

# Local Government Charter

## February 2018 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 **October to December 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 received **467** emails in relation to development permits, of which 100% were acknowledged within two days.



We received **42** phone calls from Local Government general enquiry calls to the Customer Service Centre via 131 722.



We held **35** proactive meetings with councils to discuss significant issues and responses.

### 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 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 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. Melbourne Water will host two events for Local Government in April to share information on our projects, future planning and works programs. The events will provide an opportunity to meet with Melbourne Water staff and to hear about collaborative projects we are doing with councils.
<b>2</b> 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 leading a review of institutional arrangements for flood and drainage in metropolitan Melbourne. The Municipal Association of Victoria is representing the local government sector in this review and has formed a representative council working group. A series of workshops and information sessions have been held. DELWP will continue to engage with councils seeking input into this important project.

Priority Area	Progress												
<p><b>3</b> Improve transparency and collaboration around flood mapping and mitigation programs and improve timeliness in completing and releasing flood mapping</p>	<p><b>Collaborative Flood Modelling Projects</b> Melbourne Water is working with Casey City Council, Maroondah City Council and Banyule City Council to complete municipal wide flood modelling of council and Melbourne Water drainage networks.</p> <p><b>Joint Planning Scheme Amendments</b> We are working in partnership with councils to progress planning scheme amendments to ensure appropriate development advice is provided for flood affected properties, the councils include:</p> <table border="0"> <tr> <td>Bayside City Council</td> <td>Kingston City Council</td> <td>Cardinia Shire Council</td> </tr> <tr> <td>Manningham City Council</td> <td>Glen Eira City Council</td> <td>South Gippsland Shire Council</td> </tr> <tr> <td>Moorabool Shire Council</td> <td>Boroondara City Council</td> <td></td> </tr> <tr> <td>Yarra Ranges Shire Council</td> <td>Baw Baw Shire Council</td> <td></td> </tr> </table> <p><b>Collaborative Flood Mitigation Studies</b> We are working with City of Greater Dandenong, Monash City Council, Glen Eira City Council, Port Phillip City Council, Bayside City Council, Whitehorse City Council, Maroondah City Council and Bass Coast Shire Council on flood mitigation studies. We are developing the 2018/19 flood mapping and effects reduction program. For information, please contact Wendy Smith, <a href="mailto:wendy.smith@melbournewater.com.au">wendy.smith@melbournewater.com.au</a>.</p>	Bayside City Council	Kingston City Council	Cardinia Shire Council	Manningham City Council	Glen Eira City Council	South Gippsland Shire Council	Moorabool Shire Council	Boroondara City Council		Yarra Ranges Shire Council	Baw Baw Shire Council	
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<p><b>4</b> Improve transparency and consistency around our lease and license structure and processing with the development of an improved administration framework</p>	<p>Melbourne Water Property Team is working with councils to implement a “Head Agreement” for shared pathways. This document will provide a single point of reference for how shared pathways are managed. For new and existing pathways an annexure is attached to the Head Agreement to formalise the use of each pathway. The agreements will fast track the approval process of a new shared pathway request for council.</p>												
<p><b>5</b> Improve coordination of maintenance activities with councils</p>	<p>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 our coordination with councils:</p> <ul style="list-style-type: none"> <li>• Proactive meetings have been held with Macedon Ranges Shire Council, Moorabool Shire Council, Mitchell Shire Council, Moonee Valley City Council, Hobsons Bay City Council, Melton City Council, Wyndham City Council, Manningham City Council, Maroondah City Council, Nillumbik Shire Council, Whittlesea City Council, Banyule City Council and Boroondara City Council to discuss maintenance and stakeholder issues, share work programs and opportunities for future collaboration.</li> <li>• Site visits have been conducted with Maroondah City Council and Yarra Ranges Shire Council to discuss and management of Olinda Creek.</li> <li>• Meetings have been held with Nillumbik Shire Council to discuss flood damage after a storm event and Banyule City Council to discuss new flooding modelling in the municipality.</li> </ul>												
<p><b>6</b> Consulting with councils before key development decisions are made</p>	<p>Melbourne Water is working with Baw Baw Shire Council and DELWP as part of the Planning in the Economic Growth Zone project, which seeks to establish referral service agreements to assist with reducing time delays on planning permit application processes. The outcome of these discussions will be a Memorandum of Understanding on certain applications not requiring a referral response in accordance with Section 55 of the Planning and Environment Act 1987, consideration of permit exemptions and agreed processing timeframes for significant proposals. Meetings have been held with Macedon Ranges Shire Council to explore opportunities to work together more effectively, particularly in relation to the management of difficult or contentious development applications. Bimonthly meetings continue with Melton City Council and Wyndham City Council to progress discussions regarding developments in Greenfield areas to ensure council and Melbourne Water are updated and able to make informed decisions.</p>												
<p><b>7</b> Work collaboratively with other agencies and councils to plan for sea level rise and climate change</p>	<p>Melbourne Water is participating in the Port Phillip Bay Coastal Land Use Planning Project. The Municipal Association of Victoria has initiated the project on behalf of the 10 bayside municipalities. The aim of the project is to identify how the planning system in Victoria should deal with the issue of coastal climate change around Port Phillip Bay.</p>												

## 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. Thank you.