

South West region – Busselton & Bunbury

## **WATERWISE GARDEN IRRIGATOR PROGRAM**

# **Program Guidelines**



**Version 7 : May 2025**

Managed & administered by:



Supported by:



# **WATERWISE GARDEN IRRIGATOR PROGRAM**

This is an individual-based program therefore companies employing multiple staff and/or contractors who wish them to be endorsed are to enter the program on an individual basis.

Entry criteria:

- **ALL domestic irrigation installation businesses with a current ABN Number**
- **Sole traders**
- **Newcomers to the industry with little knowledge who wish to learn best practice are encouraged to also apply, and will be offered mentoring during their study/exam phase (but may require a more time to undertake the entry process)**
- **Former members of the program can re-apply, by simply completing an on-line assessment**

## **PROGRAM GUIDELINES**

### **GUIDELINE 1 - APPLICATION PROCESSING**

The Application will be reviewed against the selection criteria by the Waterwise Administrator and if the selection criteria have not been met, the administrator will contact the applicant to discuss further. Newcomers to the industry will be asked for former work experience and qualifications.

### **GUIDELINE 2 – ASSESSMENT PHASE**

Upon approval of the application by the Waterwise Programs Administrator, the applicant will receive electronic instructions on how to access and commence the online course. The course is self-paced and may be started, paused, and resumed at the participant's convenience.

The course covers best practice content across several key topics and includes 100 multiple-choice questions. A 100% pass mark is required for each module to gain entry into the program.

Should any applicant fail to complete the online course within the allocated time frame (12 months from the date of application), funds will be forfeited, and the applicant will need to re-apply and pay the appropriate fee.

### **GUIDELINE 3 - INSTALLATION OF IRRIGATION SYSTEMS FOR ALL WORK COMPLETED THROUGH THE WGIP TO THE IAL'S DESIGN PRINCIPLES AND SPECIFICATION**

Every endorsed Waterwise Garden Irrigator agrees to install garden watering systems according to the design principles and specifications as detailed in the governing manuals.

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## **GUIDELINE 4 – WATERWISE BRANDING/MERCHANDISE**

To maintain the program's integrity and raise awareness about water-efficient practices, it is essential to display Waterwise branding and merchandise visibly and to keep well-maintained. Contact the Waterwise Administrator for any replacement or repair items as needed.

## **GUIDELINE 5 – RANDOM AUDITS**

Waterwise audits are carried out randomly every 12 months by an independent consultant that Irrigation Australia engage.

The primary objective of the audits is to utilise these findings to assist in educating and supporting Waterwise members. By reviewing and addressing any items identified, Irrigation Australia and the endorsed Waterwise Garden Irrigator can share in enhancing the overall performance and effectiveness of the Waterwise Programs.

The appointed auditor (or auditors) will be provided with a check-list of points based on best practice principles upon which their assessment of each installation/maintenance will be made.

This check-list will define any deficiencies that may be found as being either 'major' or 'minor' breaches.

This audit process cannot, in itself, be an endorsement of every aspect of every garden watering system and cannot be used as evidence in the event of any dispute between any WGIP member and their client.

Following the audit a report will be submitted to the installing business. Should it be deemed there be any 'major' breach of the design principles or specification the installing business will be advised and be required to remedy such deficiency within a two-week period from the date of receipt of such advice. The client will be advised of any 'minor' breach within the system. Should there be more than one such 'minor' breach the installer may be required to make good such deficiency within a four-week period following such notification.

Any 'major' breach or two or more 'minor' breaches may result in a \$220 penalty (inc. GST) levied against the installing business. This is levied to cover the administration cost such a breach or breaches may cause including possible follow-up audits to ensure that appropriate remedial works have been carried out. Where such breaches have occurred, the percentage of jobs audited thereafter for that installer may be increased to ensure compliance.

Any installer or installing business endorsed under the program, for which auditing of systems installed/maintained by this installer, or this business shows consistent failure to meet all the design principles and compliance with the specification for the program, may have their membership of the program suspended by the Program Administrator or have their membership cancelled. In such an event no refund of membership fees will be paid.

The business under whose name membership is awarded is responsible for the actions of its installers. Consequently, that business is liable to make good any breach or breaches identified by the audit process and within the time period specified, whether or not the installer of the original system is available to make good any such breach.

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Payment of any such penalty shall be made within 30 days of receipt of notice of penalty. Failure to pay within this period may result in suspension from the program.

Refusal to submit to an audit request will be deemed as a failure to comply with Program Guidelines. This will result in suspension or expulsion from the program and all membership fees paid will be forfeited.

Should any installer or installing business be suspended or expelled from the program then neither may install/maintain garden watering systems under the program and should remove all advertising or reference to the program in any advertising or correspondence. Any promotional or identification material provided to the installer or installing company remains the property of the Program and should be returned to the Program Administrator on demand. Unauthorised use of any program material including names and logos shall be seen as a breach of copyright. A suspended or expelled member will have the right of appeal to the forementioned Appeals Board. Any appeal must be made in writing through the Waterwise Administrator within 30 days of expulsion.

## **GUIDELINE 6 - ONGOING PROFESSIONAL DEVELOPMENT**

Every endorsed Waterwise Garden Irrigator will be required to undertake a professional development task annually. These tasks will be determined each year by the Waterwise Sub-committee and form part of the member's commitment to this program.

## **GUIDELINE 7 – RENEWAL OF ENDORSEMENT LAPSED**

If a Waterwise Garden Irrigator's endorsement has been inactive for more than 3 months and they want to remain in the program, they must reapply. Additionally, the individual will need to complete a professional development task.