

# STRATEGIC CHANGE TO MAINTENANCE DELIVERY MODEL

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## ABSTRACT

Seqwater's Asset Services 2025 Strategy introduces a transformative approach to maintenance for South East Queensland's water assets. The plan, built on the Seqwater Collaborative Asset Services (SCAS) model in partnership with Ventia Utilities, aims to deliver reliable water for over 3.7 million people. Evolving from third-party reliance to collaborative contracts, the strategy emphasises clear maintenance delivery roles, robust performance measurement, and strong executive support. It navigates complex stakeholder, legal, and industrial requirements with a focus on prudent operations and well-managed change. After assessing delivery models, Seqwater selected a hybrid approach to clarify responsibilities and boost asset management maturity. Over the next four years, key initiatives include digitising asset data, optimising maintenance, developing advanced analytics, and improving reliability. The SCAS model is expected to increase efficiency, reduce costs, and ensure safe, compliant, and sustainable asset management to meet the region's growing needs.