Romsey Recycled Water Plant Upgrade

2026 Survey Results

October 2026

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Why do we engage?

Our commitment to community is outlined in our **Community Engagement Framework**.

We want to:

- Understand **what our communities value** most, to inform our decisions
- Promote mutual understanding and stronger **relationships**
- Build trust and increase **community confidence** in our organisation
- Discuss the ownership of opportunities and challenges
- Meet regulatory requirements

Romsey Recycled Water Plant Upgrade

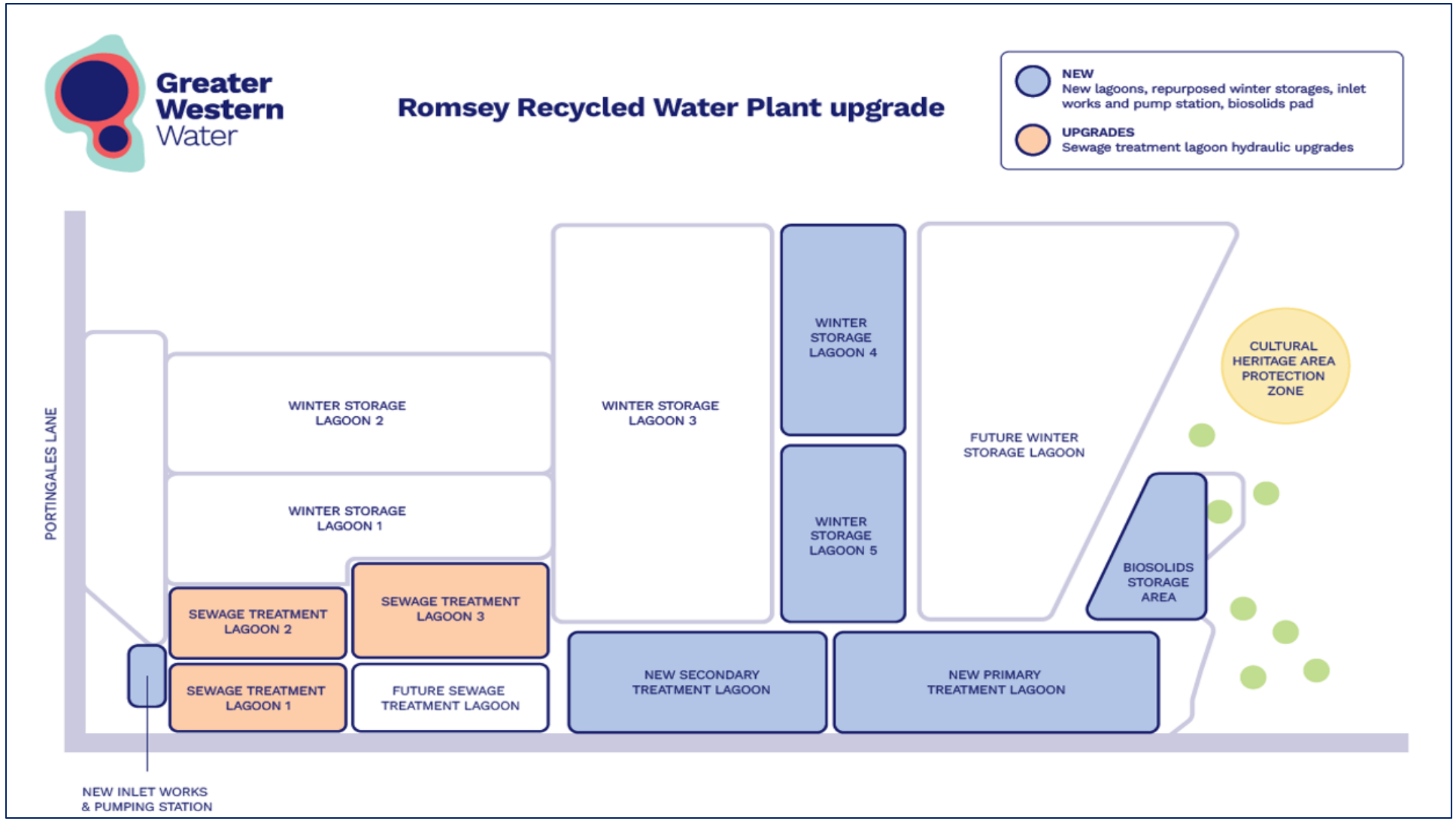
The Romsey Recycled Water Plant (RWP) has been servicing the community since 1978. We're upgrading the RWP so that we can continue safely treating wastewater and grow with the Romsey and Lancefield communities.

Planned upgrades include:

- Inlet works upgrade
- Winter storage expansion
- Lagoon upgrades and remediation
- Recycled water pump station upgrade
- Electrical and instrumentation upgrade
- Construction of a biosolids sludge drying pad
- Construction of two new treatment lagoons and a winter storage lagoon, adding 292ML of storage volume

Greater Western Water

Romsey Recycled Water Plant Upgrade



2023 Engagement

GWW engaged the community on upgrades to the Romsey RWP in 2023 through local pop ups, a drop-in with experts and a small digital survey.

Following community engagement in 2023, Greater Western Water identified an opportunity to add a winter storage lagoon to the planned upgrades.

The lagoon will provide extra storage for treated water, helping meet growing demand for recycled water across the region.

The required design and approvals process is nearing completion, with construction expected to begin in early 2027.

We recognise that community views can change over time. To capture current perspectives, we undertook further community engagement between February and April 2026.

The consultation focused on understanding community priorities and considerations for the planned upgrade of the Romsey Recycled Water Plant.



How we engaged in 2026

During the consultation period between February and April 2026, we collected feedback through an online community survey.

We used a range of channels to raise awareness and gather community feedback on the proposed upgrades. Between February and April 2026, community feedback was collected through an online survey which was promoted through:

- A dedicated project webpage, visited by 57 people
- Social media posts reaching 2,964 people
- A pop-up stall at the Romsey Residents Day 2025
- Posters and postcard available through Romsey Library, Romsey Coles, Romsey IGA and Lancefield Neighbourhood House and Op Shop



What you told us

We received **83 responses** to the survey during the consultation period. Most respondents were residents of Romsey (61%) or Lancefield (29%) and had been living in the area for a decade or more.

See an overview of the survey results on the following pages.



Project awareness

Understanding the need for upgrades

Most respondents understood why upgrades are needed, but many wanted more information about what is proposed.

Around **70% of respondents were aware of the Romsey Recycled Water Plant and the need for upgrades**.

About half said they understood the proposed upgrade works. Others told us they would like **more detail about the plans and how they will affect the community**.

As the project design is finalised, we will share more information about the proposed upgrades.



Project impacts

Understanding how the upgrade will affect the community.

We provided a list of possible impacts for community members to consider, along with an open ‘other’ option.

Just over half of the respondents did not think the upgrades would affect them. Concerns about odour, noise and visual impacts ranked highest (29%).

We understand these concerns and are committed to keeping impacts to a minimum. The Romsey RWP upgrade will take place entirely on our site and is removed from most of the local community. We’ll be working with the plant’s closest neighbours to ensure we’re limiting project impacts as best we can.

Recycled water

Understanding what the community knows about recycled water.

Recycled water is an essential part of our precious water cycle, and is treated, managed and reused in different ways. We asked questions about what people in the community know about recycled water systems.

About **60% of respondents said they knew 'a bit' about recycled water**, with most others saying they knew very little.

Community understanding of recycled water use was also varied. We look forward to sharing more information about recycled water, as well as it's uses and benefits to community as the project continues.

Future management of recycled water in Romsey.

We asked respondents to rank our options for managing excess recycled water over the next 20-50 years:

- New local wetlands
- Increased storage at the plant
- Finding more recycled water customers

The most popular option was to **create new local wetlands**, and support for all three options was high.

Developing wetlands in Romsey will take time and coordination with different government entities. We'll start those conversations and see what's possible.

Open responses

There were multiple points in the survey where community members could provide open responses to questions or general feedback.

Topic	Number	Summary
Environmental legacy	17	Calls to consider environmental impacts and incorporate good environmental legacies.
Recycled water uses	17	Questions and suggestions about how recycled water could be used by the local community. Some misunderstandings about how recycled water can be used, it's safety and how water levels are managed from the plant.
Project communications	11	People not knowing about the plant or the project. Requesting more information and communication.
Technical questions	8	Varied understanding of recycled water treatment and how it works. Many requests for more detailed information.

Taking action based on community feedback

It takes time and effort to provide feedback, and we appreciate everyone who shared their thoughts. Based on what we've heard, we will:

- Provide more information to the community about recycled water, including how it is treated, managed and used.
- Provide more frequent, detailed updates about the planned upgrades in language that is accessible, clear and easy to understand.
- Continue investigating ways to enhance environmental outcomes and support local biodiversity.
- Invest in a multi-channel communications approach to make sure community members feel informed about the upgrades (eg pop-ups, letter drops, social media and educational events).
- Continue engaging with key stakeholders, Traditional Owners and the local community throughout the planning process.
- Further explore the possibility of creating wetlands near the Romsey RWP.

Next steps

We expect construction works to start in **early 2027**. Before then, we will:

- Host pop-up events in Romsey and Lancefield to explain the upgrades and the role of recycled water in Romsey
- Provide more details about the planned upgrades via letters, emails and social media posts
- Work closely with site neighbours to discuss direct impacts
- Continue identifying opportunities to improve environmental impacts on and near the site

Stay in touch with us

Project website
Email: engagement@gww.com.au