

South West region – Busselton & Bunbury

WATERWISE IRRIGATION DESIGN SHOP PROGRAM

Program Guidelines



Version 8 : May 2025

Managed & administered by:



Supported by:



WATERWISE IRRIGATION DESIGN SHOP PROGRAM

This is an individual store-based program that incorporates all full-time employees to be endorsed under the Waterwise banner. The preference is the store is manned by an endorsed Waterwise Irrigation Design Shop member. In the event that untrained staff member/s are manning the store, a Waterwise Irrigation Design Shop endorsed member is available by any means to assist them in providing appropriate irrigation advice.

Applying store selection criteria:

- **The business operates from a physical premise.**
- **The applying business has a current ABN Number.**
- **The “store” is for business for a minimum of 40 hours per week.**
- **The store has stock levels/presentations appropriate for a retail operation.**

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.

Waterwise Irrigation Design Shop Endorsement is awarded to an individual store where **employees** of that store have studied the Waterwise Irrigation Design Shop Training Manual and have sat and passed a multiple-choice exam. *An employee of that store is deemed as one who would be expected to interface with retail customers at the shop counter daily. ‘Back-office’ and clerical staff are encouraged, but not required, to go through the Program for that store to be Waterwise Irrigation Design Shop endorsed.*

Any **NEW STAFF** employed by the endorsed store will be required to have completed the relevant training within 6 months of commencement of employment.

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. This is applicable to all applicants (i.e.: store AND staff applications).

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GUIDELINE 3 - NEW STAFF

The Program Administrator must be informed of the employment of any new employees by a Waterwise Irrigation Design Shop within 3 months of their employment.

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

Store 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 store can share in enhancing the overall performance and effectiveness of the Waterwise Programs.

GUIDELINE 6 - ONGOING PROFESSIONAL DEVELOPMENT

Each endorsed staff member 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 store's endorsement has been inactive for more than 3 months and they want to remain a Waterwise Irrigation Design Shop, they must reapply to the Program. Additionally, staff members who were previously endorsed will need to complete a professional development task.