

Local Government Charter

March 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 January to March 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.



We held **11** proactive meetings with councils to discuss significant issues and responses through January to March 2017.



We received **85** local government calls to the Customer Service Centre through January to March 2017.



We received **51** emails to the local government email of which 100% 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 January to March 2017 is provided below.

Priority Area	Progress
1 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 strategic and operational meetings with individual councils. 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 hold a range of joint planning sessions with councils through 2017.
2 Clarify – together with Local Government and relevant agencies – roles and responsibilities in relation to the 60ha catchment boundary	The Department of Environment, Land, Water and Planning (DELWP) is reviewing the institutional arrangements between Melbourne Water and councils to better determine responsibility for urban stormwater flood management, related assets and services. The Municipal Association of Victoria (MAV) will be convening a working group to meet monthly over the next 18 months to bring a local government perspective to the discussions. MAV are holding a forum to gain an understanding of the issues and opportunities from a council perspective on 31 May. This will be an opportunity for councils to provide input to the scope of this review.

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 testing the first version of our new flood mapping and management framework (the Flood Management Prioritisation Tools) as we use them to develop our flood mapping and management priorities. The Prioritisation Tools help deliver a range of *Flood Management Strategy* objectives including increased information sharing and transparency, understanding and responding to frequent flooding, and building our ability to consider integrated water management and climate change in flood management projects.

We are continuing to consult with councils on our flood mapping programs. If you would like more information on the program, please email Wendy Smith at 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 completed development of a new pricing structure model for leases and licences. The pricing structure provides for improved transparency and was developed by benchmarking Melbourne Water against other government agencies. It is compliant with Victorian Government policy and has been approved by the Valuer-General Victoria. The pricing structure provides for consistency for all users of Melbourne Water land including councils and it will shortly be made available on our website.

We continue to work on various Shared Pathway Agreements. For example, in March 2017, Melbourne Water and the City of Whitehorse formally signed a Shared Pathway Agreement that will see a pipe track turned into a 1.1km community pathway.

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. Examples of how we are improving maintenance coordination include:

- We held two relationship meetings with Casey City Council and are aiming to establish maintenance agreements.
- A meeting with Whittlesea City Council was held to discuss maintenance responsibilities for natural assets focusing on providing multiple benefits with a focus on new waterway corridors in greenfield sub-divisions.
- We have been working together with Banyule City Council on flood response and recovery operations in the community following the December 2016 storm event.
- We have been working with Darebin City Council to manage a pollution incident within Edgars Creek and, in particular, at Edwardes Lake in Reservoir. There has been a sharing of knowledge and an improved understanding of roles and responsibilities when dealing with pollution incidents and opportunities to improve coordination and information around maintenance have also been discussed.
- A quarterly operations meeting was held between our Regional Services (West) team and Wyndham City Council to discuss opportunities to collaborate on maintenance activities and known drainage issues.
- We have been working with Wyndham City Council to support them with traffic crossing Cobbledicks Ford. We are looking to send alerts to the Wyndham MERO advising when the ford is being inundated so traffic control can be placed to stop vehicles entering it.



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. Examples of how we are consulting include:

- We have been working with Melton City Council on the development and gazettal of Precinct Structure Plans (PSP) for Rockbank, Kororoit and Plumpton.
- We have been working with Whittlesea City Council on the development and gazettal of the Wollert and Quarry Hills PSP.
- 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 with Cardinia Shire Council on the Cardinia East PSP, particularly incorporating innovative integrated water management outcomes.
- We are working with Macedon Ranges Shire Council on managing the development of the Riddells Creek township.
- We have been working with Mitchell Shire Council on the Mittagong Creek DSS to support the development of a Structure Plan.
- We have been supporting Moorabool, Yarra Ranges and Stonnington Councils to update flood overlays, triggered by new flood mapping.
- We are working with the City of Melbourne and the Victorian Planning Authority to develop a drainage strategy for the Arden-Macaulay area based around the proposed Arden Station.
- We are working with the Cities of Melbourne and Port Phillip, and the Victorian Planning Authority to develop a drainage strategy and protection against sea level rise for the Fishermans Bend area. South East Water have also been involved in this with regard to recycled water and rainwater harvesting.
- We are working with the City of Monash and the Victorian Planning Authority on the Clayton Business Park drainage strategy, and the broader Clayton National Employment Centre.
- We are working with Knox on local flood protection works for 12 units in Wantirna.
- We are working with the Shire of Mornington Peninsula for flood protection works for four houses adjacent to Chinamans Creek.
- In February 2017, representatives from our Regional Services and Development Services teams attended Macedon Ranges Shire Council's Planning and Development team meeting to build relationships between the teams and discuss respective roles.

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

Melbourne Water's *Planning for Sea Level Rise Guidelines* have been updated and set out specific requirements that apply to development proposals in areas affected by tidal inundation due to predicted sea level rise. The 2017 revision of the Guidelines (available on our website) 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 or Phone 131 722. Your questions, opinions and feedback are of great value to Melbourne Water. Thank you.