

Our Strategic Direction



Our Vision

Enhancing Life and Liveability

Water is central to life. It sustains the natural environment we live in, the communities we value, and the economy we depend on.

Servicing the Community

Melbourne Water is owned by the Victorian Government and manages water supply catchments, removes and treats most of Melbourne's sewage and manages waterways across the Port Phillip and Westernport region.

The Challenge

Melbourne is predicted to be a city of 8 million people by 2050.

To remain one of the world's most liveable cities we will need to embrace the challenges of urbanisation, climate change, rapid digitisation, evolving customer expectations, and a changing economy.

Melbourne Water is integral to the lives of people every day. Our challenge is to build on our legacy and strengthen partnerships for the sustainable development of Melbourne in order to know and deliver services the community needs now, and for future generations.

Our Pillars

Together, the three pillars that deliver our unique contribution to enhancing life and liveability are:

Healthy People

Strengthening the wellbeing of the community.

Healthy Places

Co-creating the world's most desirable places to live.

Healthy Environment

Enhancing the natural environment.

Organisational Themes

We are successful when we have:

Customer Focus

Our customers understand and value our services. We listen to our customers and they are at the centre of everything we do.

Inspired People

Our organisation is seen as a leader, with diverse, smart, capable, and resilient people that are reflective of the community.

Continuous Improvement

With safety foremost, our innovative and agile approach embraces technology to always exceed community expectations.

Financial Sustainability

Our commercial excellence ensures we will always provide value to the community.

Our Values

Our core values of care, integrity, and courage are the qualities we celebrate and that inspire our actions every day.



Our Commitments

The community can depend on us to respond to the future challenges in the following ways:



Healthy People

Strengthening the wellbeing of the community.

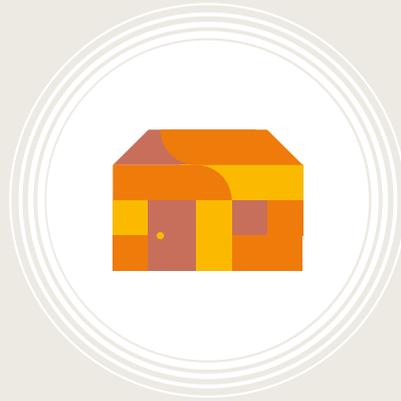
As Melbourne grows, the community will continue to receive safe, secure, affordable, world-class drinking water.

We will continue to safely treat our sewage to protect public health and enhance environmental outcomes.

Adapting our services to an increasingly variable climate, we will be proactive in ensuring all our water resources are smartly managed and supported by our protected catchments.

We will support Melburnians to live healthy lifestyles. As a large land and waterway manager, Melbourne Water will increase community wellbeing by improving access to nature and recreational facilities.

As expectations change, we will closely engage the community to ensure we provide the best services.



Healthy Places

Co-creating the world's most desirable places to live.

We will continue to make our region resilient to floods and manage the impacts of climate change and urban development.

The urbanisation of Melbourne will increase the demand for valued public open space and natural assets. We will facilitate community access to quality open space.

As the climate changes, we will partner to deliver a water sensitive city through innovative integrated planning, creating a greener, cooler urban environment.

We will work with industry and agriculture on sustainable water and land management to advance economic development in our region.



Healthy Environment

Enhancing the natural environment.

We will continue to improve the quality of waterways and enhance biodiversity in an increasingly urbanised region.

We will help create a sustainable region through innovative resource recovery and reducing our emissions.

We will establish healthy ecosystems by managing waterways from catchment to coast.

We will empower more people to help protect our natural assets. Through engagement and education programs we will build a community that values water and the environment.

OUR VISION

Enhancing Life and Liveability

OUR PILLARS



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