



Fact Sheet

How do I report an alleged offence under the Act?



Water theft affects everyone in your community because there's limited water to go around. If you see something, say something.

Why is compliance and enforcement important?

It's illegal to take and use more water than allowed under your entitlement.

Whenever a little more water is taken than is allowed, it can easily add up and there is limited water to go around.

Water theft affects everyone in your community and it is important that individual water users do not adversely impact other users or Victoria's environmental values.

Individual water users should make sure they have the right authorisations before they take water from a waterway or dam.

As conditions in around Melbourne are becoming warmer and drier, it is important that access to water is fair for everyone.

If you see something, say something. It is all connected and taking water that's not yours, means less for everyone.

In Victoria, compliance and enforcement in the non-urban water sector is carried out by the Minister for Water and water corporations like Melbourne Water.



Figure 1. Yarra River at Warburton

What is an offence of the *Water Act 1989 (Vic)*?

Common offences of the Act include:

Offence	Section of Act
Unauthorised take of water	63
Unauthorised works	75 & 75A
Wrongful take of water	289 & 63
Failure to comply with licence conditions	55A
Failure to comply with notice of contravention	151

How can I report an alleged offence to Melbourne Water?

Call us on 131 722

Email: diversions@melbournewater.com.au

Submit online at: www.melbournewater.com.au/complaints-compliments-and-suggestions

What information do I need to provide?

When reporting an alleged offence of the *Water Act 1989*, if available, provide the following information:

- A description of the offence (including names of individuals and the business, location, dates and witnesses)
- How you became aware of this information
- Supporting documentation (e.g. photos of alleged action) and description of these.



Figure 2. (Above) Irrigation dam in Yarra Valley



More information

This factsheet is one in a series explaining compliance and enforcement at Melbourne Water.

You can find this series and further information about water use compliance on the Melbourne Water website at: www.melbournewater.com.au/water-data-and-education/waterway-diversions/water-use-compliance.

FURTHER INFORMATION

If you have any further enquiries, please call Melbourne Water on 131 722 or email us via diversions@melbournewater.com.au

ZERO tolerance on water theft

So there is an even playing field for everyone.
melbournewater.com.au/watertheft

VICTORIA
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Government

Melbourne Water is owned by the Victorian Government. We manage Melbourne's water supply catchments, remove and treat most of Melbourne's sewage, and manage rivers and creeks and major drainage systems throughout the Port Phillip and Westernport region.