

What we will work on

We will work across five key themes in implementing the Charter. Selected performance measures will help track and better report on progress for each theme.

1. **Coordination of works programs and maintenance activities** – we will provide information on our works programs and activities, hold planning meetings with councils and improve coordination of maintenance activities.
2. **Clarification of roles and relationships** – we will actively participate in and support the DELWP review of Melbourne Urban Stormwater Institutional Arrangements (i.e. the 60 hectare review).
3. **Collaboration and partnership on design and delivery of services** – we will partner and work with councils on flood mapping and mitigation programs, participate in IWM forums and joint IWM projects, and lead and partner on improving waterway management.

4. **Consultation on land use planning and development** – we will meet and consult with councils to discuss key land use planning and land development decisions, lead preparation of Development Services Schemes. We will actively partner and work with other agencies and councils on planning for sea level rise and climate change adaptation activities.
5. **Communication and engagement** – we will continue to improve the way in which we communicate and engage with councils and enhance our reporting on progress against the Charter and performance measures.

Monitoring and review

We will report every six months on performance against the principles, themes and performance measures. The Charter will be reviewed every two years, in consultation with Local Government, to evaluate its effectiveness and to discuss priority issues.



Local Government Charter 2018 - Summary

Purpose

The Local Government Charter outlines how Melbourne Water will continue to engage and work with councils to deliver water services across the region.

Melbourne Water's commitment to Local Government

We are committed to enhancing relationships with Local Government, meeting service commitments and improving how we work with and alongside councils. Underpinning the working relationship with Local Government is Melbourne Water's ongoing commitment to four key principles:

RESPONSIVENESS



We will continue to respond to enquiries and keep councils informed on progress and proactively communicate and work collaboratively to address any issues.

INNOVATION



We will improve how we demonstrate and communicate innovation from across our business, such as by providing leadership, data sharing and technical expertise.

TRANSPARENCY



We will be more open and transparent in our decision-making, such as being more transparent about the decision-making process and reasons for our decisions.

EASY TO DEAL WITH



We will collaborate and engage with councils by facilitating strategic and operational meetings and further develop the role of Relationship Managers.



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