



Melbourne Water

Community Policy

Melbourne Water is committed to promoting good community relations by:

- Providing the public with timely, factual and readily understandable information on issues of community interest. This may include providing translated information where necessary.
- Managing incidents to minimise impact on the community.
- Requiring that Melbourne Water employees and contractors are considerate and courteous in dealing with members of the public.
- Actively seeking community input early in the decision making process to ensure that major decisions are based on an informed view of community opinion by:
 - Establishing local consultative committees where this will assist in the efficient management of major operational assets (eg Eastern and Western treatment plants) or where a high level of community interest exists (eg. rivers and creeks and wetlands).
 - Involving local residents, government, industry, community and environment groups in appropriate projects.
 - Assessing community expectations and experiences of Melbourne Water's performance through regular research involving the general public, local communities, government, consultative committees and community representatives.

Effective community consultation is essential to the efficient management of any project and is a necessary component of all budgeting, planning and implementation processes.

Melbourne Water is owned by the Victorian Government. We manage Melbourne's water supply catchments, remove and treat most of Melbourne's sewage, and manage rivers and creeks and major drainage systems in and around Melbourne.

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