Greater Western Water



Engagement Framework 2026–2030

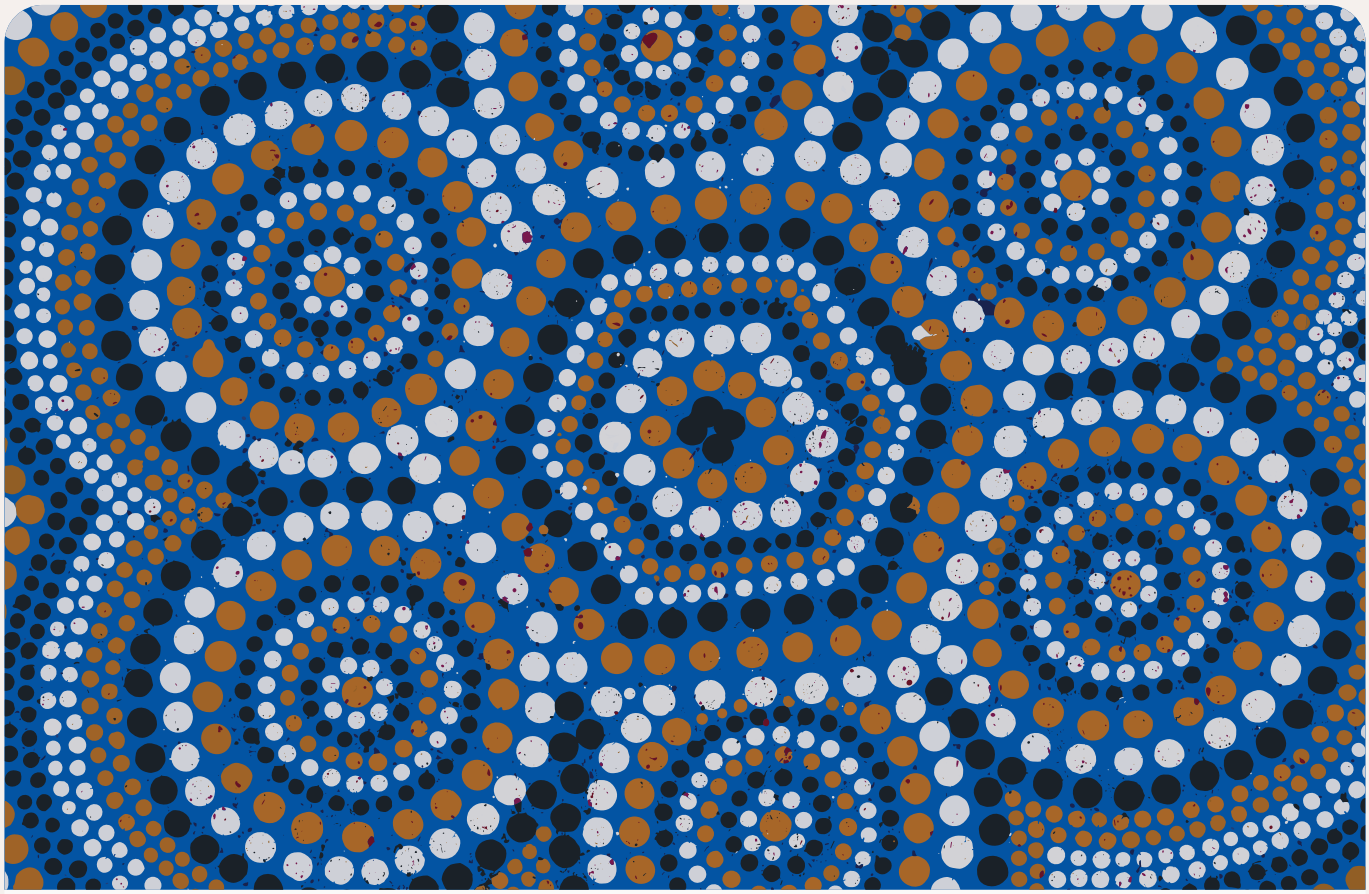
Acknowledgement of Country

Greater Western Water respectfully acknowledges the Traditional Owners of the lands and waters upon which we work and operate, the Wurundjeri Woi-wurrung, Wadawurrung, Taungurung, Djaara, and Bunurong peoples.

We pay our deepest respects to their Elders past and present who continue to forge the way ahead for their emerging leaders.

We acknowledge the continued cultural, social and spiritual connections that First Nations people have with the lands and waters. We also recognise and deeply value the care and protection Traditional Owners have brought to Country for thousands of generations.

Our vision is that the way we deliver water services will heal and care for Country, and we are committed to walk alongside and learn from Traditional Owners on this journey.



About the artwork and the artist

This artwork was created by B.J.C., a Wadawurrung artist. B.J.C. began to develop his art practice in prison, where painting allowed him to connect to his culture and "make stories into art". B.J.C. uses colour and dotwork to express stories and messages meaningful to him, with themes of health, harmony, mindfulness and strength frequently engrained in his artworks.

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Message from our Acting Managing Director



Working together to serve our community

> **The services we provide are part of everyday life – at home, at work and in the public spaces we all enjoy. We want the people and communities we serve to have a real say in the decisions that shape those services.**

This Engagement Framework sets out what engagement means to us, who we connect with and how we do it. It is our guide to involving you – our community, our customers and our partners in the water sector – in shaping and delivering essential water services across Melbourne's CBD, the growing west and the Macedon Ranges.

Since our first Community Engagement Framework in 2021, we've listened and talked with you in many ways: at farmers' markets, festivals and community events, at meetings and workshops and through YourSay, our online platform.

You told us what matters, and this Framework reflects our learnings from those conversations.

The 2026–30 Framework builds on this feedback and looks ahead to the challenges our communities face - rapid growth in the west, a changing climate and making sure services are fair and accessible for everyone. It broadens our approach to include more voices - from customers, community members and stakeholders - and sets out how we'll keep improving.

Thank you to everyone who contributed feedback on the draft Framework across May to July 2025. Your views have directly shaped this next chapter of our engagement.

We will keep working hard to make sure your needs guide not only the services we provide, but also the way we deliver them.

We look forward to your ongoing participation to help our communities and Country thrive now and into the future.

Craig Dixon
Acting Managing Director
Greater Western Water

About us

Our purpose:
Trusted water services for our communities and future generations

Our vision:
Thriving people and Country

To achieve our vision by 2030, we have three strategic drivers:

Delivering value for our customers
Providing water and sewerage services that are fairly priced, high quality, and reliable now and in the future.

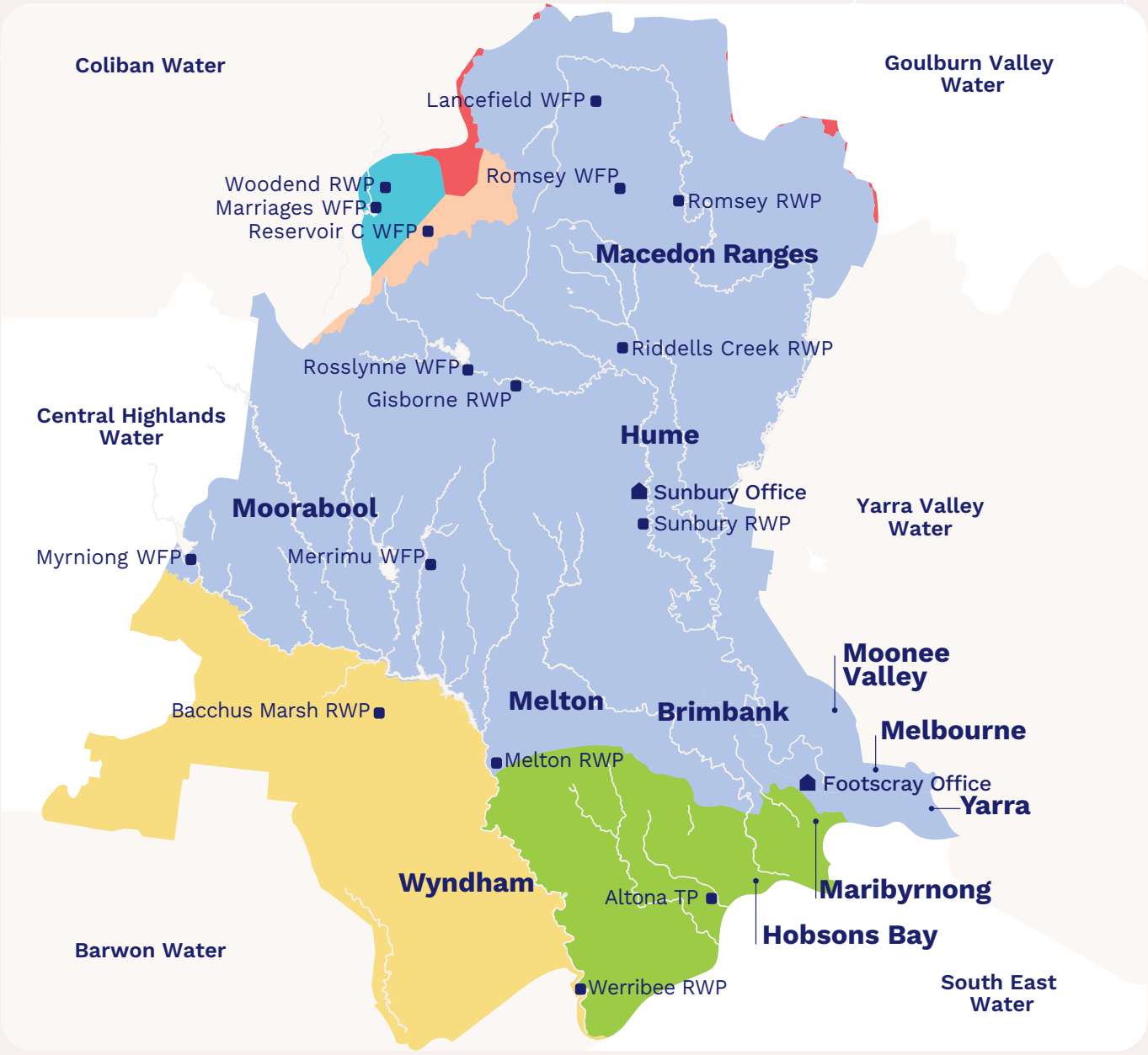
Supporting communities to thrive
Supporting liveability, wellbeing and prosperity in our region through the expansion of green space and tree canopy cover and investment in services, infrastructure and people.

Healing and caring for Country
Working in respectful partnership with Traditional Owners and First Nations people to restore environmental health, reach net zero carbon, and take action towards zero waste.



Our region

Greater Western Water (GWW) provides water and wastewater services to support approximately 1.4 million people across Melbourne, its outer west growth corridors, and the Macedon Ranges.



Traditional owners

Wadawurrung **Taungurung** **Wurundjeri/Woiwurrung** **Djaara** **Bunurong**

No Traditional Owner formally recognised

Our community

We work across 11 local government areas:

- Brimbank
- Hobsons Bay
- Maribyrnong
- Melton
- Moonee Valley
- Wyndham
- Yarra
- Hume
- Macedon Ranges
- Melbourne
- Moorabool

We operate in:

- Bunurong
- Wurundjeri Woi Wurrung
- Wadawurrung
- Djaara
- Taungurung Country

We serve

598,800
residential connections

55,200
non-residential connections

We supply

129 billion litres
of drinking water each year

8 billion litres
of recycled water and stormwater

We manage

$4 billion
worth of infrastructure

3,700 km²
service area

6,400 kms
of water mains

8,091 kms
water supply mains

17,993 megalitres
of wastewater treated each year

6,266 kms
of wastewater (sewerage) mains

Our community is diverse and growing

Our region includes the fastest growing populations in Australia.[1]

Languages[2] other than English spoken include Mandarin, Greek, Italian, Vietnamese, Arabic, Hindi, Punjabi, Turkish, and Spanish.

1. See Australian Bureau of Statistics (2021-22) Fastest growing local government areas (LGAs) | Centre for Population [Accessed 25 September 2025].
2. Languages spoken across the west - Department of Families, Fairness and Housing (2023) [Accessed 25 Sep. 2025].

Our Engagement Framework

This Framework outlines how we will engage with customers, community and stakeholders. It tells you what you can expect, how we will give you information and how we will use the feedback that you give us.

> **We want to involve you in the way we work so we can make better decisions together.**



Our vision for engagement

The way we engage enables us to make the best possible decisions about water and sewerage services for the people we serve from Melbourne's CBD, western suburbs through to the Macedon Ranges.

Our Engagement Principles



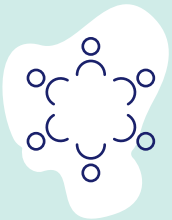
Authenticity
You have real opportunities to influence our work. We will let you know where you can have a say. We provide information whenever we can and we act on your feedback.



Integrity
We protect your privacy. We have a responsibility to hear your views. We report on engagement outcomes without bias.



Connection
We strive to develop strong relationships with customers, communities and stakeholders. We aim to achieve the best outcomes for everyone.



Inclusivity
Everyone has a right to be heard. We will provide information in easy-to-read and accessible formats. We will minimise barriers to your participation in our activities.



Understanding
We take the time to understand how our projects, programs and services could affect you.



Respect
We see that everyone has a different perspective and we welcome all views. We work hard to treat people how they would like to be treated.

What is engagement?

At GWW, we define engagement as our process of involving the people who benefit from, or who are impacted by, our projects, programs or services, to help us make better decisions together.

We engage with you because:

- You know the local area and the people who live here
- Your insights and ideas help us make better decisions about the services we manage so that they more closely meet your needs
- Working together, we understand each other better. You know what to expect from us and we understand how to best provide you with the services and support you need
- Planning together, your input helps reduce disruption to those affected and increases good outcomes
- Our work, and decisions about your water and sewerage service, are more transparent to you
- We want you to know your rights and responsibilities when you receive our services.

We engage with you when we:

- Provide information about the services we deliver and the work we do
- Ask for feedback on plans, projects and services
- Work together to address an issue or plan for the future.

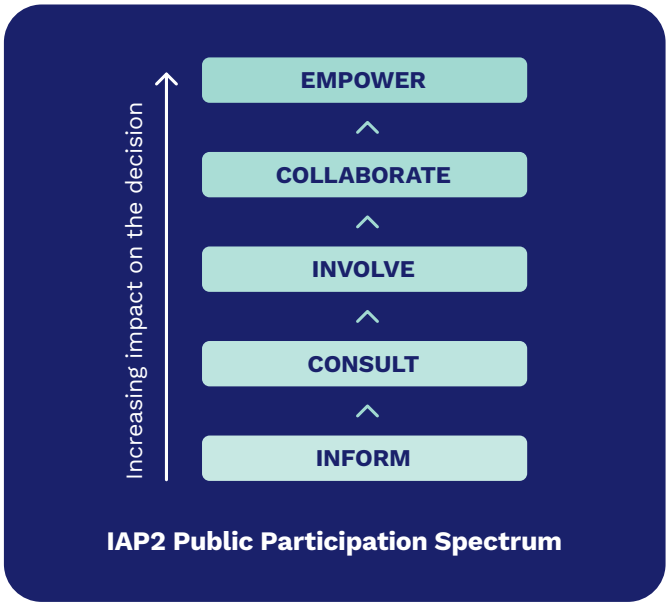


Understanding what you can influence

We ask for and listen to your feedback because you have the right to participate in decisions that affect you.

When we design our engagement programs we use the Engagement Institute's IAP2 Public Participation Spectrum. It helps us understand the right level of community and stakeholder influence on the decisions we make.

Some decisions need to be made by engineers or technical experts at GWW or other authorities. These are guided by things like specialist knowledge, safety and regulations. When this happens, we do our best to explain those decisions.



IAP2 Public Participation Spectrum



What is good engagement?

- When we give you the right information so you can provide feedback
- When we listen to your concerns
- When we understand what matters to you
- When you have enough ways and time to give us feedback
- When you know what you can and can't decide or have input into
- When we act on your feedback as promised.

Laws and guidance governing our engagement

As a Victorian Government essential service provider, GWW is governed by legislation, government policies and service standards. These affect how and when we engage with you.

Laws regulating the water industry set out our responsibilities as a water business, and our obligations to ensure water is available for our populations now and into the future.

Our engagement approach enables good decision making as we uphold these requirements.

Engaging with Traditional Owners and First Nations people

We recognise the great privilege in working on Country and we are committed to meaningfully and respectfully engaging with First Nations communities and Traditional Owners, valuing their knowledge and histories as Custodians of Country.

We acknowledge that this deep knowledge is vital to our work and to addressing the social and environmental challenges we all face. Our commitment is to embed this knowledge in our operations in a way that is genuine, enduring and respectful. This requires listening deeply and fostering an ongoing understanding of First Nations values and culture, ensuring these are reflected in our processes and decisions.

We will partner with Traditional Owners, First Nations community organisations and communities, with our approach continuing to be refined alongside this Engagement Framework.

Through a whole-of-organisation commitment to inclusion and engagement, GWW seeks to support self-determination and work collaboratively to develop shared aspirations with First Nations communities and Traditional Owners.



Inclusive, accessible engagement

> **It's important that all parts of our community can engage with us about the services we provide. To ensure that engagement is inclusive and accessible, we will engage in ways that reflect customers' diverse needs.**

We will:

- Remove barriers that make it hard for people to join in, wherever we can
- Help people to engage with us when they want to
- Give people different ways to have their say.

Supporting everyone to engage

We will help people share their thoughts and ideas about the services we provide. We want everyone to feel safe when they engage with us. We will design our information and engagement activities to meet the needs of our communities, including different cultures, languages and demographics.

Language support

Our service area represents great cultural and language diversity. You can access our free translation and interpreter services over the phone. We support more than 300 languages, including:

Vietnamese	Spanish
Mandarin	Cantonese
Arabic	Serbian
Chin Hakha	Croatian
Italian	Burmese

Access to this service is free.
Call our interpreter line on 03 9313 8989.

The service is available Monday to Friday from 9am to 5pm. Callers outside business hours and during public holidays can still access our translation service if the call is about a water or sewerage fault or emergency.

If you prefer to receive printed versions of online documents, call 13 44 99 (Customer Service, Monday to Friday 8.30am to 5pm) and we can mail them to you.

Being inclusive means making sure **everyone feels welcome** and treated fairly, no matter who they are.

It's about **listening** to all of the different people in our community and making sure everyone's ideas are heard fairly.



Changing alongside community

> **We want to make sure everyone can take part in discussions if they want to. We will listen, and we will make decisions which consider their views.**

As our communities grow and customer needs change over time, we will listen and adapt thoughtfully. That means always ensuring our engagement stays relevant and useful.

This means paying attention to changing demographics, emerging priorities and feedback from the people we serve, and adjusting our programs and services accordingly.

Evaluating our engagement

We will continue to improve the way we engage through training, collaborating with community and stakeholder groups, listening to feedback and sharing what we learn across our organisation.

We will:

- Support our people to engage according to this Framework
- Evaluate our progress against the engagement vision and Principles in this Framework
- Change the way we engage as our community's information needs change over time
- We will continue to seek ways to better understand the community we serve and engage in ways that work for you.



Glossary

Collaborate	Working together to achieve shared outcomes
Community	A group of people living in the same place or having a shared interest
Engagement	Fostering ongoing collaboration with our diverse community to plan and deliver our services
Diverse community	People of different race, ethnicity, religious beliefs, age, socioeconomic status, language, geographical origin, gender, ability and/or sexual orientation
Equity	Being fair and just, taking account of and seeking to address inequalities between people and groups
Engagement Institute	The peak industry body for the community and stakeholder and engagement sector. Formerly International Association for Public Participation Australasia (IAP2)
Framework	A public document that outlines an organisation's overarching strategy
Inclusive	Ensuring that no groups or parties involved in a process are excluded
LGBTIQA+	An acronym used as an umbrella term for communities who identify as lesbian, gay, bisexual, transgender/gender diverse, intersex, queer and asexual

Greater Western Water

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Faults and emergencies:
13 44 99

Interpreter service:
131 450

YourSay
yoursay.gww.com.au