

Local Government Charter

June 2020 Progress Report

In our Local Government Charter, we are committed to reporting on our performance against our service standards and on progress against five themed performance measures every six months. This report provides an update for the period January to June 2020.



Melbourne Water Service Standards

The Local Government Charter outlines our ongoing commitments to Local Government as we deliver our highly valued services to customers. We continue to review and evolve how we report against the Charter and welcome any feedback. Key measures concerning our relationships with Local Government customers are outlined below.



A total of **760** enquires from local councils were received by Melbourne Water from 1 December 2019 to 31 May 2020. Of these, **97%** have been resolved and the remaining **3%** are in the process of being resolved.



We held **79** proactive meetings with councils to discuss significant issues and responses over the last six months.

Local Government Charter Key Themes

Melbourne Water will work across five key themes in implementing our Local Government Charter. These selected performance measures help us to better track and report our progress in delivering on the Charter:

CHARTER FOCUS AREA 4: CONSULTATION ON LAND USE PLANNING & DEVELOPMENT

Undertake consultation on land use planning and development, including meeting with councils to discuss key decisions before they're made and working with other agencies and councils on planning for sea level rise and climate change adaptation activities. We'll also lead preparation of DSSs to masterplan drainage infrastructure for new developments.

Regular meetings with councils held in both growth areas and where urban redevelopment is planned, such as Fishermans Bend and the Arden precincts, helping to shape key Melbourne Water decisions. We are also working with DELWP, the MAV and the Association of Bayside Municipalities on the Coastal Planning project, developing guidelines to manage development risks due to sea level rise.

Melbourne Water's commitment to Local Government

Underpinning the working relationship with Local Government is our commitment to four key principles:

RESPONSIVENESS



INNOVATION



TRANSPARENCY



EASY TO DEAL WITH



Further Information and Enquiries

Please contact Andrew Camenzuli, Local Government Segment Lead at local.government@melbournewater.com.au or phone 131 722. Your questions and feedback are of great value to Melbourne Water.