



Waterways and Drainage Investment Plan

PERFORMANCE REPORT

2024-25



Aboriginal Acknowledgement

Melbourne Water respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and custodians of the land and water on which all Australians rely.

We pay our respects to Bunurong, Gunaikurnai, Taungurung, Wadawurrung and Wurundjeri Woi-wurrung peoples as the Traditional Owners and custodians of the land and water on which we rely and operate. We pay our deepest respects to their Elders past, present and emerging.

We recognise and respect the continued cultural and spiritual connections that Aboriginal and Torres Strait Islander peoples have with the land and water they have cared for and protected for thousands of generations.

We demonstrate our ongoing commitment to reconciliation through our partnerships with Traditional Owners and the broader Aboriginal and Torres Strait Islander communities, as we work together to manage land and water now and into the future, while maintaining and respecting cultural and spiritual connections.

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Summary

Every five years Melbourne Water develops a Waterways and Drainage Investment Plan (WDIP), which sets out our responsibilities, goals, levels of service and programs of work for waterway management, flood management and drainage.

The WDIP also outlines the cost of delivering these services and programs of work that are funded by property owners across the Port Phillip and Westernport region through the Waterways and Drainage Charge.

The preparation of a WDIP is a key requirement of Melbourne Water's *Statement of Obligations*, issued in accordance with the *Water Industry Act 1994*.

We are now in the fourth year of delivering our 2021-2026 WDIP that outlines nine distinct services to support environmental health, and the health, safety and recreational opportunities of our customers and community. These services work together to maintain and improve community value, waterway health and protection from flooding, and aims to reduce the impact of urban development and climate change.



Stormwater management



Healthy waterways



Flood risk management



Flood risk management and healthy waterways



Aboriginal cultural values



Community access, involvement and recreation



Emergency and pollution response



Urban development



Our performance against 16 of 19 KPIs was assessed as 'met' or 'substantially met'.

Each year, our progress to deliver the WDIP is assessed and reported against 19 Key Performance Indicators (KPIs), which were developed in consultation with subject matter experts, local government representatives, stakeholders and community groups.

While some progress has been made to deliver on our commitments, we recognise there are still some areas where we are off track. As we begin preparing our 2026-2031 WDIP, we will continue working closely with our customers, community and partners to address these areas and understand priorities for inclusion.

Relationship to the Price Submission and Outcomes performance

The 2021 Price Submission details our proposed services in water, sewerage, waterways and drainage over a five-year price determination period, as well as the cost of delivering these services and the prices we intend to charge customers.

The 2021-2026 WDIP was informed through the development of Melbourne Water's Price Submission, which was subsequently reviewed by the Essential Services Commission, Victoria's independent regulator.

Our 2021 Price Submission is underpinned by six Customer Outcomes, which are monitored, measured and reported on each year in the annual [Customer Outcomes Performance Report](#). In 2024-25, we have assessed our overall performance against our customer Outcomes as 'largely met'.

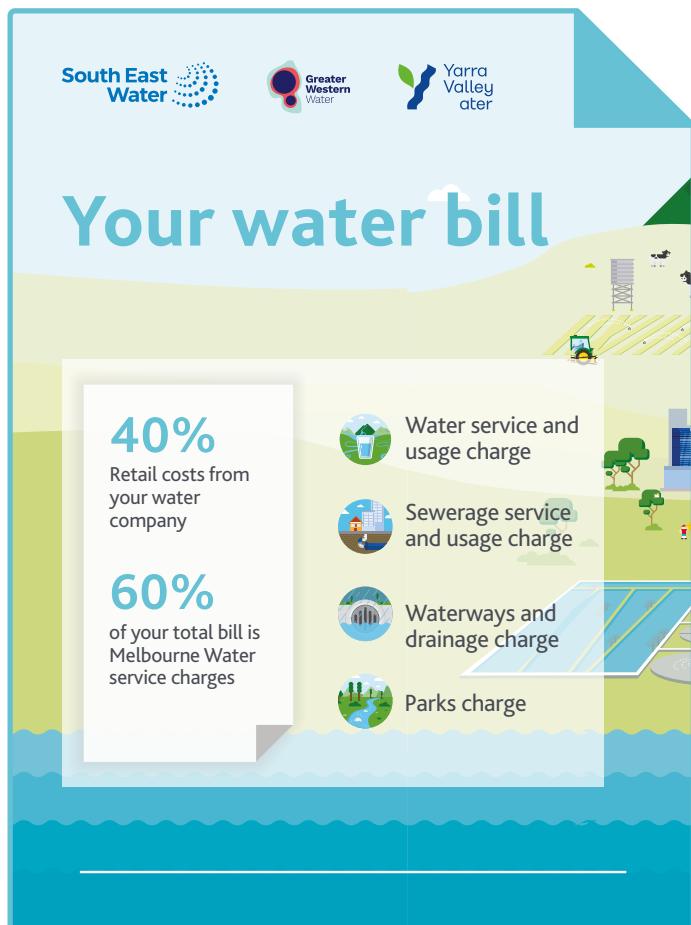
Your water bill

The bill you receive from your water retailer helps fund the services we deliver. Your water bill is made up of the following charges:

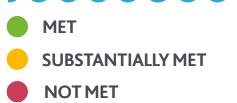
- Water and Sewerage Services and Usage Charges** – These include the cost of supplying water and sewerage services to you, as well as bulk costs from Melbourne Water, which cover investment in major infrastructure, such as dams, pipes and treatment plants. These bulk costs make up just over half the charges on your bill.
- Waterways and Drainage Charge** – This charge is collected on behalf of Melbourne Water by your water corporation. It funds activities outlined in the WDIP, such as protecting waterway health, managing drainage and providing flood protection.
- Parks Charge** – This charge is collected by your water corporation on behalf of the Department of Energy, Environment and Climate Action. It supports Melbourne's parks, trails, public facilities and zoos, as well as the Royal Botanic Gardens and the Shrine of Remembrance. This charge does not fund waterways and drainage services.



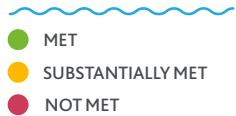
In 2024-25, community satisfaction with waterways was 91 per cent, well above the target of 85 per cent.



Our performance

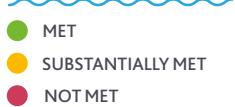


Service area	Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 5 (2025-26)
Stormwater management	Community satisfaction with waterways is annually maintained at greater than 85%	84%	91%	92%	91%	
	Stormwater harvesting and infiltration capacity will increase to 8 GL/year, through Melbourne Water programs	0 GL/yr	0.1335 GL/yr	0.1893 GL/yr	0.3016 GL/yr	
	Melbourne Water's stormwater quality treatment asset management and incentives programs will improve pollutant load reduction performance against an agreed dynamic baseline	104.3%	105.1%	101.8%	105.8%	
	100 capacity-building initiatives will be delivered under the Clearwater program	19	41	61	80	
Healthy waterways	3,218 hectares of vegetation will be established and 5,523 hectares maintained for ecological benefit	282 ha established 5,179 ha maintained	757 ha established 6,522 ha maintained	1,378 ha established 6,665 ha maintained	2,022 ha established 8,041 ha maintained	
	Environmental water initiatives and outcomes will be delivered in accordance with legislative obligations and agreed priorities	100%	100%	92%	92%	
Flood risk management	Melbourne Water will deliver flood awareness activities in accordance with the agreed Flood Engagement Program to improve community awareness of flood risk and increase the program's reach	100%	100%	100%	100%	
	A reduction in flood damages of \$155 million achieved over the life of the works	\$23M	\$148.9M	\$249.4M	\$322.07M	
	Flood information is renewed in 25% of rural catchments and 35% of urban catchments subject to flooding	5% rural 7.6% urban	5.2% rural 7.6% urban	Information developed 14.7% rural 23.1% urban	Information developed 32.3% rural 24.9% urban	



Service area	Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 5 (2025-26)
Flood risk management	The drainage network is condition assessed, and remedial action taken as specified in the relevant standard	78%	66%	72%	76.4%	
Flood risk management and healthy waterways	In collaboration with key delivery partners, Melbourne Water will implement the Monitoring and Evaluation, Reporting and Implementation plans for the Healthy Waterways Strategy and Flood Management Strategy	100%	100%	100%	100%	
Aboriginal cultural values	Formal partnership agreements with Traditional Owner organisations will be established and agreed commitments implemented	1	2	2	3	
Community access, involvement and recreation	42 hectares of vegetation will be improved and programmed maintenance undertaken to enhance amenity and community benefit	0 ha	15.8 ha	15.8 ha	15.8 ha	
	31 hectares of Melbourne Water land and assets are activated to increase community enjoyment of nature and recreation	0 ha	1.5 ha	1.5 ha	38.5 ha	
	200 community education and/or citizen science initiatives will be delivered	63	155	172	208	
	Community satisfaction with the cleaning up of litter will improve and litter will be reduced at management sites	60%	59%	58%	57%	
Emergency and pollution response	100% of incidents that require a response will be managed in accordance with relevant legislation	100%	100%	100%	100%	
Urban development	Responses will be provided for 100% of statutory and non-statutory applications and at least 95% will be within the agreed timeframe	100% response rate	100% response rate	100% response rate	100% response rate	
	100% of development services schemes will be implemented in accordance with the development planning program	83.2% agreed timeframe	81.7% agreed timeframe	78.9% agreed timeframe	86% agreed timeframe	

Stormwater management



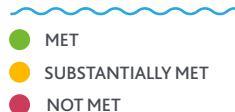
The WDIP invests in programs that manage stormwater quality and quantity as these are crucial to protecting the health of our waterways and bays. It also allows us to make more water available for community uses, such as irrigating parks and sports fields.

We manage stormwater through three key programs:

- Stormwater Quality
- Stormwater Harvesting and Infiltration
- Stormwater Monitoring, Planning and Research, in collaboration with partners, including councils, water corporations and water industry.

Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target
Stormwater harvesting and infiltration capacity will increase by 8 GL/year, through Melbourne Water programs	0.0 GL/yr	0.1335 GL/yr	0.1893 GL/yr	0.3016 GL/yr	5.5 GL/yr
Melbourne Water's stormwater quality treatment asset management and incentives programs will reduce key pollutants, including total nitrogen, by 100% against an annual target to improve pollutant load reduction performance	104.3%	105.1%	101.8%	105.8%	100%
100 capacity-building initiatives will be delivered under the Clearwater program	19	41	61	19	80

Healthy waterways



Healthy rivers, estuaries and wetlands play a vital role in many aspects of our daily life.

The *Healthy Waterways Strategy 2018-2028* sets a long-term vision for managing the health of rivers, wetlands and estuaries in the Port Phillip and Westernport region. It also aims to protect and enhance environmental, social, cultural and economic values. The strategy is shared across Melbourne Water, state and local government, water corporations, Traditional Owners and land management councils, non-government organisations and communities.

Across our region, Melbourne Water monitors and provides targeted maintenance and improvement works, and we invest heavily in partnerships to achieve healthy water outcomes for 25,000 kilometres of rivers and creeks, 33 estuaries and more than 14,000 natural wetlands, including three listed as internationally significant under the Ramsar Convention on Wetlands of International Importance. We also oversee licensed water extractions in parts of the catchments to ensure a sustainable take of water from our rivers and creeks, balancing environmental water and economic outcomes.

Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target	
3,218 hectares of additional vegetation will be established and 5,523 hectares maintained for ecological benefit	282 ha established 5,179 ha maintained	757 ha established 6,522 ha maintained	1,378 ha established 6,665 ha maintained	2,022 ha established 8,041 ha maintained	2,723 ha established 4,419 ha maintained	<p>In 2024-25, we established 644 hectares of vegetation for a total of 2,022 hectares over the four-year period. Although this represents a 6% increase from last year, our results fell short of the four-year target of 2,723 hectares.</p> <p>The target has been exceeded for capital establishment. However, approximately 50% of 'vegetation priority areas' in the <i>Healthy Waterways Strategy</i> are on private land which requires greater effort, time and engagement to establish new approaches with private landowners.</p> <p>To improve established areas in the final year of this plan, we are:</p> <ul style="list-style-type: none"> • working with Traditional Owner groups to improve and streamline how we approach the permitting process • investigating ways to improve engagement and onboarding with private land holders • looking to technology to make working in remote and difficult terrain safer for our people. <p>A total of 8,041 hectares of vegetation has been maintained over the four-year period, well over the target of 4,419 hectares. This represents an achievement of 182% of the 2024-25 target.</p>
100% of environmental water initiatives and outcomes will be delivered in accordance with legislative obligations and agreed priorities	100%	100%	92%	92%	100%	<p>Melbourne Water delivered 92% of the key environmental water commitments set out in the Environmental Water Key Commitments and Priorities document for 2024-25.</p> <p>The review of two Environmental Water Action Plans was not completed due to limited resources. Investigations will be planned this year to ensure that key priorities are met.</p>

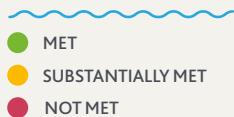
Flood risk management



The *Flood Management Strategy – Port Philip and Westernport 2021-2031* sets the 10-year direction for flood management in the region. As floodplain manager, Melbourne Water works with more than 50 organisations to manage the region's vast network of drainage and flood mitigation infrastructure.

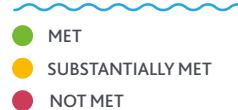
This work focuses on preparing for and mitigating the impacts of flooding, maintaining and renewing the region's drainage network, modelling and mapping flood risks, providing flood information and strategic planning, and providing enhanced rural drainage services in the Koo Wee Rup and Longwarry Flood Protection Districts (on a fee-for-service basis).





Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target	
Melbourne Water will deliver at least 90% of flood awareness activities in accordance with the agreed Flood Engagement Program, to improve community awareness of flood risk and increase the program's reach	100%	100%	100%	100%	90%	For the fourth consecutive year, we exceeded the target of 90%, with the delivery of 100% of flood awareness activities against the agreed Flood Engagement Program.
A reduction in flood damages of \$155 million achieved over the life of the works	\$22.7M	\$148.9M	\$249.4M	\$322.07M	\$109M	In 2024-25, we continued to exceed our target of a \$155M reduction.
Flood information is renewed in 25% of rural catchments and 35% of urban catchments subject to flooding						<p>The overall rating for this KPI has been assessed as substantially met.</p> <p>In 2024-25, Melbourne Water developed updated flood information for an additional 50 catchments, making a total of 198 since the beginning of this price period. This represents 32.3% of rural catchments and 24.9% of urban catchments. We work in partnership with councils and other agencies to deliver this information to communities. Of the flood information developed, 10.4% has been delivered to urban communities and 8.2% to rural communities.</p> <p>Melbourne Water have made significant progress in updating flood models which is anticipated to continue in the next financial year. The final steps in delivery of our models have been impacted by several key factors including:</p> <ul style="list-style-type: none"> Enhanced quality assurance processes which take more time, including additional final MW reviews that superseded earlier methodologies. External updates to State Geographical Information Datasets, which influenced the creation of flood information and required adjustments to ensure accuracy. Changes to Melbourne Water's internal processes, particularly those related to the publication of flood information, which contributed to improved outcomes. <p>Melbourne Water has committed to reviewing all flood maps across Melbourne every five years and updating them every ten years. As part of this program, this October we have released for public consultation new models for Yarra, Darebin, Merri-bek and Glen Eira that for the first time in Melbourne include hazard risk ratings, which will be reflected in the 2025/26 results.</p>
The drainage network is condition assessed and remedial action is taken as specified in the relevant standard	78%	66%	72%	76.4%	75%	Melbourne Water completed 76.4% of the total planned inspections and actions, exceeding the target of 75%.

Flood risk management and healthy waterways



Monitoring, Evaluation, Reporting and Improvement (MERI) plans are currently in place for the *Healthy Waterways Strategy and Flood Management Strategy – Port Philip and Westernport 2021-2031*.

Monitoring and reporting on our progress to deliver our strategies helps guide annual planning and ensure our actions are creating the change we envisioned. Evaluating our efforts gives us confidence that we are employing the right approaches to create change.

Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target	
In collaboration with key delivery partners, Melbourne Water will implement at least 80% of the MERI plans for the Healthy Waterways Strategy and Flood Management Strategy	100%	100%	100%	100%	80%	In 2024-25, 100% of the agreed priority actions were implemented.



Aboriginal cultural values

- MET
- SUBSTANTIALLY MET
- NOT MET

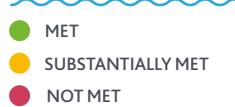
Melbourne Water recognises and deeply respects the connections of Aboriginal and Torres Strait Islander peoples with land and waterways. We are committed to partnering with Traditional Owners as we carry out our role of managing and protecting Melbourne's catchments and waterways.

We acknowledge the unique perspective and role of First Nations peoples in managing waterways. Melbourne Water is building strong relationships with the Wadawurrung, Wurundjeri Woi Wurrung and Bunurong Traditional Owners, who represent most of our operating area. We also work with the Taungurung and Gunaikurnai, who have land and waterways within our boundaries.

Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target
Formal partnership agreements with Traditional Owner organisations will be established and agreed commitments implemented	1	2	2	3	<p>Melbourne Water has established Partnership Agreements with the Wadawurrung Traditional Owners Aboriginal Corporation and Gunaikurnai Land and Waters Aboriginal Corporation, and 'stories of success' have been developed with both.</p> <p>A Statement of Commitment with Wandoon Estate has also been finalised.</p>



Community access, involvement and recreation



Melbourne Water manages over 33,000 hectares of land and 25,000 kilometres of waterway corridors within the Greater Melbourne region.

We recognise the vital role the land and water we manage plays in the physical and mental wellbeing of Victorian communities, and the strong connection between waterway health and human health. We are committed to working with the community, stakeholders and partners to maximise community benefits in the delivery of our services.

Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target	
42 hectares of vegetation will be improved and programmed maintenance undertaken to enhance amenity and community benefit	15.8 ha 	15.8 ha 	15.8 ha 	15.8 ha 	33.6 ha	Due to resourcing constraints, suitable projects could not be identified, scoped, and delivered within the financial year. However, scoping is currently underway for two capital projects, which are on track to commence delivery in 2025–26.
31 hectares of Melbourne Water land and assets are activated to increase community enjoyment of nature and recreation	nil 	1.5 ha 	1.5 ha 	38.5 ha 	31 ha	While this KPI has been met, community satisfaction surveys must be undertaken before June 2026 to ensure it can be counted at the end of the pricing period.
200 community education and/or citizen science initiatives will be delivered	63 	155 	172 	208 	160	For the fourth year, we exceeded our targets for education and/or citizen science initiatives and have now exceeded the target for the entire period.
Community satisfaction with the cleaning up of litter will improve to at least 70% and litter will be reduced at management priority sites through maintenance activities	60% 	59% 	58% 	57% 	70%	<p>During the period, 85% of scheduled litter-related Work Orders were completed and interim priority sites were nominated as a priority in the absence of formal priority sites.</p> <p>A more dedicated prioritisation of work is due for completion in 2025–26 to help inform our operational and capex responses to litter and support our ongoing discussions with stakeholders.</p> <p>We will continue delivering community awareness and education programs—such as Waterwatch—and maintain active engagement with Councils and stakeholders through our ongoing litter collaboration forums.</p>

Emergency and pollution response

- MET
- SUBSTANTIALLY MET
- NOT MET

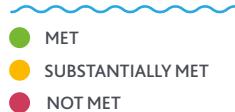
Maintaining the health of our waterways demands effective management of and response to waterway pollution, including industrial pollution.

Our legislated obligations under the *Environment Protection Act 2017*, *Emergency Management Act 2013*, *Water Act 1989* and *Statement of Obligations*, as well as the clear expectations of our customers and the community, drive our emergency and pollution response.

Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target
100% of incidents that require a response will be managed in accordance with relevant legislation	100% ●	100% ●	100% ●	100% ●	100% <p>One pollution incident occurred in 2024-25, which was managed in accordance with Melbourne Water's General Emergency Management System. However, as Melbourne Water's Emergency Management Framework has not been reviewed within the previous two financial years (as required by this KPI), it is considered 'substantially' met for the period.</p> <p>A full review was completed in July 2025 and will be reflected in the 2025-26 assessment.</p>



Urban development



Melbourne Water contributes to the healthy, sustainable growth of our community by providing support to development across the urban spectrum – from greenfield sites, through to renewal and development in established suburbs.

Melbourne Water assesses statutory applications related to land subdivision and development in flood-prone areas, as referred to Melbourne Water under municipal planning scheme requirements. These applications are subject to a statutory response period of 28 days.

In addition to statutory referrals, developers may apply directly to Melbourne Water for agreements concerning subdivisions and developments that interact with floodplains or Melbourne Water assets. By agreement with the land development industry, most non-statutory applications are processed within 7 to 60 days, depending on the type and complexity of the application.

In line with Melbourne Water's commitment to continuous improvement, a major transformation program was initiated in October 2024, focusing on enhancing systems, data and processes to improve customer service standards.

Five-year target	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 4 Target	
Responses will be provided for 100% of statutory and non-statutory applications and at least 95% will be within the agreed timeframe	100% response rate 83.2% agreed timeframe	100% response rate 81.7% agreed timeframe	100% response rate 78.9% agreed timeframe	100% response rate 86% agreed timeframe	100% response rate 95% agreed timeframe	<p>In 2024-25, we continued to meet our target of responding to 100% of applications.</p> <p>Although we fell short of our target to respond to 95% of them in the agreed timeframe, our result of 83% for statutory applications and 88% for non-statutory applications on time was an improvement on the previous year.</p> <p>This year, Melbourne Water initiated and undertook a targeted program to address applications backlog and to reset the service standards. Since completing this in March 2025, development applications are being processed consistently above the 95% service standard.</p>
100% of development services schemes will be implemented in accordance with the development planning program	100%	100%	100%	100%	100%	All schemes were implemented in accordance with the development planning program.

