Local Government Submissions – Final Summary Report

2021 Waterways and Drainage Investment Plan | Local Government Engagement

10 December 2019, FINAL
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Executive Summary

Melbourne Water is the statutory authority tasked with managing and protecting all waterways in the Port Phillip and Westernport region on behalf of the community, including the management of major drainage systems and flood plains. Melbourne Water works to protect and improve the health of waterways, such as rivers, wetlands, creeks and estuaries in collaboration with partner organisations, such as local councils, on flood protection, preparedness, response and education. Councils within the region maintain their own water drainage assets and waterways infrastructure which form a part of the wider Melbourne integrated waterway network.

The 2021 Waterways and Drainage Investment Plan (WDIP) aims to outline and guide how Melbourne Water will maintain and improve waterways in the region and protect and prepare the community for flooding events.

The purpose of the engagement undertaken was to gather input from all local councils in the Port Phillip and Westernport region to inform the development of Melbourne Water’s 2021 WDIP. The engagement aimed to build local council awareness and knowledge of the WDIP, understand councils’ preferences for outcomes and levels of service provided by Melbourne Water across four service areas, and gain insight into what councils value about Melbourne Water services.

The four key service areas identified in the 2021 WDIP are:

- flood management
- waterways management
- managing urban stormwater and pressures of urbanisation
- urban development services.

A total of 26 participants representing local councils in the catchment area completed an online submission during a six-week period from 5 September to 18 October 2019.

Summary of key findings

For each service area, participants were presented with the outcomes sought in relation to the management of services and were invited to rank the outcomes according to their level of importance. Participants were asked what areas they would like to collaborate with Melbourne Water on and the changes in levels of service that they would like to see. Primary concerns related to managing urban stormwater and pressures of urbanisation, and urban development services were also identified.

A summary of the key findings for each service area is provided below:

**Flood management**

- Managing, collecting and conveying stormwater, along with data such as mapping, modelling and planning information were the priority outcomes for flood management.
- Providing flood management infrastructure was essential to equipping councils with the tools to manage floods.
- Areas of collaboration with Melbourne Water identified by participants included maintaining and upgrading flood infrastructure, and gathering and sharing flood, rainfall and mapping data.
Waterways management

- The environmental values of waterways supported by good physical and ecological health were the priorities for waterways management.
- Participants identified collaboration they would like to see with Melbourne Water, such as monitoring and improving water quality through litter and pollution management and continuing the maintenance arrangements articulated in the Healthy Waterways Strategy and Living Links.
- Participants indicated that areas that require an improved level of service include litter management, the management of water pollution events, the Living Rivers program and the provision of vegetation along waterways.

Managing urban stormwater and pressures of urbanisation

- The capture, treatment and reuse of stormwater was a strong priority. Harvesting stormwater was seen to have many benefits for protecting the health of waterways.
- Areas for collaboration with Melbourne Water included long-term planning for maintenance and operational expenditure allowing more proactive planning for things such as climate change; strategically identifying and funding Water Sensitive Urban Design options; flood modelling and risk mitigation; partnering with the private sector and developers to reduce pollution; building capacity around water sensitive urban design standards; and implementing the Healthy Waterways Strategy into the planning scheme.
- Primary concerns raised regarding this service area were: a lack of long term and integrated infrastructure planning, competing needs for land space, a sustainable funding source for stormwater treatment infrastructure, limited ability to improve infrastructure in built up areas, and difficulty in getting private landholders to contribute to stormwater retention and reuse.

Urban development services

- Participants prioritised Outcome B (Infill development ensures flood resilience). Infill development is relevant to all Council areas, while not all have greenfield development capacities. Additionally, challenges are encountered with large-scale mixed-use development of industrial land within a municipality and it is a challenge to ensure integrated water management is incorporated at the beginning of the planning process.
- Core additional services and programs identified by participants included investment in the Living Rivers Program (or an equivalent), projects allocated to Melbourne Water through the IWM forum processes, continued investment in invasive species control, support for landholders adjacent to waterways with land management through grants and partnerships, and prioritising water sensitive urban design treatments in local infrastructure upgrades.

Participants identified a range of services that they most valued, highlighting the Living Rivers program, responsive flood management infrastructure, Integrated Water Management as a collaborative and comprehensive approach to water management, planning permit application referral advice, programs and activities to improve waterway health, knowledge sharing, capacity building, and further grant opportunities.

Council’s view is that the outcomes that would be most valued by the community 10 years from now included outcomes that align with adequate stormwater flow and flood management
infrastructure, access to healthy and biodiverse waterways free of pollutants, improved climate resilience through flood protection, access to alternate water sources, and a community that is informed, engaged and responsive to the risks of flood events.

The information provided through the submission process will be used to inform the development of the 2021 WDIP.
Introduction

Report purpose
This report presents the key findings from the Waterways and Drainage Investment Plan (WDIP) local government engagement. Engagement with local government occurred over a six-week period, between Thursday 5 September and Friday 18 October, through an online submission survey. The findings in this report will assist Melbourne Water in the development of the 2021 WDIP.

Project background
Melbourne Water is the manager of all waterways in the Port Phillip and Westernport region and manages the major drainage systems and flood plains. That means Melbourne Water is responsible for the health and vitality of greater Melbourne’s waterways for future generations, and is also responsible for regional drainage, floodplain management and a range of stormwater services across our region.

Councils within the region own and maintain drainage assets that connect to Melbourne Water’s infrastructure. They also own and operate their local infrastructure which is a key component of Melbourne’s integrated water management practices. Councils partner with Melbourne Water in work such as incentives funding, development approval processes, the provision of information such as flood warnings, education programs and maintenance programs.

The 2021 WDIP will outline the services that will contribute to Melbourne Water’s vision of Enhancing Life and Liveability. More specifically the services in the WDIP will contribute to a more sustainable, prosperous, liveable and healthy community by protecting waterways within the broader landscape, connecting diverse and thriving ecosystems, providing access to waterways and open green spaces, and preparing and protecting the community from flooding.

The services and key outcomes in the 2021 WDIP will be provided by Melbourne Water in partnership with local councils. To this end Melbourne Water and local councils share responsibilities for waterway health, improving flood protection, stormwater management and land development.

Melbourne Water engaged with councils within the Port Phillip and Westernport region to understand their expectations of the range of services, service levels and delivery approaches to include in the 2021 WDIP. The service levels must demonstrate benefits to the community over and above the costs to deliver them. In September and October 2019, Melbourne Water invited councils to provide a submission to inform the development of the 2021 WDIP.

The outcomes of the engagement will help Melbourne Water understand local government priorities for flood, waterways and stormwater management services and urban development services. It will also help Melbourne Water identify opportunities for future collaboration with local governments.
**Engagement approach**

The following section provides an overview of the engagement approach including engagement objectives, a summary of engagement and communication activities and the limitations of the engagement process.

**Engagement objectives**

The project aimed to:

- build local council awareness and knowledge of the WDIP
- understand local councils’ preferences for outcomes
- understand local councils’ preferences for levels of services by understanding the prioritisation of their outcomes
- gain insight into what local councils value about the services Melbourne Water provides
- engage all relevant local councils within the services catchment through the engagement process.

**Engagement and communication activities**

Melbourne Water sought to engage local government in this project through an online submission process. The submissions were open for six weeks, from Thursday 5 September to Friday 18 October 2019. Melbourne Water, in partnership with Capire Consulting Group (Capire), delivered the following activities:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Educational material</td>
<td>Educational material was prepared to educate councils about the purpose of the WDIP, the WDIP services and programs and the benefits of contributing to its development. These materials included a video clip and a background document. The materials were designed to support councils’ participation in the engagement process.</td>
</tr>
<tr>
<td>Emails to councils</td>
<td>Melbourne Water communicated about the project and the opportunity to participate in the engagement through email. The first email included:</td>
</tr>
<tr>
<td></td>
<td>- project background</td>
</tr>
<tr>
<td></td>
<td>- educational material</td>
</tr>
<tr>
<td></td>
<td>- details of the submission process.</td>
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<tr>
<td></td>
<td>Follow up emails were sent to councils during the submission process.</td>
</tr>
<tr>
<td>Online submission process</td>
<td>Melbourne Water invited councils to complete an online submission to inform the development of the 2021 WDIP. Councils were given five weeks to complete the submission. At the request of various</td>
</tr>
<tr>
<td>Activity</td>
<td>Description</td>
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<tr>
<td>-----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>councils an extension of one week was provided, to support the online process and increase the number of submissions. This gave councils a total of six weeks to complete the submission.</td>
</tr>
<tr>
<td></td>
<td>For the complete submission form see Appendix A.</td>
</tr>
<tr>
<td>Local government</td>
<td>Melbourne Water, with the support of Municipal Association of Victoria (MAV), invited councils to a WDIP briefing at the Melbourne Water Docklands Head Office. Melbourne Water delivered a presentation about the WDIP and responded to the participants’ questions. For the briefing agenda see Appendix B.</td>
</tr>
<tr>
<td>briefing</td>
<td>A briefing summary was prepared following the briefing and was emailed to all attendees and uploaded to yoursay.melbournewater.com.au.</td>
</tr>
<tr>
<td>Project website</td>
<td>Melbourne Water created a separate Local Government Submissions webpage located within the Price Submission YourSay webpage. The online webpage consisted of a document library that included the educational material and the direct link to the online submission. The webpage provided councils an easy-to-access online portal during the submission process.</td>
</tr>
</tbody>
</table>

**Limitations**

This report details participant perceptions, concerns and ideas as expressed through responses via the submission form. The following limitations were identified in relation to conducting and reporting on the engagement findings:

- The council officers who participated in the engagement were asked to provide responses in the submission that as far as possible reflected the views of their respective council and not just the views of those that completed the submission. The responses do not specify the level of endorsement or approval.

- The information in this report does not necessarily reflect the views of a representative sample of each municipality within Melbourne Water’s catchment area. The overall results therefore should not be regarded as a representation of the views of a statistically validated sample of each municipality.

- The information in this report is based on the views, opinions and feedback of the participants. It therefore does not necessarily reflect the views of all community members within Councils but provides in-depth insights into key themes, sentiments and issues from their Council’s experience.

- The report presents the key points of discussion and includes feedback, concerns and ideas expressed by participants. It provides an overview of participant sentiment but does not report on the sentiment of individual participants.
**Participants**

A total of 26 online submissions were received. A total of 21 participants completed the submission from several councils across Greater Melbourne. These included:

- Banyule City Council
- Boroondara City Council
- Brimbank City Council
- Cardinia Shire Council
- City of Casey
- City of Greater Dandenong
- City of Greater Geelong
- City of Melbourne
- City of Port Phillip
- City of Whittlesea
- Glen Eira City Council
- Hume City Council
- Kingston City Council
- Maroondah City Council
- Mornington Peninsula Shire
- Nillumbik Shire Council
- Stonnington City Council
- Whitehorse City Council
- Yarra City Council
Engagement findings

The following section provides a summary of the engagement findings. The findings have been presented according to the four service areas:

- Flood management
- Waterways management
- Managing urban stormwater and pressures of urbanisation
- Urban development services.

This section also presents any additional services or programs suggested by participants, and an overview of local government and community values.

Flood management

Flooding can affect communities directly and indirectly. The annual average damage caused by flooding is estimated to be $399 million. This includes damage to residential and commercial buildings and properties, damage to roads, and some of the broader economic consequences of floods.

Flooding can cause disruption and damage the natural environment. The personal and social costs of flooding can be significant. With the region’s population expected to almost double by 2050, floods have the potential to affect an even greater number of people and assets.

In the Port Phillip and Westernport region over 50 different organisations including Melbourne Water, the 38 councils, water authorities, government departments and emergency services, work together with the community to manage the risks of flooding.

To assist in understanding the priorities for flood management four outcomes were presented in the online submission form. These outcomes are described in Table 1 below.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Program of service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome A:</strong> Risks to life, property and convenience as a consequence of flooding are reduced through the provision of early warnings and community education.</td>
<td>Reduce the burden in the community of the consequences of flooding. This will be supported by a range of programs and measures including developing and managing flood warning systems with key stakeholders; delivering targeted flood resilience education programs in the community in partnership with councils and VICSES; as well as monitoring and providing river level warnings and closing river crossings to ensure the safety of the community.</td>
</tr>
<tr>
<td><strong>Outcome B:</strong> Flood risks to life, property and convenience are reduced through the management, collection and conveyance of stormwater.</td>
<td>Manage the catchment drainage network to ensure flood management infrastructure is regularly maintained and upgraded when necessary to ensure the safety and convenience of the community in the event of flooding caused by stormwater; work in partnership with others</td>
</tr>
</tbody>
</table>
Outcome

Program of service

to deliver integrated approaches to stormwater management that reduce flood impacts.

**Outcome C:** Flood risks to life, property and convenience are reduced through the provision of mapping, modelling, and planning information.

Provide timely, accurate and accessible flood risk information using flood modelling and mapping; and undertake research, modelling and mapping to predict urban development areas that are predicted to be affected by flood as a result of a changing climate. Provide flood information to local and state government for incorporation into planning schemes.

**Outcome D:** Flood risks to life, property and convenience are reduced through the provision of strategy, inter-agency co-ordination and management plans and by trialling new approaches.

Lead co-planning and collaborative implementation of the regional flood strategy and development of local flood management plans to build knowledge, capacity and critical response capability between agencies and government to ensure the safety of the community and the environment. Undertake pilot programs to trial new approaches to reducing flood risks.

Through the online submission form participants were asked initially to prioritise the outcomes based on what they considered most important to their community and council area, where a rating of one (1) was considered a top priority and a rating of (4) the least important priority.

<table>
<thead>
<tr>
<th>OUTCOME (A)</th>
<th>OUTCOME (B)</th>
<th>OUTCOME (C)</th>
<th>OUTCOME (D)</th>
</tr>
</thead>
<tbody>
<tr>
<td>14%</td>
<td>43%</td>
<td>38%</td>
<td>9%</td>
</tr>
<tr>
<td>18%</td>
<td>17%</td>
<td>38%</td>
<td>26%</td>
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<tr>
<td>32%</td>
<td>22%</td>
<td>4%</td>
<td>43%</td>
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<tr>
<td>36%</td>
<td>17%</td>
<td>21%</td>
<td>22%</td>
</tr>
</tbody>
</table>

**Figure 1:** Flood management outcome prioritisation result – percentage

Applying weighted scores to the ratings allows us to calculate the overall level of importance for each outcome. For example, for every rating of one (which is most important) a weighted score of 4 is given, and for every rating of four (the least important) a weighted score of 1 is
given. To calculate the weighted average the scores are then combined and divided by the total number of responses (in this case 22). The outcome with the highest weighted average tells us which outcome has the highest average score of importance.

For the flood management outcomes, Outcome C received the highest average rating of importance followed closely by Outcome B.

![Figure 2: Flood management outcome prioritisation result - weighted score](image)

Participants found that managing, collecting and conveying stormwater, along with providing mapping, modelling and planning information are overall the priority outcomes for flood management. Respondents often suggested that the provision of flood management infrastructure was essential to equipping councils with the tools to manage floods.

Participants who prioritised mapping, modelling and planning information (Outcome C) suggested that: this could prevent new flooding issues (by controlling development and particular uses in flood prone areas). Data will help transition towards integrated water management, where quality data facilitates better planning and proactive work rather than reactive and a crisis-driven response.

Those who prioritised managing, collecting and conveying stormwater (Outcome B) gave details about why including infrastructure upgrades (and maintenance) and community safety are important.

Participants who commented on strategy and inter-agency cooperation (Outcome D) suggested that leadership is important for cooperation, and that providing coordinated responses in times of emergency and crisis is crucial.

> ‘As highlighted in the Port Phillip and Westernport region over 50 different organisations work together to manage the risks of flooding, the 38 councils, water authorities, government departments and emergency services together with the community. Melbourne Water with stakeholders has an opportunity to lead.’ - City of Casey participant

Of those who commented on early warnings and community education (Outcome A), some commented that floods are an unavoidable reality in urban environments, therefore a well informed and educated community was important to building capacity within the community.
Some participants noted that all outcomes are important and found prioritising them difficult.

**Areas for collaboration**

Participants identified areas that they would like to collaborate with Melbourne Water on. Suggestions included collaboration on matters identified below, listed according to what was most commonly suggested by participants:

- maintenance and upgrades to infrastructure
- sharing data (such as upstream flood information, flood modelling, climate change impact modelling, rainfall modelling, and mapping)
- community education and creating consistent and accessible information
- planning scheme amendments
- contributing to policy development and plans.

Some participants suggested specific projects, or infrastructure works (such as the Lara Street Main Drain).

**Changes to levels of service**

There was consensus from all respondents that there were no areas of flood management services where a reduced level of service was required.

**Waterways management**

Healthy waterways contribute to economic prosperity, social wellbeing and a thriving environment. The condition of waterways is impacted by the activities of many organisations and individuals. These can degrade waterway condition and the benefits they provide to the community. These impacts are particularly severe in the Port Phillip and Westernport region which is densely populated and highly developed with extensive and increasing urban areas. Catchment and waterways management can protect and enhance access, use and enjoyment of waterways.

Melbourne Water delivers a range of waterways condition improvements that contribute to achieving the outcomes from the Healthy Waterways Strategy (the regional collaborative strategy for improving waterway health). There are a range of other organisations, groups and individuals who work in partnership with Melbourne Water, who also contribute to the management of waterways.

To assist in understanding the priorities for waterways management three outcomes were presented in the online submission form. These outcomes are described in Table 2 along with the program of service delivered by Melbourne Water to achieve the outcomes.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Program of service</th>
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<tbody>
<tr>
<td><strong>Outcome A:</strong> Rivers, creeks, wetlands and estuaries (waterways) are in a physical and ecological condition that support a variety of environmental values.</td>
<td>This includes flora and fauna biodiversity management, protecting the habitat of threatened species, maintaining instream physical habitat and form (e.g. bank stabilisation works); improving</td>
</tr>
</tbody>
</table>
Outcome Program of service

Connectivity as well as monitoring and managing water in the waterway.

**Outcome B:** Waterways are accessible places that offer amenity, and opportunity for recreation, connection and relaxation in the community.

Accessibility and amenity are maintained by managing water quality, litter and vegetation for amenity. In addition to this, we work with partners to create more liveable waterway corridors and green spaces with urban shading and cooling to encourage place-based community connection, recreation and relaxation.

**Outcome C:** Waterways are managed drawing on the collective efforts of organisations and individuals, underpinned by best practice planning, investigation, innovation, technology, research, monitoring and evaluation.

Waterways are managed drawing on the collective efforts of organisations and individuals, underpinned by best practice planning, investigation, innovation, technology, research, monitoring and evaluation.

Through the online submission form participants were asked initially to prioritise the outcomes based on what they considered most important to their community and council area, where a rating of one (1) was considered a top priority and a rating of (3) the least important priority.

Applying weighted scores to the ratings allows us to calculate the overall level of importance for each outcome. For example, for every rating of one (which is most important) a weighted score of 3 is given, and for every rating of three (the least important) a weighted score of 1 is given. To calculate the weighted average the scores are then combined and divided by the total number of responses (in this case 23). The outcome with the highest weighted average tells us which outcome has the highest average score of importance.
For the Waterways Management outcomes, Outcome A received the highest average rating of importance, while Outcome C received an average score of almost half that.

![Figure 4: Waterway management prioritisation results – weighted score](image)

The following is a summary of the responses that participants provided alongside their prioritisation ratings:

- Waterway environmental values were considered by many participants as the priority for waterway management. Values included the biodiversity and ecology of the waterway environments and how they support natural ecosystems.

- Waterways are considered highly important for providing community access to green spaces particularly in highly urbanised areas.

- Participants considered the outcomes interdependent. In order to provide community value, the waterways need to be healthy and to achieve healthy waterways, this requires collaboration.

- Prioritising the natural environment was identified by several participants as important as it aligns with their council’s policies and strategies.

‘Council plans and strategies promote a connection with nature, which means our waterways need to be in good ecological condition for community to appreciate and for Council to promote. The more natural the condition of the waterway, the more beneficial the interaction.’ - City of Hume participant

‘A healthy waterway is the first aspect in which the community can confide in the amenity of the asset. The community are simply not going to appreciate a waterway with aesthetics of heavy litter, odour, turbidity etc.’ – City of Boroondara participant
‘... without access to waterways for amenity and recreation, we cannot truly value them for their environmental values as well, which guides the level of management necessary to deliver a service for the community and environment.’ – City of Casey participant

In terms of what participants felt was most important to their community and council in achieving and maintaining healthy rivers, creeks, estuaries and wetlands between 2021 and 2026, prevention and management of litter and pollutants entering the waterways was the most commonly cited as most important. These comments related to improving the health and amenity of the waterways but also the flow-on effect for Council when the litter and pollution travels onto beaches and they are required to clean it up. Improving biodiversity and where possible returning waterways to their natural state was also discussed along with providing connected biodiversity corridors along waterways.

**Areas for collaboration**

Participants identified areas that they would like to collaborate with Melbourne Water on regarding waterways management. Suggestions included:

- monitoring and improving water quality through litter and pollution management and increasing vegetation
- maintenance arrangements for adjoining Melbourne Water and Council land that aligns with service priorities articulated in the Health Waterways Strategy and Living Links
- invasive species control and support with land holders adjacent to waterways
- highlighting the cultural heritage links
- whole of catchment integrated approaches to deliver, plan and implements projects that deliver multiple benefits to waterway health, flood management and amenity
- improving community access to waterways
- large scale stormwater harvesting, treatment and reuse
- data sharing.

**Changes to levels of service**

Participants were asked to identify what areas need an improved level of service and what areas need a reduced level for waterways management. The following points summarise the responses.

Increased levels of service are needed for:

- litter management and prevention
- Living Rivers Program
- green infrastructure maintenance
- managing water pollution events
- vegetation and revegetation along waterways to improve connectivity of biodiversity
- water quality monitoring.
Regarding any proposed decreases to levels of service, no participants showed support for decreasing services relating to waterways management.

Managing urban stormwater and pressure of urbanisation

Managing stormwater is an increasingly important challenge across the region. As the natural landscape is built over with hard, impervious surfaces such as roofs, roads and paved areas, less rain water infiltrates to the soil and groundwater system and more drains directly into waterways, carrying pollutants such as oils, dirt, nutrients, heavy metals, pesticides and litter with it. Increased and rapid runoff to waterways during, and shortly after, rain events leads to scouring of aquatic habitats and heavier load of these pollutants.

Excess stormwater which drains directly via pipes and channels to our waterways is the critical factor in maintaining good ecological health of our waterways. By harvesting and infiltrating excess run-off, we can replicate the natural conditions and support good ecological health of our waterways and the bays and reduce the transport of pollutants and litter.

Table 3: Urban stormwater and pressures of urbanisation outcomes and program of services

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Program of service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome A:</strong> The health of Port Philip Bay is protected through nitrogen load reduction and the health of Western Port is protected through sediment load reduction.</td>
<td>Enhance and maintain the capacity of our region’s stormwater quality treatment systems (SWQTS) through the construction of new lot scale, street scape and public realm stormwater assets as well as the rectification and renewal of existing wetlands. The operation and maintenance of sediment ponds as well as litter removal, investigations and mapping pollution from industrial sites to protect and enhance the health of the waterways in the region. Provision of opportunities for partnerships and education as well as incentivising and co-funding of our partners to also participate in building and maintaining SWQTS.</td>
</tr>
<tr>
<td><strong>Outcome B:</strong> Preventing significant decline to the ecology of waterways by significantly increasing stormwater harvesting and developing more fit-for-purpose stormwater reuse systems to deliver multiple benefits to the community and the environment.</td>
<td>Provide opportunity for a viable alternative supply which can diversify the region’s mix of available water resources to improve community wellbeing and amenity through access to cooler, greener urban spaces and recreational areas. Provide opportunities for partnerships and education as well incentivise and co-fund our partners to meet harvesting and infiltration objectives.</td>
</tr>
<tr>
<td><strong>Outcome C:</strong> Increasing industry capacity to implement water sensitive design and develop stormwater management systems and advocating for policy change to support industry initiatives.</td>
<td>Stormwater management is planned and implemented using best practice in planning investigations to inform the effective functionality of wetlands and improving wetlands operations. Developing guidance to include Healthy Waterways targets into the State Policy Planning Framework to influence change and best practice as well as funding research into</td>
</tr>
</tbody>
</table>
Outcome | Program of service
---|---
| stormwater impacts on waterway condition and the quantitative risk assessment of using stormwater as an alternative water source in fit-for-purpose uses.

Through the online submission form participants were asked initially to prioritise the outcomes based on what they considered most important to their community and council area, where a rating of one (1) was considered a top priority and a rating of (3) the least important priority.

Applying weighted scores to the ratings allows us to calculate the overall level of importance for each outcome. For example, for every rating of one (which is most important) a weighted score of 3 is given, and for every rating of three (the least important) a weighted score of 1 is given. To calculate the weighted average the scores are then combined and divided by the total number of responses (in this case 23). The outcome with the highest weighted average tells us which outcome has the highest average score of importance.

For the urban stormwater and pressures of urbanisation outcomes Outcome B received the highest average rating of importance. Outcomes A and C received similar ratings of importance.

Figure 5: Urban stormwater and pressures of urbanisation prioritisation results – percentage
As found through the participants’ comments on waterways management outcomes prioritising the health of the waterways and bays are priorities. Also made clear through the comments was the view that stormwater is a significant factor impacting the environmental values of the waterways and it is a priority to keep the stormwater out of the waterways.

Prioritising the capture, treatment and reuse of stormwater (Outcome B) was a strong priority expressed in the participant comments. Harvesting stormwater was discussed as having many benefits for protecting the health of the waterways but also additional benefits of providing alternative water provision and drought security; providing fit-for-purpose alternative water supply and reducing demand for potable water; and providing increased opportunities for green spaces.

Regarding support for Outcome C, comments identified the need to respond to the rapid rate of infill and greenfield development and needing to focus at the source of stormwater. It was noted that existing infrastructure cannot keep up with the rate of development and that more localised systems are required. It was also noted that more emphasis is needed on helping the public (including industry) develop fit-for-purpose uses for stormwater.

‘Stormwater issues come about primarily because of urbanisation. The management of these issues should therefore begin from the source. This would facilitate the reduction in pollutants and reuse of stormwater.’ – Mornington Peninsula Shire participant

‘Rather than simply focusing on WSUD assets in the street and at end of pipe, more emphasis should be given to opportunities that residents can embrace’ City of Whittlesea participant

**Areas for collaboration**

Participants identified areas that they would like to collaborate with Melbourne Water on regarding stormwater planning and management. Suggestions included:

- long-term planning for maintenance and operational expenditure allowing more proactive planning for things such as climate change
strategically identifying, scoping and funding Water Sensitive Urban Design options
flood modelling and risk mitigation
implementing the Healthy Waterways Strategy through the planning scheme, in particular the performance objectives and targets
mitigation of industrial and sediment pollution, including monitoring, response, enforcement, controls and emergency management planning
stormwater harvesting, treatment and reuse including planning for new assets and maintenance of existing with several comments referring to construction of new wetlands
opportunities for reducing the heat island effect
working with developers to reduce construction pollution entering waterways
building capacity of developers and contractors to understand water sensitive urban design standards and requirements to be able to build assets correctly
understanding the holistic benefits of integrated water management to help build businesses cases with a suggestion to develop water sensitive urban design policies and guidelines.

‘There is now an increasing amount of new technologies and products entering the market and local government do not always have the capacity to assess what is suitable.’ – City of Melbourne participant

Primary concerns regarding stormwater planning and management
Participants were asked what their primary concerns were regarding stormwater planning and management for their council area. The following points are a summary of the concerns raised.

• There is a lack of demonstrated, transparent, integrated long-term infrastructure planning for future needs. There is concern that opportunities are being missed.
• There are competing needs for land space. Particularly there is community expectation of open space provision and a lack of community awareness of the importance of stormwater harvesting and treatment.
• Accessing a sustainable funding source for construction and maintenance of stormwater treatment infrastructure was a concern.
• There are limited opportunities to improve infrastructure within built up areas.
• There are difficulties in getting private landholders to contribute to stormwater retention and reuse.
• Climate change and the ability of existing infrastructure to cope with future rainfall conditions is a concern.
• End users of stormwater and recycled water are limited which in turn limits regional scale collection and treatment for re-use, including portable.
• There is a current lack of consideration for downstream impacts from stormwater.
• Uncontrolled flows from rapid development is damaging road infrastructure downstream and the flooding and pollution of waterways is a concern.
• Coordinated timing between land development and stormwater drainage infrastructure is needed.
Urban development services

Melbourne Water provides services integral to a broad range of development related customer groups. These services protect new and existing properties from flooding and maintain the health of local waterways and bays. Melbourne Water aims to ensure long-term, sustainable outcomes are delivered for all stakeholders. This is for the benefit of the community and to enhance life and liveability within the Port Phillip and Westernport catchments. Melbourne Water works with the Victorian Planning Authority and Local Government, and as such provides services to large-scale and small-scale developers and land development consultants, to achieve stormwater management outcomes that keep Melbourne one of the world’s most liveable cities.

To assist in understanding the priorities for urban development services four outcomes were presented in the online submission form. These outcomes are described in Table 4 below.

Table 4: urban development outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Program of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcome A: Drainage infrastructure development in <strong>greenfield</strong> areas ensures flood resilience for the community, assets and properties as well as the protection of waterways from the impacts of flood and stormwater damage.</td>
<td>Creation and management of catchment drainage strategies (infrastructure plan) and the provision of development requirements and conditions for asset construction sequencing and timing. Undertake asset construction surveillance to ensure functionality and quality, as well as the creation and management of Development Services Schemes (financial mechanism to provide equity).</td>
</tr>
<tr>
<td>Outcome B: <strong>Infill</strong> development requirements in urban renewal precincts ensures flood resilience for the community, properties and assets as well as protecting waterways from the impacts of flood, and stormwater.</td>
<td>Provision of development requirements and conditions for asset construction sequencing and timing. Undertake asset construction surveillance to ensure functionality and quality as well as creation and management of Development Services Schemes (financial mechanism to provide equity).</td>
</tr>
<tr>
<td>Outcome C: Melbourne Water provides timely and accurate advice to local councils under the planning permit application process for <strong>small scale development</strong>.</td>
<td>Respond to council-referred planning applications so that development in existing urban areas meets drainage, flood protection, stormwater quality, waterway condition and other relevant requirements. Provide planning guidelines and flood mapping advice and information for developing development overlays, providing pre-development advice, support council SBO/LSIO planning scheme amendments, maintain flood information/models/maps, provide planning guidelines and statutory requirements.</td>
</tr>
</tbody>
</table>

Through the online submission form participants were asked initially to prioritise the outcomes based on what they considered most important to their community and council area, where a rating of one (1) was considered a top priority and a rating of (3) least important priority.
Applying weighted scores to the ratings allows us to calculate the overall level of importance for each outcome. For example, for every rating of one (which is most important) a weighted score of 3 is given, and for every rating of three (the least important) a weighted score of 1 is given. To calculate the weighted average the scores are then combined and divided by the total number of responses (in this case 23). The outcome with the highest weighted average tells us which outcome has the highest average score of importance.

For the urban development services outcomes Outcome B received the highest average rating of importance. Outcomes A and C received similar ratings of importance.
Participants prioritised Outcome B (infill development ensures flood resilience). This was the highest priority weighted (as illustrated in Figure 8) and ranked most often as the first priority (Figure 7). Outcome C (Melbourne Water providing timely advice) had an overall higher weighted score than Outcome A (greenfield drainage infrastructure).

Participants shared why they prioritised Outcome B. It was noted through the comments how participants prioritised between Outcome A and Outcome B. This was particularly linked to what the development trends and capacities are within their council area. Infill development is relevant to all Council areas, while not all have greenfield development capacities. Other reasons for prioritising Outcome B discussed included the challenges encountered with large-scale mixed-use development of industrial land within a municipality and the challenge of ensuring integrated water management is incorporated at the beginning of the planning process. Comments relating to the prioritisation of Outcome A included the reality that greenfield development is occurring alongside high-value environments and can cause impacts downstream of waterways.

Timely and accurate advice was noted in the comments as important for many but not as a priority when compared to the other outcomes.

‘As a growth council it is our context that leads us to prioritise these outcomes. Urban development in green field sites will be taking place in the City of Whittlesea over the next 30 years.’ – City of Whittlesea participant

‘It is challenging to ensure infill development incorporate stormwater management initiatives that adequately respond to stormwater quality, quantity and flooding challenges of the site. Existing stormwater policies generally exclude water re-use opportunities for the greenfield areas. However, in terms of infill development it is often difficult to accommodate stormwater initiatives with existing site constrains. In addition, ongoing maintenance to ensure asset effectiveness and enforcement has been noted as key challenges that Council faces with infill requirements.’ – City of Casey participant

Primary concerns regarding urban development

Participants were asked what their primary concerns were regarding urban development for their council area. The following points is a summary of the concerns discussed:

- Integrated water management is not considered early enough in the urban development process and is often not considered in the long-term planning.
- Focus to-date has been on quickly removing water from an area rather than local capture and reuse benefits.
- There are impacts downstream from development.
- Drainage infrastructure is already operating beyond capacity in many areas. Pressure on existing infrastructure needs to be reduced and new infrastructure needs to be planned for.
- Planning requirements are not always complimentary to water sensitive urban design options, for example heritage conditions; and special building overlays which often do not include proactive mechanisms to reduce flooding.
- Permeability of development, particularly infill development was seen as a concern.
• Planning focuses on flood mitigation rather than improving or protecting environmental values or achieving improved public realm outcomes. For example, raising the floor level to mitigate flood risk to property which in turn can impact active street interface opportunities.

• There is an absence of alternative water sources and water sensitive urban design options to service new developments.

• The cost for councils to own, maintain and renew water sensitive urban design assets is a concern.

• There is a lack of developer and community acceptance of water sensitive urban design solutions.

'We would like to see Melbourne Water influencing developers to incorporate IWM early in the process – we currently don’t see evidence of this.’ – City of Kingston participant

Additional service and programs
Participants were asked to think about the scope of services that will be included in the Waterways and Drainage Investment Plan 2021-2026 and to identify additional services or programs that should be considered for inclusion. Below is an overview of the services and programs identified by participants:

• investment in the Living Rivers Program (or an equivalent)
• projects allocated to Melbourne Water through the IWM forum processes
• continued investment in invasive species control and support landholders adjacent to waterways with land management through grants and partnerships
• prioritise water sensitive urban design treatments in local infrastructure upgrades
• grants or payback schemes for retrofitting existing developments with water sensitive urban design features like rainwater tanks or permeable driveway materials etc.
• voluntary stormwater offset funds where a proposed development cannot meet best practice and/or funding is required to address existing flood risks
• ongoing guideline development and education of the development industry and the community
• flood risk mitigation programs to protect existing dwellings from floor level flooding as a minimum infrastructure improvement
• allocated funding for partnerships with local councils to investigate and build more stormwater harvesting projects
• Melbourne Water to lead control of maintenance of constructed wetlands
• extension of the SBO overlay data being applied to assess high risk areas for flooding to meet community expectation
• water reduction programs through education and engagement
• water monitoring program delivered in partnership to share data
• a specific service or program that supports stormwater reuse.

Local government and community values
Participants were asked to outline the Melbourne Water services that are most valued by their council and provide benefit to their community. Participants identified a broad suite of services, including:
• funding and grant opportunities for councils through the Living Rivers program
• flood management and mitigation through provision of stormwater infrastructure, such as drainage
• Integrated Water Management for its holistic and comprehensive approach to water management
• planning permit application referral advice
• waterway improvement programs and activities, maintaining and enhancing streams, creeks, rivers and other waterways
• the introduction of more collaborative approaches and opportunities to Integrated Water Management projects
• delivery of capacity building, knowledge sharing and access to funding and grant opportunities (e.g. Waterwatch)
• advocacy for the retention of open space areas
• reference material and leadership in land development design and decision making
• flood modelling and mapping.

Participants were also asked what outcomes, 10 years from now, would be most valued by the community. Participants identified these broad areas as key future outcomes that they see as valued by the community as a result of the Plan:
• adequate stormwater flow upkeep and flood management infrastructure that is responsive to urban development and waterway degradation, such as drainage and water-sensitive urban design
• maintenance of and access to healthy, biodiverse and resilient waterways and green spaces
• improved climate resilience through flood protection from an increased prevalence of storm events attributed to climate change
• well informed, engaged and responsive community to the risks associated with flood events
• better utilisation and treatment of alternate water sources to create more drought and climate resilient communities, such as recycled water sources
• management of pollutants attributed to stormwater runoff and runoff from industrial sites.
Key findings

Participants provided a diverse range of feedback focused around the four identified service areas. Common themes emerged around how best to approach decision making in relation to the management of waterways in the catchment area. The following is a summary of the themes:

- Participants persistently indicated that the provision and improvement of flood management infrastructure was critical to equipping councils with the tools to manage waterways and floods.
- In guiding decision making around waterways management, protection and enhancement of the environment and biodiversity was identified as the most important priority, with waterways identified as an important access point to green open space for the community.
- Councils expressed a strong appetite for close collaboration with Melbourne Water to achieve important outcomes and objectives when managing waterways.
- The development of long-term and integrated strategies, as well as a focus on data gathering and sharing is important to achieving a comprehensive approach to waterways management.

Participants presented a very diverse range of suggestions for ways they would like to collaborate with Melbourne Water across the identified service areas. Overall, participants regularly expressed a strong desire for councils to collaborate closely with Melbourne Water in managing waterways. Some core areas of collaboration identified by participants include:

- maintenance and upgrades to key waterway and flood management infrastructure
- management and maintenance strategies to enhance waterway ecology and promote healthy and clean waterways
- capturing and sharing data, such as water quality and flood modelling
- community education and creating consistency across information and messaging
- longer-term policy, planning and strategy development
- support to develop new connections and capacity building initiatives between government and the non-government sectors.
Next steps

At the conclusion of the local government briefing, Melbourne Water outlined the following next steps:

- A link to the community survey was made available at yoursay.melbournewater.com.au, we encourage councils to share the link with their community.

- If there are any questions about the WDIP and engagement program please email the team, wdip21@melbournewater.com.au.

- The information provided through the submission process will be used to inform the development of the WDIP.
Appendix A: Submission form

Melbourne Water 2021 Waterways and Drainage Investment Plan: Submission Form

We are in the process of developing our new Waterways and Drainage Investment Plan (WDIP). The WDIP is part of the Melbourne Water Price Submission produced every five years. The WDIP guides the work we do to maintain and improve our waterways, manage stormwater across greater Melbourne, and provide flood prevention, as well as flood response and recovery initiatives in partnership with local councils (and other organisations).

The funding for the programs in the WDIP is drawn from the Waterways and Drainage Charge. This charge is collected from 2.1 million homeowners and businesses across the Port Philip and Westernport region.

We want to understand local council priorities, and the outcomes that are important to you and your community with regards to waterways, flood and stormwater management as well as urban development and renewals.

The information we gain through engagement with local councils will enable us to better plan and identify opportunities to improve services for the local community.

We encourage you to collaborate internally to provide responses that are representative of the views and insights of council and your community.

For further information and to support your submission please refer to the background document.

Outcomes for Managing Flooding

Flooding can affect our community both directly and indirectly. Over 200,000 properties in the Port Phillip and Westernport region are currently estimated to be at risk of flooding with at least a 1% chance each year. The annual average damage caused by flooding is estimated to be $399 million. This includes damage to residential and commercial buildings and properties, damage to roads, and some of the broader economic consequences of floods.

Indirectly, flooding can cause disruption and damage the natural environment. Additionally, the personal and social costs of flooding, whilst difficult to quantify, can be significant. With the region’s population expected to almost double by 2050, floods have the potential to affect an even greater number of people and assets.

Climate scientists project the intensity of heavy rainfall events to increase and sea level to continue to rise, increasing the severity and regularity of flood events. Climate change increases the challenges we face in managing flood risk in the region.

Flooding is a natural occurrence. We can’t stop them from happening, but we can plan for and manage the risk and reduce the consequences.

In the Port Phillip and Westernport region over 50 different organisations work together to manage the risks of flooding, including Melbourne Water, the 38 councils, water authorities, government departments and emergency services together with the community.

For more detailed information on reducing the impacts of flooding and preparing the community and stakeholders for flooding incidents, please see page 10 in your Background Document.
NB: Where prioritised outcomes are very close or competing for your council, please indicate this in Q2 below.

1. Prioritise the outcomes for **flood management** that are most important to your community and council area, where one (1) is most important and four (4) is least important.

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Risks to life, property and convenience as a consequence of flooding are reduced through the provision of early warnings and community education.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program of service:</td>
<td>Reduce the burden in the community of the consequences of flooding. This will be supported by a range of programs and measures including developing and managing flood warning systems with key stakeholders; delivering targeted flood resilience education programs in the community in partnership with councils and VICSES; as well as monitoring and providing river level warnings and closing river crossings to ensure the safety of the community.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Flood risks to life, property and convenience are reduced through the management, collection and conveyance of stormwater.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program of service:</td>
<td>Manage the catchment drainage network to ensure flood management infrastructure is regularly maintained and upgraded when necessary to ensure the safety and convenience of the community in the event of flooding caused by stormwater; work in partnership with others to deliver integrated approaches to stormwater management that reduce flood impacts.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Flood risks to life, property and convenience are reduced through the provision of mapping, modelling, and planning information.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program of Service:</td>
<td>Provide timely, accurate and accessible flood risk information using flood modelling and mapping; and undertake research, modelling and mapping to predict urban development areas that are predicted to be affected by flood as a result of a changing climate. Provide flood information to local and state government for incorporation into planning schemes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Flood risks to life, property and convenience are reduced through the provision of strategy, inter-agency co-ordination, management plans and by trialing new approaches.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program of service:</td>
<td>Lead co-planning and collaborative implementation of the regional flood strategy and development of local flood management plans to build knowledge, capacity and critical response capability between agencies and government to ensure the safety of the community and the environment. Undertake pilot programs to trial new approaches to reducing flood risks.</td>
</tr>
</tbody>
</table>
2. It would be helpful to know why you have prioritised the outcomes for flood management in this order.

3. What are the most important areas where you would like to collaborate with Melbourne Water to reduce the effects of flooding on the community?

4. Are there any areas of our flood services where you think a greater level of service is required? Which areas and why?

5. Are there any areas of our flood services where you think a reduced level of service is required? Which areas and why?

**Managing the health of our waterways**

Healthy waterways contribute to economic prosperity, social wellbeing and a thriving environment. The condition of waterways is impacted by the activities of many organisations and individuals. These can degrade waterway condition and the benefits they provide to the community. These impacts are particularly severe in the Port Phillip and Westernport region which is densely populated and highly developed with extensive and increasing urban areas. Catchment and waterways management can protect and enhance access, use and enjoyment of waterways.

Melbourne Water (MW) delivers a range of waterways condition improvements that contribute to achieving the outcomes from the Healthy Waterways Strategy (the regional collaborative strategy for improving waterway health). As well as us, a range of organisations, groups and individuals in partnership and independently of MW, also contribute to the management of waterways.

For more detailed information on managing healthy waterways please see page 18 in your Background Document.

**NB:** Where prioritised outcomes are very close or competing for your council, please indicate this in Q7 below.

6. Prioritise the outcomes for **waterways management** that are most important to your community and council area, where one (1) is most important and three (3) is least important.

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Program of service:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rivers, creeks, wetlands and estuaries (waterways) are in a physical and ecological condition that support a variety of environmental values.</strong></td>
<td>This includes flora and fauna biodiversity management, protecting the habitat of threatened species, maintaining instream physical habitat and form (e.g. bank stabilisation works); improving connectivity as well as monitoring and managing water in the waterway.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Program of service:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Waterways are accessible places that offer amenity, and opportunity for recreation, connection and relaxation in the community.</strong></td>
<td>Accessibility and amenity are maintained by managing water quality, litter, and vegetation for amenity. In addition to this, we work with partners to create more</td>
</tr>
</tbody>
</table>
liveable waterway corridors and green spaces with urban shading and cooling to encourage place-based community connection, recreation and relaxation.

**Outcome:**
Waterways are managed drawing on the collective efforts of organisations and individuals, underpinned by best practice planning, investigation, innovation, technology, research, monitoring and evaluation.

**Program of Service:**
Systems and processes of collaboration, knowledge sharing, and capacity building are developed so waterway managers are equipped with the resources to utilise best practice in planning, investigation, innovation, technology, research, monitoring and evaluation to achieve best outcomes for waterway management and health.

7. It would be helpful to know why you have prioritised the outcomes for waterways management in this order.

8. Tell us what is most important to your community and council with regards to achieving and maintaining healthy rivers, creeks, estuaries and wetlands in your council area (if they are in your area) from 2021 – 2026.

9. Are there any areas of our waterway health services where you think a greater level of service is required? Which areas and why?

10. Are there any areas of our waterway health services where you think a reduced level of service is required? Which areas and why?

11. What are the two (2) most important areas where you would like to collaborate with Melbourne Water to improve the social/ environmental values of your local waterways in your community?

**Managing urban stormwater and pressures of urbanisation**

Managing stormwater is an increasingly important challenge across our region. As the natural landscape is built over with hard, impervious surfaces such as roofs, roads and paved areas, less rain water infiltrates to the soil and groundwater system and more drains directly into waterways, carrying pollutants such as oils, dirt, nutrients, heavy metals, pesticides and litter with it.

Increased and rapid runoff to waterways during, and shortly after, rain events leads to scouring of aquatic habitats, and a heavier load of urban pollutants, including oils, dirt, nutrients, heavy metals, pesticides and litter. Changing flow regimes and water quality affect the habitats and health of platypus, fish, invertebrates and other aquatic animals, and naturally saline wetlands and waterways in the lower parts of catchments and the health of the Western Port and Port Phillip bays. They also affect how people can access and use waterways and bays for recreational activities.

These changes have major impacts on instream and riverside flora and fauna. When less rainfall can soak into the ground, there is less moisture in the soil, and subsequently less water available for vegetation and seepage into rivers during dry conditions. This lack of moisture in
the environment also leads to increased ambient temperatures which in turn impacts on community health and wellbeing.

Excess stormwater which drains directly via pipes and channels to our waterways is the critical factor in maintaining good ecological health of our waterways. By harvesting and infiltrating excess run-off, we can replicate the natural conditions and support good ecological health of our waterways and the bays and reduce the transport of pollutants and litter.

For detailed information on stormwater management and reducing the effects of stormwater on the health of our waterways and bays, please see page 24 in your Background Document.

NB: Where prioritised outcomes are very close or competing for your council, please indicate this in Q13 below.

12. Prioritise the outcomes for **urban stormwater and pressures of urbanisation** that are most important to your community and council area, where one (1) is most important and three (3) is least important.

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Program of service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The health of Port Philip Bay is protected through nitrogen load reduction and the health of Western Port is protected through sediment load reduction.</td>
<td>Enhance and maintain the capacity of our region’s stormwater quality treatment systems (SWQTS) through the construction of new lot scale, street scape and public realm stormwater assets as well as the rectification and renewal of existing wetlands. The operation and maintenance of sediment ponds as well as litter removal, investigations and mapping pollution from industrial sites to protect and enhance the health of the waterways in the region. Provision of opportunities for partnerships and education as well as incentivising and co-funding of our partners to also participate in building and maintaining SWQTS.</td>
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</table>

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Program of service:</th>
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</thead>
<tbody>
<tr>
<td>Preventing significant decline to the ecology of waterways by significantly increasing stormwater harvesting, and developing more fit-for-purpose stormwater reuse systems to deliver multiple benefits to the community and the environment</td>
<td>Provide opportunity for a viable alternative supply which can diversify the region’s mix of available water resources to improve community wellbeing and amenity through access to cooler, greener urban spaces and recreational areas. Provide opportunities for partnerships and education as well incentivise and co-fund our partners to meet harvesting and infiltration objectives.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcome:</th>
<th>Program of service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing industry capacity to implement water sensitive design and develop stormwater management systems and advocating for policy change to support industry initiatives.</td>
<td>Stormwater management is planned and implemented using best practice in planning investigations to inform the effective functionality of wetlands and improving wetlands operations. Developing guidance to include Healthy Waterways targets into the State Policy Planning Framework to influence change</td>
</tr>
</tbody>
</table>
and best practice as well as funding research into stormwater impacts on waterway condition and the quantitative risk assessment of using stormwater as an alternative water source in fit-for-purpose uses.

13. It would be helpful to know why you have prioritised the outcomes for stormwater management in this order?

14. What are the three (3) most important areas where you would like to collaborate with Melbourne Water to reduce the effects of stormwater on the community and infrastructure?

15. What are the primary concerns for your council with regard to stormwater planning and management?

**Urban development services**

Melbourne Water provides services integral to a broad range of development-related customer groups. These services protect new and existing properties from flooding and maintain the health of local waterways and bays. We aim to ensure long-term, sustainable outcomes are delivered for all stakeholders. We do this for the benefit of the community we serve and to enhance life and liveability within the Port Phillip and Westernport catchments. We work with the Victorian Planning Authority and Local Government, as well as providing services to large-scale and small-scale developers and land development consultants, to achieve stormwater management outcomes that keep Melbourne one of the world’s most liveable cities.

For more detailed information on urban development services please see page 30 in your Background Document.

NB: Where prioritised outcomes are very close or competing for your council, please indicate this in Q17 below.

16. Prioritise the outcomes for urban development that are most important to your community and council area, where one (1) is most important and three (3) is least important.

| Outcome: |
| Drainage infrastructure development in greenfield areas ensures flood resilience for the community, assets and properties as well as the protection of waterways from the impacts of flood and stormwater damage. |

*Program of service:*
Creation and management of catchment drainage strategies (infrastructure plan) and the provision of development requirements and conditions for asset construction sequencing and timing. Undertake asset construction surveillance to ensure functionality and quality, as well as the creation and management of Development Services Schemes (financial mechanism to provide equity).

| Outcome: |
| Infill development requirements in urban renewal precincts ensures flood resilience for the community, properties and assets as well as protecting waterways from the impacts of flood, and stormwater. |

*Program of service:*
Provision of development requirements and conditions for asset construction
sequencing and timing. Undertake asset construction surveillance to ensure functionality and quality as well as creation and management of Development Services Schemes (financial mechanism to provide equity).

<table>
<thead>
<tr>
<th>Outcome: Melbourne Water provides timely and accurate advice to local councils under the planning permit application process for small scale development.</th>
</tr>
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<tbody>
<tr>
<td>Program of Service: Respond to council-referred planning applications so that development in existing urban areas meets drainage, flood protection, stormwater quality, waterway condition and other relevant requirements. Provide planning guidelines and flood mapping advice and information for developing development overlays, providing pre-development advice, support council SBO/LSIO planning scheme amendments, maintain flood information/models/maps, provide planning guidelines and statutory requirements.</td>
</tr>
</tbody>
</table>

17. It would be helpful to know why you have prioritised the outcomes for urban development in this order?

18. What are the primary concerns for your council with regards to urban development?
2021 Waterways and Drainage Investment Plan – final questions

19. Thinking about the scope of services that will be included in the Waterways and Drainage Investment Plan 2021-2026, are there services or programs that you believe should be considered for inclusion that would support the greater outcomes of the 2021 WDIP and provide benefit to the community?

20. What Melbourne Water services are most valued by your council and provide benefit to the community?

21. Ten years from now, what outcomes for the health, safety and amenity of the community will be most valued in your council area?

22. We would appreciate you sharing your name and contact details so we can continue to collaborate with you on this work:

   Name
   Council
   Job title
   City/Town
   Email Address
   Phone Number

23. Please provide the name and contact details of any other staff who have assisted in completing this survey and the five- and ten-year scenario.

   This will assist Melbourne Water in building a database of council contacts to continue collaborating on this work in the future.

   Name
   Job title
   Email Address
   Phone Number

24. Is there anything else that you'd like to tell us?

25. I agree that the responses that are captured in this submission as far as possible reflect the views of the council and not just the views of the people that completed the submission.

   Yes ☐
### Agenda

**Title:** Local Government Briefing – 2021 Waterways and Drainage Investment Plan (WDIP) submissions  
**Meeting date:** Thursday, 19 September 2019  
**Meeting time:** 11:00AM  
**Location:** 990 Latrobe St, Melbourne VIC 3000  
Meeting room 1.4 and 1.5  
**Facilitator:** Denise Francisco, Capire  
**Note taker:** Siobhan Butler, Capire  
**Presenter:** Rob Considine, Melbourne Water

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 AM</td>
<td>Welcome and introductions</td>
<td>All</td>
</tr>
<tr>
<td>11:15 AM</td>
<td><strong>WDIP Presentation</strong></td>
<td>Rob Considine, Melbourne Water</td>
</tr>
<tr>
<td></td>
<td>• Context</td>
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<td></td>
<td>• WDIP objectives</td>
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<td>• Strategies and services</td>
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<td></td>
<td>• Submission process</td>
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</tr>
<tr>
<td>11:45 AM</td>
<td><strong>Q and A</strong></td>
<td>Denise Francisco, Capire, Melbourne Water SME’s</td>
</tr>
<tr>
<td>12:15 PM</td>
<td><strong>Next steps and thank you</strong></td>
<td>Denise Francisco, Capire, Sri Patnaikuni, Melbourne Water</td>
</tr>
<tr>
<td></td>
<td>• Outline of key dates</td>
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</tr>
<tr>
<td>12:30 PM</td>
<td><strong>Lunch</strong></td>
<td>All</td>
</tr>
<tr>
<td>1:00 PM</td>
<td><strong>Close</strong></td>
<td></td>
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</tbody>
</table>