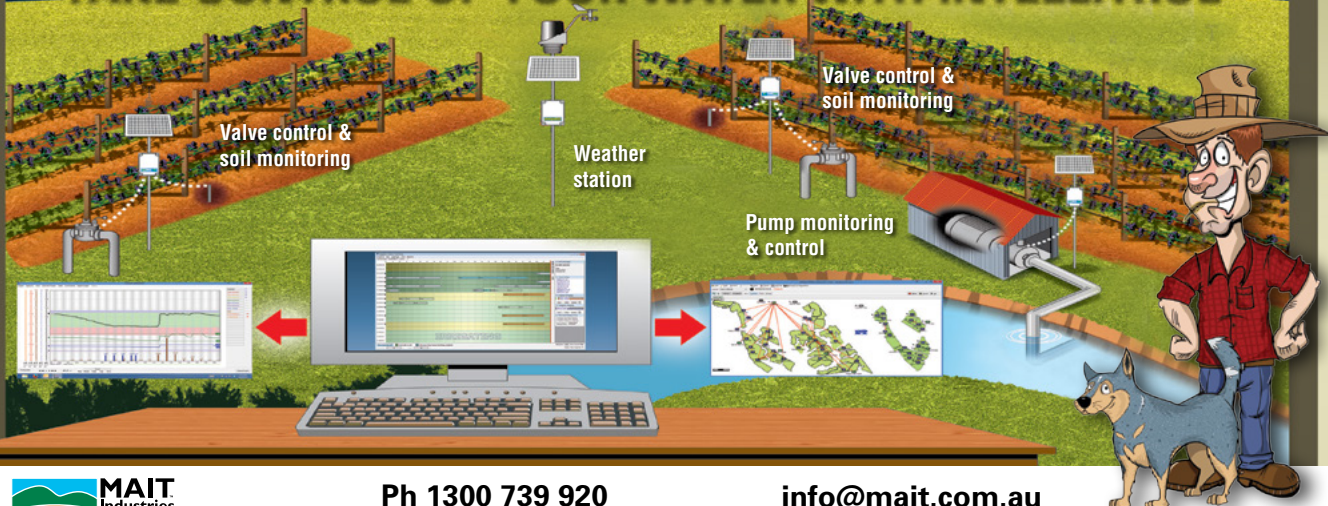
"The new Davey ChloroMatic Lifeguard really is the smartest choice under the sun," Tori says.

ChloroMatic Lifeguard is suitable for pools up to 175,000 litres and can be used for salt or mineral pools.

To find out more about Chloromatic Lifeguard, ask your local Davey Sales Representative.



TAKE CONTROL OF YOUR WATER WITH INTELLITROL®



GARY DE-VRIES TALKS:

Risks, Opportunities and Responsibilities



During the recent WA Regional Meeting, Director of AsssA, Gary de-Vries spoke to Think Water personnel on the topics of risks, opportunities and responsibilities with regards to Health and Safety and upcoming WHS legislation that will soon be in place in West Australia.

WHY ARE WE HERE?

Quite simply we are here to make money and support the Think Water family, ensuring our employees and clients alike are satisfied with the performance of our work activities and services.

But what if one of our people were to become the 2nd Director or Manager in WA in 2021 and go to jail for a breach of legislation. With increased penalties, Industrial Manslaughter legislation and the introduction of the PCBU, this is a very real possibility when we undertake high-risk work.

So, how will this knowledge affect our "simple" answer. We can't continue our business if we don't follow the rule, guidelines and best practices.



WHAT DO WE DO NOW?

To ensure we continue to run a successful business and keep our staff happy and healthy we need to provide as much support as we can in order to meet the requirements of our clients and legislation.

"Up until now, going to jail wasn't really an option, but now it is, and the onus is on the Directors and Managers"

This can be achieved through utilisation of our Safety Management System, ensuring that we develop,



implement and maintain relevant safety procedures, plans, and policies.

The Think Safe Portal and our Safety Resources exist to help you achieve this, and wherever there are documents missing, we want to know, so we can help rectify them.

Have you established:

- ☐ Excellent Documentation?
- ☐ Reliable Auditing Services?
- ☐ A System You Can Trust?

Whatever your business is, AsssA can help you be prepared. Call us today for great service and the latest in SQE knowledge.



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2021 Project of the Year



**Congratulations
Think Water Broome
for your Rio Tinto Bore
Testing Tender Project!**

PROJECT BACKGROUND

Rio Tinto reached out through an EOI process to find a company who could complete a bore redevelopment and test pumping program for their production bores located at various mining sites in the Pilbara area of WA.

The lengthy tender submission required a significant safety management plan, a ground water management plan, and a methodology to pump test, redevelop and repair their bores.

Rio Tinto conducted an extensive review of safety and capability before awarding the tender to Think Water Broome.

THE PROJECT

This project required Think Water Broome to make a substantial investment in equipment. This included test pumps, camera equipment to log issues, and a jet blasting system to clean bores.

Patrick Annesley and team developed a truck mounted hydraulic arm. Attached to this arm is a removable reel or cassette. There are five cassettes each with their own job:

1. A bore cleaner made up of poly with jets and a brush system for cleaning the shaft.
2. Poly for flushing of the aquifer.
3. For lifting the bore pump and flexible rising main.
4. For the test pump and rising main.
5. For the discharge pipe.

The innovative solution allows for one reel to be loaded onto the arm to perform each task, which speeds up the process, without compromising safety.

There are off the shelf solutions available for over \$400,000, however Patrick and his team designed and built this engineer approved system for \$100,000.

The system compiles a report for each bore tested and presented to Rio Tinto. These reports determine if the pump needs to be replaced as well as water quality considerations.

Many of the bores are used for mining town site water so water quality and production is of a huge importance.

One bore test is completed each week, given the complexity of the job and unforeseen issues from old bores.

OUTCOMES FROM THE CONTRACT WITH RIO TINTO

Think Water Broome have been granted Category Three Contractor status with Rio Tinto, allowing them to work on a variety of RIO sites.

Think Water Broome were able to meet the very high WHS standards required from Rio Tinto, which is a significant barrier to entry for smaller contractors.

The contract has taken them to expand on their traditional business and underpinned significant ongoing work with Rio Tinto which will enhance the business for years to come, by opening a new market and creating repeatable on-going work.



Is Re-Work Costing You Money? Stupid Question

You bet it is... lost time to go back and fix jobs that should have been done right the first time, takes time away from jobs which you get paid to do. It's a double whammy! It's a hassle for you and your customer. As a professional your work is effectively your signature – rework smudges the ink!

So how can you address this – while you make every opportunity to avoid this loss it still happens.

1. HOW GOOD IS THE QUALITY CONTROL

This can be from on-the job issues or can be a longer-term problem, which can show up after the project is done and be a cause for potential litigation. Who supervises the jobs?

2. ADEQUATE SCOPE OF WORK AND DOCUMENTATION

Does the plan capture all the elements- regardless of the size of the job. Every job should have a plan even if it's a small job.

3. COMMUNICATION

How often have you heard the comment; "I didn't know about that!" What's been communicated to the team, and do they really understand your version of Swahili? And importantly is the customer aware of what's going on. Has the job been explained to all parties and what are the contingencies? Are all the resources,

including parts available, in the right place and the right time.

4. CAPTURING VARIATIONS

If you're not documenting and getting sign off on variations, then you are paying for part of your customer's job. Seriously why would you do that? Unless number two was not explained right?

5. UNSKILLED CONTRACTORS

Rushing to get work done. Not sure about the products they are using and don't have the right skills virtually ensures the job will be sub standard and yep you'll be back on site to rectify. Has there been adequate training and verification of competency for equipment... who's driving the chain digger anyway?

6. LESSONS LEARNT

At your production meeting... you do have one, right? Go through each job... Is there a pattern of mistakes, that can be rectified. If you're not measuring it how can you manage it effectively?

If you only take home one message, it's this: Run a regular weekly or fortnightly production/team meeting. This will sort out most of the issues over time, improve teamwork and give you a quick oversight of jobs.



Phil Best
Operations Manager AU



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AZUD AGL is the range of manual filters manufactured in technical plastic. It is resistant to most of the products normally used in agriculture. The hydraulic design of the filter minimizes the head loss, saving energy and optimizing its performance.

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Choosing the Right Person to Coordinate Your Marketing

As small business owners we tend to juggle the responsibility for many areas of our businesses. In a perfect world this would work if you had all the time in the world to work on all of those areas. However, we all know that our world is far from perfect which means things get missed and priorities are skewed.

Marketing is a creative cut-throat world and I often hear many business owners saying they don't need to do any of it because they are already busy. However, consistent marketing leads to consistent customers.

So, the solution to keeping your business active in the marketing world is to assign the job to someone who is already working for you and knows your business. They need to be a bit media-savvy, trustworthy, and driven to do a good job. Read on for a list of considerations when choosing that person.

ARE THEY MEDIA-SAVVY?

This is probably the most important question you can ask yourself about the person you have in mind to coordinate your marketing. This person needs to have an understanding of traditional and digital marketing channels that are relevant to your business and the purpose of each channel.

They don't need to be an "expert" but they do need to know the basics such as posting on social media, how to book a press advert, who they talk to for artwork or other creative assets, and which channel suits your audience?

DO THEY KNOW YOUR BUSINESS, OR CAN THEY EASILY FIND OUT ABOUT YOUR BUSINESS?

The right person will have a strong understanding of your business, the services you provide, your customers, and the products you sell. They need to be resourceful enough to use this knowledge to either produce (or brief a designer to create) engaging content about your business.

ARE THEY TRUSTWORTHY?

Can you trust this person to be the public voice of your business? Not only will they need access to your businesses social media accounts but they will need to possess diplomacy for responding to negative comments or reviews. Will their tone represent your business as if it was their own?

Anything published is in the public eye so you will need to monitor their work from time to time. Consider arranging monthly/weekly marketing meetings and have them communicate regularly with your sales team so that everyone knows what is going on.

DO THEY HAVE TIME TO TAKE ON THE ROLE?

Time is valuable in any workplace. It's important that the person you have in mind has time to add the coordination of your marketing into their current workload. How much time is needed, depends on how organised and resourceful they are. The demand can vary from job to job.

They will need to plan ahead to arrange media and allow for creative assistance, as well as posting on social media often and replying to comments and reviews.

DO THEY NEED TRAINING?

Are there areas that they can receive training in to do the job? There are many quick social media courses on the Think Water Digital Hub that can help with this. Or you could consider enrolling them in an external course, talk to the Marketing Coordinator for advice on this.

Finally, you will need to allow this person to be adventurous within the role and think outside the square. Encourage them to have fun and be creative but set boundaries around safety, budgets, and diplomacy. You might also like to provide guidelines around your expectations.

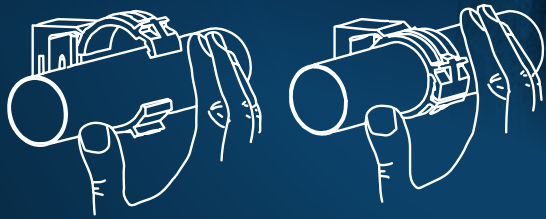


Natalie Kingcott
Marketing Coordinator

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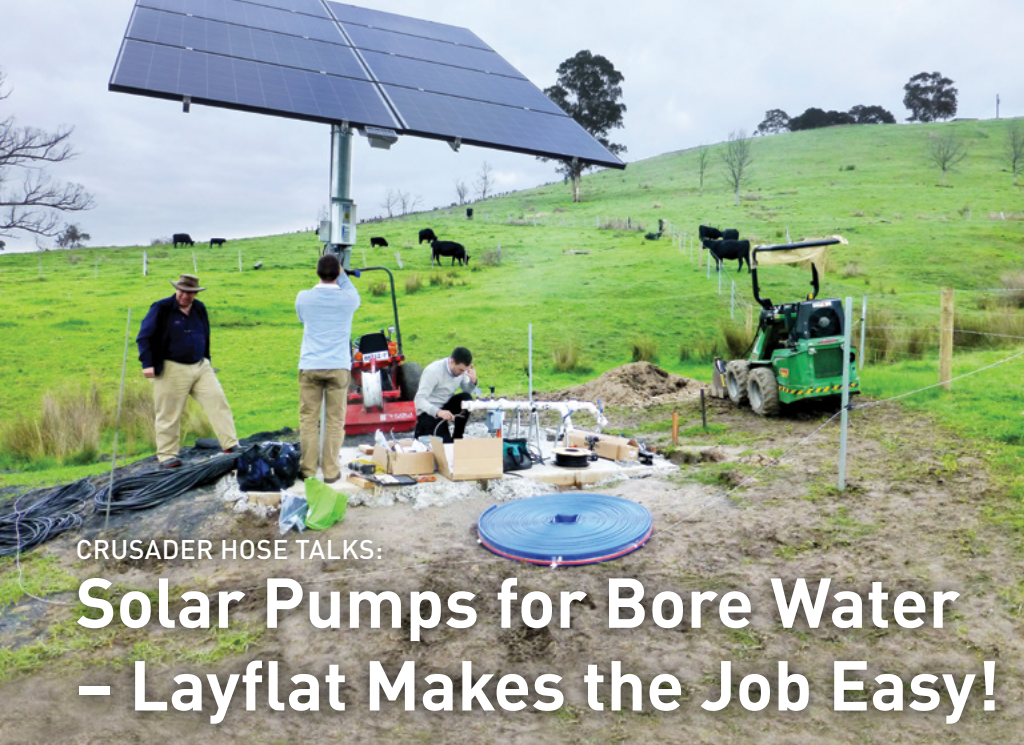
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Contact us for more information **0800 387 677.**

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Smarter pipeline solutions



CRUSADER HOSE TALKS:

Solar Pumps for Bore Water – Layflat Makes the Job Easy!



Think Water Alice Springs

Crusader Hose are a world-leading manufacturer of Flexibore® 100 layflat hose for the solar bore-water-pumping industry.

Solar bore pumps tailored with layflat hose can be installed with greater ease than those fitted to traditional poly pipe.

Solar pumps combined with Flexibore® hose have become the system of choice for many cattle stations in both the northern and central regions of Australia.

Think Water Alice Springs owner, Rick Chambers, attests to this, “The ease of handling benefits means that

a Jackaroo can quickly raise or lower a pump manually. There are also no kinking issues as we experienced with poly.” Rick is the largest seller of Flexibore® hose amongst the Think Water group and buys large reels with 1000m continuous lengths.

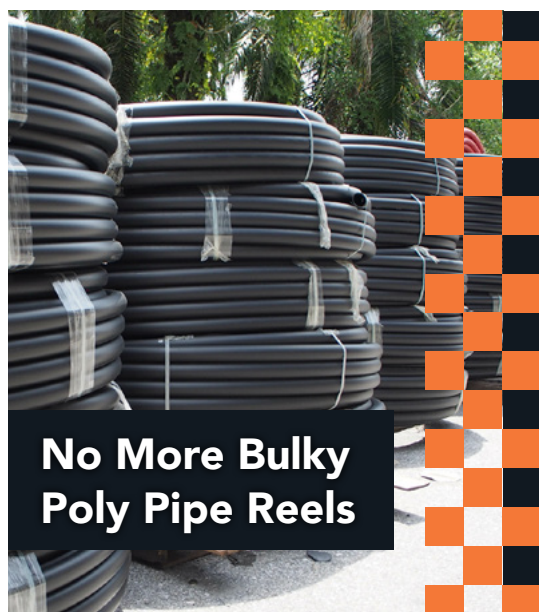
Flexibore® is easy to store and easy to handle. Rick has set up his yard with bulk reels, which enable him to unwind the hose and cut it to the required lengths.

Customers pick up their coil of hose and fit it easily into the boot of their car. “They can then drive the long distances back to their stations comfortably, as opposed to sending a truck with heaps of poly on the back”, he said.

As regular attendees of the annual Think Water Conference, Francois and Eva Steverlynck had planned to attend this year’s conference in Cairns that was unfortunately canceled.

In addition to catching up with many Members, they were looking forward to showcasing the upgraded range of layflat hose. “As a preferred supplier to the Think Water group, we look forward to building on these types of opportunities with more Member stores. We are here for the long haul and are fully committed to the pumping industry of Australia and New Zealand,” said Francois.

Hopefully, the current state of the pandemic will ease, allowing all Members and suppliers to come together next year.



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HR PRODUCTS TALKS:

Top Reasons to Choose a B-hyve Smart Indoor/Outdoor Irrigation Controller

You don't have to be a landscaping professional to have a beautiful lawn. B-hyve Smart Indoor/Outdoor Irrigation Controllers give you the tools you need to have a great yard with the push of a button.

The feature rich B-hyve Smart Indoor/Outdoor WiFi Controller with B-hyve Pro (available in 8 and 16 station models), builds on a 45 year history of manufacturing sprinkler controllers.

This indoor/outdoor model will handle the most basic to the most complex landscapes and keeps you connected to watering schedules from anywhere. Download the free B-hyve app on Android or iOS to program watering schedules with ease.

You can create zones for plants and flowerbeds that require different levels of hydration than the rest of your lawn. The controller comes in

a weather-resistant, UL certified case allowing you to mount your control panel either indoors or outdoors without the risk of damaging the controller. Making changes and turning on your sprinklers has never been easier.

**You'll save water
& save money while
keeping your lawn
& garden healthy!**

The app provides a user friendly environment for the individual user, or the opportunity for a contractor to monitor and remotely control multiple sites. A truly user friendly app for both professional and home owner use.

Both WiFi and Bluetooth enabled, the smart sprinkler control makes automatic adjustments to how often and how much to water based on your local weather. When you receive rain your B-hyve controller will stop watering and reschedule for when skies are clear. Note: Check local watering rules on Smart Water settings.

With precise schedules, rain delay and smart watering functions you'll save water and save money while keeping your lawn and garden healthy.



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PIPE THREAD SEALANT
SELLADOR DE ROSCAS
Vibration Resistant
Contains PTFE - Easy Dry - Flexible Seal
Leak Free - For Plastic & Metal Pipes
CAUTION: CONCENTRATED FOR INDUSTRIAL USE
NET CONTENTS ONE U.S. PINT (16.7oz)

T PLUS 2
PIPE THREAD SEALANT
SELLADOR DE ROSCAS
PTFE Enriched
Non-Hardening - Leak Free - Vibration Resistant
Preservative - For Plastic & Metal Pipes
White
NET CONTENTS ONE U.S. PINT (16.7oz)

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Non-toxic in accordance with NSF Standard 61

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H2GO – Scalability, Mobility, and Profits

H2GO is the preferred ERP (Enterprise Resource Planning) software platform for Think Water Members. The system was rolled out three years ago with a very 'bare bolts' framework. With well over 80 enhancements since its release (including the following), looking and using the software today is a very different experience.

- Creation of pricing and discount matrix
- Quote and invoice delivery tools
- CRM interaction – more relevant and data driven
- Flexible "Pivot" reporting with approx. 30-40 extra reports
- Client interaction tools – SMS and email alerts
- Ability to import excel quote templates.

The first two pilot stores went live in August 2018, and we are expecting to have a further 17 Members throughout Australia and New Zealand on board and operational by the end of this financial year. This represents 33% of the group using the preferred software.

FY 20-21 was about damage control for many businesses... or so we

thought! The new financial year, however, has brought with it a renewed focus, and business growth is a top priority yet again.

The big question for most business owners is, "Do we have the right infrastructure in place to manage growth and maintain profitability while being completely scalable?"

The answer to this is a sophisticated ERP system. In a nutshell, a good ERP system provides businesses with a scalable, mobile software platform that drives profits. This is H2GO.

H2GO is a comprehensive inventory management control software that offers flexibility across retail, POS and all aspects of your business including:

- management of inventory across multiple warehouses and locations
- stock take functionality
- supplier management
- mobile functionality with live data for those in the field
- price and margin control
- powerful financial management with huge reporting capabilities and integration with popular accounting packages

- A CRM platform
- Servicing and project management
- Ability to track business, team, and individual KPI's.

The three key points we consider when developing enhancements for H2GO include:

1. **Scalability** – so your business can be as big or small as you need it to be.
2. **Mobility** – enabling your team to carry out their daily duties in the most flexible, efficient, and accurate manner.
3. **Profits** – smart analysis enabling you to make informed decisions about inventory, labor, supply, jobs, and your clients.

Think Water and Cutcher & Neale are working together to offer great support regardless of how long you have been using the software. Most recently we have been holding regular free training days which have proven to be successful in assisting many Members.

If you are interested in taking control of your business from a software point of view talk to your Operations Manager.



Chris Rehm
Operations Manager AU





Streamline your business and operational processes with software solutions customised specifically for water, irrigating and pumping specialists.

- CRM
- Sales
- Payroll
- Stock control
- Job allocation

- Customer communication
- Invoicing
- Project management
- Point of sale

PLASSON TALKS:

Lilac is the Colour for Recycled Water and Treated Effluent System Valves

Soon after the development of Plasson's compression fittings in the early 1970's, Plasson engineers developed the first plastic turf valve which became known as the Plasson Quick Coupling Valve or QCV.

The Plasson QCV has become very popular as a ground-level fixed valve since it presents no unsightly or dangerous obstructions and stays damage free. The QCV is ideal for:

- Livestock watering systems
- Sprinkler irrigation systems
- Landscape irrigation
- Treated effluent disposal

The QCV has a single-action snap-in key which opens the valve for water flow into the hose or sprinkler. This is a time-saving and money-saving valve which is highly durable and reliable. To shut off the valve, there is an easy release of key which automatically stops the water flow. The Plasson QCV is easily recognised with its yellow cap which is highly visible at ground level.

More recently, the introduction of Lilac colored caps for the QCV has allowed this unique valve to be used in recycled water and treated effluent systems.

Poly installations for recycled water is covered by Australian Standard

AS 3500.1:2018 which requires the system to be kept entirely separate from the potable water supply.

The piping is to be colour-coded and labelled to identify it as non-potable. The water from these sources can be used for:

- Grey-water systems
- Flush systems (toilets)
- Irrigation
- Cleaning and laundry

Plasson compression fittings can also be supplied with Lilac components for this application.



Quick Coupling Valve

The Plasson Quick Coupling Valve saves you time and money and is quick and easy to install.

Permanently attached to the irrigation pipe, the valve allows you to regulate the number of sprinklers in use.

- ✓ Highly-reliable & durable
- ✓ Easy release of key, automatically shuts valve
- ✓ Body: polypropylene and acetal
- ✓ Spring: stainless steel
- ✓ Seals: NBR



Yellow Cap

Visit us at www.plasson.com.au





NELSON AUSTRALIA TALKS:

Rotator® Sprinklers and Full-Coverage Irrigation

Farmers growing high-value row or tree crops have a wide selection of irrigation systems to choose from. Many different factors will influence which system the farmers choose.

There is no perfect irrigation system. Some irrigation methods grow better crops. Some irrigation packages are more expensive than others in upfront equipment and installation costs, while others are initially cheaper but may require more maintenance and labour in the long run.

Ultimately, farmers want to achieve the best crop yield and quality and ensure the long-term profitability of their farms.

WHAT IS FULL-COVERAGE IRRIGATION?

Full-coverage irrigation means irrigating the full surface area of

the field where the crop is planted—both in the rows and in the spaces between the rows.

Farmers with orchards or other row crops are often led to believe that partial coverage of the field with drip irrigation or micro sprinklers (known as part coverage) is the only sensible way to irrigate. These part-coverage systems claim to deliver water and nutrients more efficiently and to provide optimal soil conditions for healthy crops. And, when contrasted with outdated full-coverage irrigation by flooding or with high-volume low-tech impact sprinklers, part coverage is clearly preferable.

However, innovative Rotator® technology produced by the Nelson Irrigation Corporation is dramatically changing the way farmers irrigate.

The extremely high uniformity and low application rates achievable with Rotator® sprinklers address the concerns of over irrigation inherent in older full-coverage irrigation methods.

Furthermore, full coverage with highly uniform Rotator® sprinklers at low application rates offers many environmental benefits and more robust adult crop health over part coverage. The bottom line is improved farm sustainability and profitability.

Full-coverage irrigation with Rotator® sprinklers is one of the world's premier irrigation methods for tree, vine, and other high-value row crops.



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The Ultimate Water Cart



"As admirer of high quality businesses, I think TTI is up there with the best. The quality of the product is very high with obvious points of difference. Ultimately it makes it very easy for us to sell & the end user to buy!"

Adam Stockwell
Managing Director, Think Water Darwin



SOLO SPRAYERS TALKS:

Spraying has Never Been Easier – Let's go Battery

Solo Sprayers has long been a Preferred Supplier and good partner to Think Water stores. Think Water stores have a strong reputation for supplying top-quality products that embrace the latest technology to diverse customers across Australia and New Zealand.

Solo's partnership with Think Water extends beyond providing quality sprayers and working together to anticipate and identify customers' needs and market trends.

In a recent interview with Mike Thompson, CEO of Solo Sprayers, he said that battery-operated sprayers have exploded in popularity just like the tsunami that took over the Power Tool Industry some 10 years ago.

This is because quality manufacturers, like Solo, have invested heavily into making reliable sprayers and have excellent performance. The advances in battery technology have been significant, allowing 3.5 hours of spraying time from a single charge and full recharge times of less than two hours.

Battery operated sprayers have several important advantages over manual sprayers. The most significant is that they provide constant pressure over the whole spraying time from the tank. Constant pressure means even application rates over the spraying area. This is important when doing selective herbicide treatment of turf and pest control treatment.

In addition, this constant pressure helps to achieve the correct application rates when doing boom spraying. A second important advantage is that it is a one-handed operation allowing the other hand to be used to move branches or objects.

The German manufacturer SOLO has four models of battery sprayers ranging from six litres to 18 litres. The range covers all users from the backyard warrior to the true professional. SOLO is the world leader in small sprayer technology. SOLO is the No.1 backpack sprayer sold in Australia used by city councils, contract gardeners, nursery professionals, and rural farmers.

solo
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VINIDEX TALKS:

Eight Reasons to Use LD PLUS® Polyethylene Pipe in Your Next Project

It's easy to uncoil and lay, flexible, efficient, practical and durable. Suitable for water reticulation and available in sizes from 13mm – 32mm. LD PLUS® pipes are manufactured in Australia by Vinidex from high quality polyethylene resins. But that's not all, following are eight reasons to use LD PLUS® in your next project.

1. HIGH IMPACT STRENGTH

LD PLUS® has a high impact strength compared with other materials ensuring a greater resistance to the rigours of pipe laying conditions.

2. DAMAGE RESISTANCE

Low notch sensitivity provides a high level of resistance to the effects of external damage.

3. ABRASION RESISTANCE

Excellent abrasion resistance ensuring long life.

4. CHEMICAL RESISTANCE

Outstanding resistance to a wide range of chemicals.

5. FLEXIBILITY

LD PLUS® pipes are flexible and can be bent at a radius of 14 times diameter. This inherent resiliency and flexibility allows the pipe to absorb pressure fluctuations, vibration and stresses caused by soil movement.

6. EASE OF INSTALLATION

LD PLUS® pipes are easy to install with their light weight and long coil lengths. Vinidex LD PLUS® pipes are widely used in applications such as agricultural, micro-irrigation, and

drinker tube systems due to rapid installation and simple/less frequent jointing.

7. WEATHERING RESISTANCE

Vinidex LD PLUS® pipes are stabilised against ultra violet light degradation by the inclusion of carbon black in the raw material. LD PLUS® pipes are, therefore, suitable for installations where the pipes are exposed to direct sunlight.

8. LONG LIFE

Vinidex LD PLUS® pipes have a proven high reliability record across a wide range of industries and applications, now in excess of 50 years. LD PLUS® pipes also provide a long maintenance-free lifetime with low whole life costs, compared to many other materials.

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Hydrowhiz MULTIPUMP CONTROLLER

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- Clear, informative touch screen interface
- Ideal for a wide range of pressure, level, flow and temperature control applications

AUSTRALIAN MADE

“The Hydrowhiz would have to be the easiest to use, most intuitive, ‘application ready’ and versatile VSD Pump Controller I have ever commissioned. With all site-specific parameters configurable through the well-structured setup wizard, the time taken between initial power-up and optimum operation, is exceptionally quick.”

thinkwater. CAIRNS

Paul Mansini
Think Water Cairns



SUMMER 2021 MARKETING CAMPAIGN

The Grass is Greener on the Think Water Side

Summer is the busiest time of year for Think Water stores so we have developed this campaign with the aim of increasing foot traffic into your store from a residential audience.

The idea is to promote sustainable and efficient irrigation and water systems to DIY and home gardener customers via various media channels.

The campaign will start on 1 November 2021 and continue through until the end of January 2022. Digital assets will be available on the Members Portal as of 1 October 2021.



←
Scan me to
register your
participation in
this campaign

A selection of digital assets have been developed for Think Water business owners to utilise in local area marketing. Those assets include:

- Social media posts and graphics (FB and IG)
- Google campaign packages
- Traditional direct marketing
- Shelf wobblers
- Posters
- Newspaper adverts
- TV advert (30 sec and 15 sec)
- Radio advert (30 sec and 15 sec)

As per usual with all Think Water marketing campaigns, the NSO will provide the artwork for Think Water Members who will need to arrange publication and printing at their cost.

The NSO will also publish a series of campaign assets across multiple marketing channels including the following:

- Blog posts for both national websites for organic SEO
- Social media posts and graphics (GMB, FB, and IG)
- Electronic direct marketing (EDM)
- Website graphics
- Email signature banner
- SMS marketing

Now is the time to talk to your Operations Manager and plan how you will utilise the assets for your marketing throughout the summer season.



THINK WATER AWARDS:

New Marketing Award for 2022

The 2022 Think Water Awards will see the introduction of a new Marketing Award designed to encourage individual Think Water Members to lift their game when it comes to marketing their business.

WHAT IS THIS AWARD FOR?

The purpose of this award is to encourage more local area marketing and the use of NSO supplied traditional and digital assets, while recognising Members who go above and beyond to promote their business.

This award is not about branding, although it is essential you follow the brand guidelines to maintain consistency in your marketing.

Media-savvy and pro-active Members who think out of the box and utilise their own resources to promote their business will be suitable winners.

HOW CAN I WIN THIS AWARD?

You will need to plan your marketing, participate in NSO campaigns, contribute to the national email database and blog posts, use multiple marketing channels, show consistency in your marketing, be active on social

media and prove that you are actively promoting your business.

HOW DO I ENTER?

You will need to nominate your business for the award by completing a nomination form and supplying examples of your marketing by the due date (30 April 2022). Start planning your marketing now and gathering examples for your submission.

CAN I USE AN AGENCY TO DO MY MARKETING?

No, this award is to encourage you to use the tools you have at hand, plan your marketing and show consistent effort. An agency or NSO can be used to produce artwork but you must do the planning and publishing. Essentially, you need to come up with the ideas and execute them with the assistance of a graphic designer and/or the NSO Marketing Coordinator.

WHAT IS AN EXAMPLE OF A CAMPAIGN / EVENT?

A campaign can utilise digital and traditional channels like social media, newspaper adverts, radio adverts and an EDM or it can be simple and

include a six month succession of consecutive newspaper adverts. Provided there is a consistent key message across all channels.

An example of an event would be an open day or field day. You will need to plan the event and promote it to your customers.

DOES THE NSO SOCIAL MEDIA PLAN COUNT TOWARDS BEING ACTIVE ON SOCIAL MEDIA?

No, you need to show consistency and post often. You should be continually posting allowing your businesses personality to shine through.

WHAT IS THE PRIZE?

The winner will receive a trophy at the award night as well as a marketing prize pack.

WHERE CAN I GET MORE INFORMATION?

Talk to the Marketing Coordinator about how you can increase your chances at winning this new award.



Natalie Kingcott
Marketing Coordinator



1800 632 410



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heritagetanks.com.au



Australian Made Water Tanks
26,000L - 375,000L
Zincalume, Colorbond, Streamline



WSP TALKS:

Galcon Takes Smart Irrigation Control to the Next Level

Following on from the success of the Galcon's GSI smart irrigation controller range over the past five years, two new products released recently, set a new benchmark in Cloud-Based irrigation control.

The GSI Pro is a further development of the popular GSI Ag range and now includes multi-channel, proportional or quantitative fertigation control with EC/pH management, dual headworks control and metering, automatic filter flushing, analogue sensor monitoring and up to eight irrigation programs with unlimited starts per day.

The web interface was upgraded in 2020 to the Angular platform, which is compatible with all major browsers.

Galcon's Galileo system is an advanced modular controller for irrigation, fertigation, and climate control in greenhouses and in large, complex areas with multiple valves and complex hydraulic elements. It has been their flagship control system for more than 20 years.

The challenge was upgrading the legacy Open Field and Greenhouse software management systems to support remote access and control.

The result is Galileo CLOUD, which is based on a totally new CPU supporting LAN, WiFi, Bluetooth and cellular communications with cloud-based control from PC, Mac, iOS or Android devices.

The new user interface supports all aspects of setup, programming, control and reporting to the point where the controller no longer requires a display or keyboard on the cabinet.

Graphical tools include live overlay of all functional elements onto a Google Earth background with real-time display of operational status and error alerts. Analogue sensor data can be logged and displayed over time using the Galileo CLOUD graph module.

The number of pumps, water meters, fertigation systems, and irrigation zones that can be controlled is virtually unlimited. This is the most advanced cloud-based controller for agriculture and horticulture.



Scan me for more information

Technology for efficient irrigation management



New Amiad Mini Sigma

Advanced automatic self-cleaning filter. Lightweight and durable with maximum installation



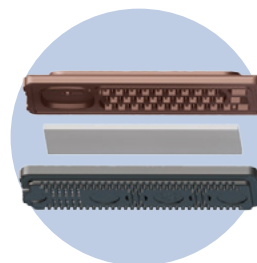
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Innovative oval flow path for accurate flow control and pressure regulation



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THINK WATER AWARDS:

New Young Irrigation Professional of the Year Award for 2022

The Young Irrigation Professional of the Year is awarded to an exceptional water professional who aligns with the Think Water purpose of inspiring and driving a culture of learning, supplier engagement, community, team engagement, and passion for a sustainable water future.

The winner of this award will need to demonstrate a willingness to increase industry knowledge and personal development, along with demonstrating leadership, influence, and passion for the water sector. This award is open to all Think Water employees across all roles who are 30 years of age or younger at the time of submission.

Judging criteria includes:

- Displays an exemplary personal and professional contribution to the business, community, and sector.
- Shows initiative, motivation, and passion while making an impact on the business, community, and sector.
- Recognition as a natural leader and possible visionary amongst colleagues, peers, and the

broader community. With possible aspirations to own a Think Water or similar business in the future.

- Has attended, or is attending the Think Water Academy with the goal of completing the full Certificate III in Irrigation Technology trade or other training/professional development in the past 12 months.

Nominees, will need to request approval and assistance from their store owner/manager prior to nominating and will need to complete the nomination form which will be made available online closer to the Think Water Conference.

When completing the nomination form you will be asked to answer the following:

- In 500 words describe how, in your primary professional role, you have contributed to Think Water and your colleagues, by way of professional networking and up skilling yourself
- In 500 words, describe how you are supporting and inspiring your community outside of your primary professional role. For example through volunteering or fund raising for extra-curricular activities like

the rural fire brigade or other community events.


You will need to supply:

- Two references (500 words each) addressing how the nominee has met the judging criteria and why they should receive the award. At least one reference should be from your direct/line manager.
- Your resume and proof of your up skilling.
- Three high resolution photos of you.
- A short 50 word promotional blurb about yourself, to be used should you be selected as a finalist.
- A two-minute video about why you believe you are the 2022 Young Irrigation Professional of the Year.

Nominations close 30 May 2022 and will be shortlisted to the top four entrants. The winner will be announced at the 2022 Think Water Awards night during the annual conference. However, the trophy and prize will be presented at the next store operations meeting.




Chris Rehm
Operations Manager AU




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Neta's UV stabilised hose-end fittings are proudly designed and made in Australia, to suit harsh outdoor conditions.



Australian Made




Practical Products



DURABLE No Break GUARANTEE

Reliability since 1947



neta
Practical Gardening
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DESIGNER TANKS

RAINWATER IS FREE
Stylish and sustainable
rainwater harvesting tanks



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GRUNDFOS TALKS:

SQFlex Solar Powered Submersible Pump Range Line Extension

Building on its 75 years of pump experience and over 40 years of solar technology expertise, Grundfos, a global leader in water technology, is excited to announce a product line extension for its SQFlex Solar Powered Submersible Pump Range.

The SQFlex now includes five high speed models – three large, one medium and one small capacity – to ensure even better coverage of solar-powered water pumping applications. The line extension will be available for order in Australia and New Zealand from mid-September.

"The SQFlex product line extension demonstrates our continued priority to develop products that not only meet the needs and expectations of our customers but also do so in a way that stays true to our commitment to offering sustainable solutions," says Sam Ryder, Grundfos Water Utility Area Managing Director.

The SQFlex pump range is compatible with AC/DC electrical supply and can operate using solar panels, batteries, or a generator and with our simple control solutions it is easy to switch between each source of power. Grundfos offers the best range of solutions for the most challenging applications.

"The extended SQFlex Solar Powered Pump Range enables our customers to expand their solar

application capabilities," explains Sam. *"Whether they need a system for crop irrigation or remote livestock watering, we've got a simple and reliable complete pumping solution that's easy to install with very little maintenance needed."*

The complete SQFlex pump range is designed with a number of benefits that save time and ensure reliable pump operation including:

- Ability to tolerate the widest incoming voltage range on the market (30-300 VDC | 90-240 VAC)
- AISI stainless-steel 316 construction with sacrificial anode as standard to extend product lifetime in extreme water quality applications
- Built-in pump protection to ensure years of trouble free and reliable operation
- Virtually no maintenance

Customers in Australia and New Zealand also have access to the Grundfos GO Solar mobile app that provides three ways to size solar-powered water systems. The app allows customers to size solar pumping systems offline. It also provides a built-in water calculator based on geolocation, which determines the average estimated amount of water needed for homes, crops, or livestock. The Grundfos GO Solar app is available from the App Store for both IOS and Android devices.

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HIGH PERFORMANCE

PREFERRED SUPPLIER SALES LEADER BOARD

Congratulations to our fastest growing stores* in Preferred Supplier products.

Measured period: February 2021 to August 2021

- | | |
|----------------|----------------|
| 1. GISBORNE | 6. ALBURY |
| 2. NORTHLAND | 7. MANAWATU |
| 3. WHITSUNDAY | 8. MILDURA |
| 4. MARLBOROUGH | 9. ROCKHAMPTON |
| 5. AUCKLAND | 10. GERALDTON |

*Rankings measured by percentage of Preferred Supplier sales growth over the same period last year.



SOCIAL MEDIA FOLLOWER LEADER BOARD

Congratulations to our Members with the highest growth in followers on Facebook and Instagram.
Total followers as at 7 September 2021.



1. DARWIN
2. BROOME
3. CALLIDE VALLEY*
4. HAWKES BAY*
5. CAIRNS
6. LEETON
7. ALICE SPRINGS*
8. MAREEBA*
9. MANAWATU*
10. SMITHTON*



1. ADELAIDE*
2. MILDURA
3. HAWKES BAY*
4. BROOME
5. DURAL
6. MARLBOROUGH*
7. NOOSA*
8. ALICE SPRINGS*
9. DARWIN
10. WEST COAST*

*Subscribes to NSO Social Media Services

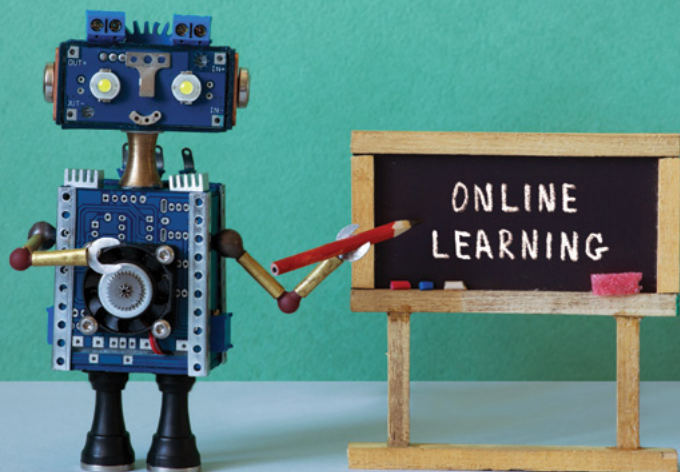


DIGITAL HUB LEADER BOARD

Think Water teams are educated and always learning. Congratulations to these teams on their ongoing professional development.

Total courses completed as at 15 September 2021.

- | | |
|---------------|--------------------|
| 1. ADELAIDE | 6. SMITHTON |
| 2. BROOME | 7. NORTHERN RIVERS |
| 3. HAWKES BAY | 8. NOOSA |
| 4. TARANAKI | 9. CALLIDE VALLEY |
| 5. WEST COAST | 10. MAREEBA |



THE THINK WATER DIGITAL FOOTPRINT



3,979*
NATIONAL PROFILE FOLLOWERS

26,576*
FOLLOWERS ACROSS TW GROUP



596*
NATIONAL PROFILE FOLLOWERS

8,200*
FOLLOWERS ACROSS TW GROUP



191*
NATIONAL PROFILE FOLLOWERS



1,456*
NATIONAL PROFILE FOLLOWERS



14,141* EMAIL DATABASE SUBSCRIBERS

*As at 9 September 2021

Congratulations Team Adelaide

Think Water Adelaide has recently been awarded the 2021 Think Water Australian Franchisee of the Year. Below Kylie Sims and Luke Behn (Directors) tells us how they feel to be receiving this prestigious award.

"It was a very welcome and pleasant surprise to be named Franchisee of the Year. A lot of thanks goes to Brenton, Roger, and Wayne for their dedication into building the business to where it is today, also a big congratulations to our great team, without them we wouldn't be able to run as successfully as we do."



FOR MORE INFORMATION SEARCH FOR THINK WATER ON
Google | Facebook | LinkedIn | Instagram | Youtube

