

# Local Government Charter

## January 2017 Quarterly Progress Report

In our Local Government Charter, we 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 October to December 2016.



### 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.



We held **9** strategic meetings with councils to discuss significant issues and responses through October to December 2016.



We received **107** calls to the Customer Service Centre through October to December 2016.



We received **52** emails to the local government email of which 50 were acknowledged within two days.

### 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 October to December 2016 is provided below.

Priority Area	Progress
<b>1 Provide a schedule of planning activities and works programs and undertake an annual joint planning session with councils</b>	<ul style="list-style-type: none"><li>• Maps developed with Melbourne Water's five year works programs will be made available on our website to provide a schedule of our projects. We will begin planning sessions with councils on a catchment level across our region to be held mid-year.</li></ul>
<b>2 Clarify – together with Local Government and relevant agencies – roles and responsibilities in relation to the 60ha catchment boundary</b>	<ul style="list-style-type: none"><li>• Melbourne Water is currently working with the Department of Environment, Water, Land and Planning and the Municipal Association of Victoria to finalise the governance arrangements and Terms of Reference - for the Review of the 60 hectare Threshold Institutional Arrangements.</li></ul>

## 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 has been working in collaboration with councils, DELWP and VICSES to develop a prioritisation framework. The framework will guide prioritisation of flood mapping locations, flood management activities and help with identifying the right mix of flood management options for each location. The draft framework was developed based on council and broader stakeholder input, and is now being tested through development of Melbourne Water's forthcoming work programs. The 2017 version of the framework and tools will soon be available to guide discussion and decision making for mapping and mitigation projects.

Melbourne Water would like to thank everyone who participated in testing and discussing the tools, and in particular, Casey, Greater Dandenong, Frankston, Manningham, Maribyrnong, Melbourne, and Mornington Peninsula for their input through ongoing working groups.

If you would like more information – please email [floodstrategy@melbourne.water.com.au](mailto:floodstrategy@melbourne.water.com.au)  
We are continuing to consult with councils on our 2016/17 flood mapping program.  
If you would like more information on the 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 is trialling the new pricing structure approved by the Valuer-General Victoria. With associated changes to internal workflows and processes, by the end of this financial year the Property team will be able to provide services that can efficiently process new applications for leases and licences from local councils. This also includes the Shared User Pathways agreements.

### 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. Below are examples of how we are improving the coordination of our maintenance:

- As part of our commitment to building and improving relationships with key customers, Our Regional Services team met with Brimbank Council to discuss maintenance improvement opportunities. A number of shared strategic improvement opportunities were identified including sharing our GIS maintenance data with council. This is the first time this type of data has been shared with a council. It is expected to improve collaboration and on-ground outcomes for the local community.
- We held a strategic meeting with Moorabool Council officers to discuss ongoing engagement opportunities.
- Melbourne Water's Waterway and Land Officer worked in the Macedon Ranges Shire Council Office in November to build relationships and improve waterway advocacy capability within council. Proactive meetings were also held with Macedon Ranges Shire Council to improve collaboration.
- We met with Hume City Council's Sustainable Environment Manager and Coordinator Open Space to have proactive discussions regarding WSUD assets and maintenance responsibilities and potential efficiencies of coordinating works.
- We held quarterly meetings with Monash City Council to discuss service outcomes, works co-ordination/efficiencies and progress of agreed joint initiatives.
- We met with City of Kinston to discuss Patterson River Launching Way initiatives in relation to finalising the interagency Patterson Lakes Management Plan.
- Discussions between Melbourne Water and City of Casey about grass cutting schedules produced a more positive outcome for both parties.
- We've been working with Frankston City Council to improve coordination of our maintenance activities by formalising the areas of maintenance responsibility, particularly in relation to key wetlands such as Seaford Wetland.
- We held a quarterly strategic meeting with the City of Wyndham.



## Priority Area

## Progress

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

We are continuing to work with councils before key development decisions are made, below are examples of how we are consulting:

- We worked with Hume City Council on a development to improve the design and allow the overland flow (during a 1 in 100 year event) to inundate open space to improve vegetation. This meant the original design to build retaining walls was not needed.
- We have established quarterly meetings with Glen Eira Council to discuss development issues and process improvements relating to infill development.
- We met with the City of Melbourne to improve processes for the assessment of development applications in areas affected by sea level rise.
- We supported Yarra City Council and Bayside City Council to amend the planning scheme to update flood overlays, triggered by new flood mapping.
- Consultation was undertaken with Bayside and Yarra City Councils for planning scheme amendments to update the Special Building Overlay (SBO).
- We've been working with Melton Shire Council on the development and gazettal of Precinct Structure Plans (PSP) for Rockbank, Kororoit and Plumpton.
- We are working closely with Wyndham City Council on the development of Quandong Park PSP and Hume City Council on the development of Lancefield Road and Sunbury South PSP's.
- We are working closely working with Cardinia Shire Council on the Cardinia East PSP, particularly incorporating innovative integrated water management outcomes.



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

- We are working with DELWP, Floodplain Management and Planning groups to prepare a consultation draft of our Planning for Sea Level Rise Guidelines. The draft guidelines have been circulated to coastal councils and catchment management authorities for comment. We are hoping to finalise the review of the guidelines early this year.
- We are working with representatives of the Association of Bayside Municipalities, the Municipal Association of Victoria and DELWP to better understand the impacts of climate change and sea level rise on Port Phillip Bay. We have engaged consultants to outline the scope of works required to complete a Local Coastal Hazard Assessment for Port Phillip Bay.



### Further Information and Enquiries

If you have any questions or feedback on this Quarterly Report, please contact Nicole Sutherland, Local Government Account Manager at [local.government@melbournewater.com.au](mailto:local.government@melbournewater.com.au) or Phone 9679 7616. Your questions, opinions and feedback are of great value to Melbourne Water. Thank you.