

Local Government Charter

June 2019 Progress Report

In our Local Government Charter, we are committed to report on our performance against our service standards and on progress against five themed performance measures every six months. This report provides an update for the period January to June 2019.



Melbourne Water Service Standards

The Local Government Charter outlines our ongoing commitments to Local Government as we deliver highly valued water services. We continue to review and evolve how it reports against the Charter and welcome any feedback. Key measures concerning our relationship with Local Government are outlined below.



Melbourne Water received a total of **792** enquiries from local councils from 1 January 2019 to 31 May 2019. Of these, **97%** have been resolved and the remaining **3%** are in the process of being resolved.



We held **58** proactive meetings with councils to discuss significant issues and responses.

Local Government Charter Key Themes

Melbourne Water will work across five key themes in implementing our Local Government Charter. These selected performance measures help us to better track and report our progress in delivering on the Charter.

CHARTER FOCUS AREA 5: DELIVERING GREAT OUTCOMES FOR THE COMMUNITY

We will provide information on our works programs and activities, hold planning meetings with councils and improve coordination of maintenance activities.

Proactive meetings and site visits have been held with councils to discuss maintenance and stakeholder issues, share work programs and opportunities for future collaboration. Since January meetings have been held with Melton, Brimbank, Darebin, Banyule and Moreland city councils, covering issues from weed management to implementation of the Healthy Waterways Strategy.

Melbourne Water's commitment to Local Government

Underpinning the working relationship with Local Government is our commitment to four key principals:

RESPONSIVENESS	INNOVATION	TRANSPARENCY	EASY TO DEAL WITH

Further Information and Enquiries

Please contact Andrew Camenzuli, Local Government Segment Manager at local.government@melbournewater.com.au or phone 131 722. Your questions and feedback are of great value to Melbourne Water.