

# Local Government Charter

## July 2017 Quarterly Progress Report

In our Local Government Charter, we are committed to report on our performance against our service standards and on progress against seven priority areas each quarter. This report provides an update for the period April to June 2017.



### Melbourne Water Service Standards

Our Local Government Charter outlines a series of high level and detailed service standards. We are considering how to best capture and present reporting on our performance against these. In the interim, key measures concerning our relationship with Local Government are outlined below.



### Local Government Charter Priority Areas

Our Local Government Charter identified seven priority areas we would specifically focus on to improve our relationships with, and services provided to, Local Government. An update on the progress of these priority areas for April to June 2017 is provided below.

Priority Area	Progress
<b>1</b> Provide a schedule of planning activities and works programs and undertake an annual joint planning session with councils	We have continued to discuss our activities and future works at various proactive meetings with individual councils. Maps developed with Melbourne Water's five year works programs are now available on our website which provide a schedule of our projects.
<b>2</b> Clarify – together with Local Government and relevant agencies – roles and responsibilities in relation to the 60ha catchment boundary	The Municipal Association of Victoria (MAV) has formed a working group of senior managers and officers from a cross-section of councils. The group will work through the detail required to achieve a considered and collective position regarding appropriate roles and responsibilities for councils and Melbourne Water. The working group is expected to meet at the MAV office five times this year and nine times in 2018.

## Priority Area

## Progress

**3 Improve transparency and collaboration around flood mapping and mitigation programs and improve timeliness in completing and releasing flood mapping**

Melbourne Water is continuing to consult with councils on our flood mapping programs. If you would like more information on our program, please email Wendy Smith at [wendy.smith@melbournewater.com.au](mailto:wendy.smith@melbournewater.com.au)

**4 Improve transparency and consistency around our lease and license structure and processing with the development of an improved administration framework**

Melbourne Water's Property team has developed a new leases and licences pricing structure and delivery model. They have continued to seek ways to deliver better services for our customers and the community. The team engaged with industry experts and other equivalent government entities to design a new delivery model that considers the challenges faced by all government agencies in relation to land use. The new model will be fully implemented by October this year.

**5 Improve coordination of maintenance activities with councils**

Melbourne Water is continuing to work with councils to better understand opportunities for formalising maintenance agreements and sharing knowledge to obtain better outcomes. Two proactive meetings were held with the City of Wyndham and Whittlesea City Council.

**6 Consulting with councils before key development decisions are made**

We are continuing to work with councils before key development decisions are made and hold ongoing bimonthly meetings in our region's growth areas. We've met with Glen Eira Council to provide support with our DevConnect online applications and Knox City Council on their flood mapping program and the planning scheme amendment process and the City of Wyndham on two developments. We are also working with Melton Council to involve an officer in a water quality asset training day.

**7 Work collaboratively with other agencies and councils to plan for sea level rise and climate change**

Melbourne Water's revised Planning for Sea Level Rise [Guidelines](#) are available on our website. It updates the adopted flood levels for Western Port to reflect the findings of the *Western Port Local Coastal Hazard Assessment* (DEPI *et. al.* 2015) and Melbourne Water's more recent flood modelling, as well as providing additional detail on general development assessment criteria.



### Further Information and Enquiries

If you have any questions or feedback on this Quarterly Report, please contact Nicole Sutherland, Local Government Segment Manager at [local.government@melbournewater.com.au](mailto:local.government@melbournewater.com.au) or Phone 131 722. Your questions, opinions and feedback are of great value to Melbourne Water. Thank you.