

Local Government Charter

November 2016 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 July to September 2016.



Service Standards

The 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 high level response times are outlined below:



219 calls from council staff were received and processed by the Customer Service Centre



75 Local Government emails responded within two days



0 There were no formal complaints recorded from Local Government through the period

Reporting for statutory and non-statutory referral data can be found in the Developer Charter <http://www.melbournewater.com.au/developercharter>

Priority Areas

The Charter identified seven priority areas we would specifically focus on to improve our relationships with, and services provided to, Local Government.

Priority Area

Progress

1 Provide a schedule of planning activities and works programs and undertake an annual joint planning session with councils

- Melbourne Water hosted three regional Local Government roadshows in August 2016. The roadshows provided an important forum to exchange information and discuss respective priorities, future planning and works programs by Melbourne Water and councils.
- All 38 councils in the Port Phillip and Westernport region were represented, with 105 people in attendance.
- Three retail water companies were also involved as presenters – Yarra Valley, City West and South East Water.
- A summary report from these Roadshows has been provided to attendees, with further analysis currently happening, which will inform business initiatives between Melbourne Water and councils.
- In addition, eight proactive strategic meetings were held with councils to discuss issues of importance to Council and Melbourne Water.

Priority Area

Progress

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) has started planning how they will “review the institutional arrangements governing the accountabilities for urban stormwater flood risk management for the Port Phillip and Westernport region” (Action 14a in the recently released Victorian Floodplain Management Strategy). This action will assist clarification of roles and responsibilities in regards to the 60ha catchment boundary.
- Melbourne Water will continue to support the review and will participate in consultations with Local Government.

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 framework is supported by several tools which have recently been reviewed and refined based on council input. When complete, we anticipate using the framework and tools to guide discussion and decision making for mapping and mitigation projects.
- In parallel, Melbourne Water is also consulting with Local Government on our mapping and mitigation program for 2016/17. If you would like more information on the 2016/17 program, please contact us.

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

- Melbourne Water is finalising its Leasing and Licensing Policy and procedures after receiving approval from the Valuer-General Victoria on our revised price rates for commercial, non-commercial and community leases and licenses.
- 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 committed to working with councils to better understand opportunities for formalising maintenance agreements and sharing knowledge to achieve better outcomes for all parties. This quarter we have worked with the following councils:
 - Banyule City Council: meeting to discuss maintenance and roles/responsibilities associated with St Helena Main Drain.
 - Kingston City Council: meeting to discuss and clarify beach maintenance roles and accountabilities at Patterson Lakes.
 - Maroondah City Council: meeting to discuss a new masterplan and future plans for the Dorset Recreation Reserve and ongoing management and maintenance arrangements.
 - Manningham City Council: meeting to discuss a new masterplan, ongoing maintenance responsibilities and land ownership associated with Ruffey Creek in Linear Park.
 - Melton City Council: an operational meeting was held to discuss maintenance opportunities along Arnolds Creek and the Werribee River near Melton.
 - Monash City Council: workshop to identify strategic opportunities and issues specific to Monash.
 - Mornington Peninsula Council: meeting also including South East Water to discuss a partnership to rehabilitate Tootgarook Wetland, which is a regionally significant freshwater wetland.
 - Wyndham City Council: established quarterly operational meetings to clarify maintenance arrangements and discuss ongoing opportunities for maintenance improvement activities.
- In addition, a new Customer Response Officer for Werribee is establishing contacts within relevant councils to assist with maintenance improvement opportunities.

Priority Area

Progress

6 Consulting with councils before key development decisions are made

- Melbourne Water has been working with Cardinia Shire Council, developers, Places Vic etc. to discuss a range of strategic issues and specific issues relating to the design and function of council assets.
- Melbourne Water, Mitchell Shire Council and Melton Shire Council are working together to supervise the construction of drainage pipes in nominated council areas to streamline delivery and quality assurance.
- Proactive bi-monthly meetings are held with City of Casey, Cardinia Shire Council and City of Greater Dandenong to discuss development issues and process improvements.
- Meetings are held bi-annually (or on an as needs basis) with Baw Baw Shire, Bass Coast Shire, Mornington Peninsula Council and Frankston City Council to improve key development decision making.
- Melbourne Water has established a forum to identify industry-specific issues and opportunities in a collaborative manner with key industry representatives, MAV and councils: the Urban Water Development Advisory Group (UDWAG).

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

- Melbourne Water is reviewing the Planning for Sea Level Rise Guidelines. We are working with DELWP, Floodplain Management and Planning groups to ensure consistency with State policy. It is expected the draft guidelines will be circulated to relevant councils for comment during November.
- We are working with representatives of the Association of Bayside Municipalities (ABM), the Municipal Association of Victoria (MAV) 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.
- We are drafting new guidelines outlining the information required from new flood modelling and mapping projects. councils and other stakeholders confirmed flood extents related to climate change and sea level rise would be used to inform adaptation planning. We will be working with CSIRO, DELWP and others to update our flood mapping approach using the best available information, and to incorporate new guidance contained in the forthcoming edition of Australian Rainfall and Runoff.
- A new Climate Change and Resilience Plan is also being developed, which will look at opportunities to further support a collaborative approach to adaptation and resilience.



Further Information and Enquiries

If you have any questions or feedback, please contact us on local.government@melbournewater.com.au or 131 722 (Press 2). Your questions, opinions and feedback are of great value to Melbourne Water. Thank you.