


Who does what in water in Gippsland 2021





Acknowledgement

The West Gippsland Catchment Management Authority would like to acknowledge and pay our respects to the Traditional Land Owners and other indigenous people within the catchment area: the Gunaikurnai, the Bunurong and Boon Wurrung, and the Wurundjeri peoples. We also recognise the contribution of Aboriginal and Torres Strait Islander people and organisations in Land and Natural Resource Management.



Overview

Across Gippsland there are a number of Government agencies and community groups that work together to protect our catchments and waterways and to manage water resources, supply and demand.

Sometimes their boundaries overlap, but each organisation has quite a different role and offers different services.

This brochure aims to inform members of the community of the major roles and responsibilities of each agency with respect to water. The following pages contain information about each organisation responsible for caring for water in the Gippsland region including their responsibilities, boundaries and contact details.

Breakdown of Organisation types





Who does what

Regional Urban Water Corporations

- Collection of wastewater from residential and commercial customers
 - Treatment of wastewater before returning clean water to the environment
 - Supply potable water and wastewater services to homes in a city or town through a reticulated system
 - Manage and monitor potable water use in a city or town
-

Southern Rural Water

- Authorises and regulates licensed use of water from waterways, dams and bores for domestic and stock use, irrigation and commercial purposes
 - Manages large storages and surrounding recreation areas such as Blue Rock Lake, Cowwarr Weir and Glenmaggie Weir.
-

Catchment Management Authorities

- Manage and deliver water for the environment on behalf of the Victorian Environmental Water Holder
 - Provide advice to council and community on planning matters in areas subject to flooding
 - Issue permits for works on waterways under the *Water Act 1989*
-

Local Government

- Council's manage stormwater in urban areas
-

Agriculture Victoria and EPA Victoria

- Promote efficient and responsible water use
 - Victoria's environmental regulator works to prevent and reduce the harmful effects of pollution and waste on Victoria's environment and people
-

Traditional Owners

- Represent the Traditional Owners of Gippsland, in relation to all aspects of the Cultural Landscape – including water
-



Gippsland Water

What we do

Gippsland Water supplies fresh, clean drinking water to more than 70,000 residential and business customers and wastewater services to more than 63,000 customers across 43 towns. Our region spans from Drouin in the west to Loch Sport in the east, and Briagolong in the north to Mirboo North in the south.

Contact us for:

We can help with a range of enquiries including:

- Account and billing enquiries including if you've recently moved house.
- Reporting a service fault such as a burst water main or leak.
- Financial assistance.
- Assistance for property owners and developers who may be developing, re-developing or subdividing property within our service area.
- Booking a tour of our sites, hiring our portable drinking fountains, or applying for sponsorship such as merchandise.
- Fixing a leaking fire hydrant or plug. Fire plugs are owned by local councils, but it's our water so we should be the first point of call if they're leaking. We can then notify the local council if they need to be repaired.

What we are responsible for:

- Delivering fresh, clean drinking water to residential and commercial customers.
- Providing wastewater service to residential and commercial customers.
- Maintaining, repairing, upgrading and constructing infrastructure to continue providing high quality water.
- Treating millions of litres of wastewater a day from both residential customers, local business and industry of state-wide significance.

We also:

- Accept and treat EPA prescribed and non-prescribed waste, most of which are used as part of our composting process at our organics recycling facility.
- Manage 12 farming and forestry properties covering 10,000 Ha. We manage and reuse treated water as well as agricultural assets across the central Gippsland region.

Frequently asked questions we can help with:

- How do I report a service fault such as a burst water main or leak?
- How do I apply for financial assistance?
- I'm a renter moving house, how do I get my account changed and water and wastewater services connected?
- How do I book a tour of your sites?
- How do I hire portable drinking fountains or apply for sponsorship?

Frequent enquiries relating to other organisations:

- Enquiries in relation to storm water and on-site septic tanks.

This is the responsibility of local councils.

- Waterways and drainage charges that some of our customers in Drouin and Neerim South receive annually from South East Water.

Contact South East Water.

- Enquiries in relation to providing customers with water for rainwater tanks that have been tainted by bushfire smoke.

DELWP or your local council can help you with this.

Get in touch

For general enquiries, including billing, you can call us on 1800 050 500 between 8am and 5pm, Monday to Friday.

To report a fault or leak, please call us on our 24/7 emergency hotline on 1800 057 057.

For non-urgent enquiries you can also visit our website and fill out a message form at www.gippswater.com.au/contact-us



**Gippsland
Water**

South Gippsland Water

What we do

South Gippsland Water provides reticulated drinking water from catchment to customer tap and then collects and returns treated wastewater back to the environment.

We're responsible for the reservoirs, water and wastewater treatment plants, pipes and pumps that make up the drinking water and sewer networks, as well as managing customer accounts and billing services.

South Gippsland Water services an area which extends from Wonthaggi and Nyora in the west to Yarram in the east, and from the coastal towns fronting Bass Strait in the south through to the Strzelecki Ranges in the north.

South Gippsland Water values contributing to thriving communities and a healthy environment.

Contact us for:

We can help with a range of enquiries including:

- Account and billing inquiries for water and sewerage services across Bass Coast and South Gippsland townships.
- New property connections and connecting to town water and sewerage services.
- Faults and leaks relating to water and sewerage services.
- More information about local water supplies; sources, quality and treatment to national safe drinking water standards.
- Drinking water catchment management, including impacts of land development within our designated drinking water catchments.
- Wastewater and trade waste services for businesses that discharge waste to our sewerage systems.

What we are responsible for:

- South Gippsland Water provides a full range of water supply functions, including water harvesting, storage, treatment, and township drinking water supply.
- Wastewater services include collection, treatment, disposal and reuse for residential, non-residential and major trade waste customers.
- Water retailing, including managing customer accounts and billing systems.

Frequently asked questions we can help with:

- Billing and bill payment assistance
- Government concessions and assistance on water and wastewater service accounts
- Land development and new property connections to either water or sewerage services
- Water supply system information including reservoir levels, water restrictions, water treatment and quality
- Wastewater system information including treatment processes, recycled water and trade waste
- Education and environment information including assistance with water efficiency, education programs offered and sustainability programs such as carbon emissions reduction, being undertaken by South Gippsland Water

Frequent enquiries relating to other organisations:

- Stormwater and township drainage
Contact your local council
- Septic tank management and cleaning
Contact your local council or septic e-duction tanker

Get in touch

Talk to our friendly Customer Service Team or report a fault 24/7 on 1300 851 636.

Account and business enquiries call between 8.30am – 5.00pm, Monday to Friday.

T: 1300 851 636

E: sgwater@sgwater.com.au

W: www.sgwater.com.au

14-18 Pioneer Street
(PO Box 102 Foster)
VIC 3960

- How can I test the water quality of my private tank water?
Contact Department of Health and Human Services
- Emergency water supplies in drought and other emergencies?
Contact DELWP
- Drinking water tank re-fill
Contact local registered water carters
- Rivers, dams and bore water
Contact Southern Rural Water



East Gippsland Water

What we do

We are responsible for providing reticulated drinking water supplies to towns in the East Gippsland region, along with wastewater collection and treatment services. We are responsible for all the associated infrastructure and also for providing trade waste services to industrial and commercial customers.

Contact us for:

- Water bills – making a payment, assistance available to customers in financial hardship and meter reading queries. Call 1800 671 841 or visit our website.
- Reporting a service fault (such as a burst water main or leak, broken stop tap or sewer blockage). Call 1800 671 841 or our 24 hour hotline 1300 134 202.

What we are responsible for:

- Water harvesting and storage in large basins and storage tanks, and underground in an aquifer.
- Treating the water harvested to comply with rigorous drinking water standards.
- Delivering drinking water across nine separate reticulated systems that serve the urban communities of – Bairnsdale, Bemm River, Bruthen, Buchan, Cann River, Dinner Plain, Eagle Point, Johnsonville, Lakes Entrance, Lake Tyers Aboriginal Trust, Lake Tyers Beach, Lindenow, Lindenow South, Mallacoota, Marlo, Metung, Newlands Arm, Newmerella, Nicholson, Nowa Nowa, Omeo, Orbost, Paynesville, Raymond Island, Sarsfield, Swan Reach, and Swifts Creek.
- Regularly monitoring and reporting on water quality.
- Maintaining, repairing, upgrading and constructing the infrastructure associated with the provision of water supplies – such as water treatment plants, pump stations, stop taps, pipelines and storages.
- Water recycling – aiming for 100 percent environmentally beneficial reuse of all wastewater entering our wastewater treatment plants.

Frequently asked questions we can help with:

- Bill related – including change of address, financial difficulty with payments and availability of concessions
- Change of property ownership and property settlement
- Meter readings
- Water quality in the reticulated system
- In relation to new property developments
- Reporting service faults including water leaks, leaking stop taps and low water pressure

Frequent enquiries relating to other organisations:

- Rivers, dams and bore water
Contact Southern Rural Water
- Tank water
Contact Department of Health and Human Services
- Stormwater
Contact East Gippsland Shire Council

Get in touch

Can call us on 1800 671 841, or out of hours on our 24 hour emergency and faults hotline 1300 134 202.

You can also visit our website egwater.vic.gov.au for information on East Gippsland Water, including options to pay your water bill and a variety of online forms.

Our email address is egw@egwater.vic.gov.au

- Catchments
Contact East Gippsland Catchment Management Authority
- Questions relating to Gippsland Water
Contact Gippsland Water



East Gippsland Water

Westernport Water

What we do

Westernport Water, is a regional water corporation whose core functions are to provide drinking water, recycled water and wastewater services to properties and communities throughout the Bass Coast and waterline communities in accordance with the standards listed in the Westernport Water Customer Charter 2018-23 or by agreement.

Contact us for:

We can help with a range of enquiries including:

- Residential and commercial customer enquiries, financial support programs, payment plans, direct debit, concessions and Centrepay
- Land development, re-development, subdivisions, planning, building, property connections and plumbing enquiries
- Reporting a water or sewer service fault such as a leak, burst pipe, broken stop tap or a sewer blockage. Call 1300 720 711 or or 1800 249 090 - 24/7
- Other services include, advisory services, trade waste services and biosolids

What we are responsible for:

- Delivering water and wastewater services to customers and the community on Phillip Island and waterline communities in accordance with the *Water Act 1994*.
- Servicing 20,953 permanent customers across 27 townships, covering an area of 300sq/km.
- Supplying essential services to one of Australia's key tourism destinations, we also service over 3.4 Million visitors annually.
- Operating one Water Purification Plant that uses Dissolved Air Filtration technology to treat the drinking water.
- One reservoir, Candowie Reservoir which is located in the Bass Hills.
- Two wastewater treatment facilities, one in Corinella and the other on Phillip Island. These facilities also manufacture recycled water.
- Class A recycled water that is supplied to residential and commercial customers on Phillip Island for irrigation and toilet flushing.

- Maintaining, repairing, upgrading and constructing infrastructure associated with the provision of water and wastewater services.
- Managing water supplied from four water sources, Tennent Creek, Bass River, Corinella Aquifer and the Melbourne Supply System with Bulk Entitlements totalling 7,401 ML.

Frequently asked questions we can help with:

- Customer enquiries are in relation to customer accounts and billing
- Commercial and residential water and wastewater enquiries
- Our Maintenance and Operations Team respond mainly to information related to bursts and leaks, particularly in relation to service interruptions

Frequent enquiries relating to other organisations:

- Customer calls in relation to services provided by South Gippsland Water
- Storm water which is the responsibility of Bass Coast Shire Council
- The annual Waterways and Drainage Charge collected on behalf of Melbourne Water

Get in touch

Chat to one of our Customer Service Team in the following ways:

- General Enquiries: 1300 720 711, 8.30am – 5.00pm Monday – Friday
- Faults and Emergencies: 1800 24 90 90 - 24 hours
- Email: westport@westernportwater.com.au
- Feedback: www.westernportwater.com.au/contact-us/feedback/
- National Relay Service (TTY Text Phone): 133 677 then ask for 5956 4100

- Cost of services in comparison to other Melbourne based water corporations
- Plumbing enquiries that are related to private works on the property owners side of the meter

Common enquiries:

- Requests for plumbing assistance on private property



WESTERNPORT
WATER

Southern Rural Water

What we do

Southern Rural Water covers an area of 88,000 km², the southern third of Victoria stretching from the South Australian border to the New South Wales border – an area that includes all of Gippsland.

We are responsible for:

- managing irrigation districts, including the Macalister Irrigation District (MID)
- the regulation of surface water and groundwater licensing, and the regulation of surface water, groundwater licensing and dams.
- managing the bulk entitlements for environmental water, power generation companies and the raw water for some regional and urban water corporations to treat for drinking water

In the Gippsland and South-East, we work with four water corporations and three Catchment Management Authorities.

Contact us for:

- Licences to access bore water, construct a dam or access to creek and river water on your property
- Management of water for irrigation and/or stock and domestic use
- Safe recreational use of our water facilities for boating, fishing and swimming
- Blue-green algae blooms in our storages
- Guided school and community visits to our water facilities such as Lake Glenmaggie

What we are responsible for:

- Licences for bores, irrigation water, dams on private property and use of river or creek water where it is within the property boundary
- Monitoring the use of licensed water to ensure sustainable use
- Management of major storages with associated recreational facilities
- Supplying water and maintaining the irrigation service to irrigation district customers with permanent and temporary water allocations
- Flood and blue-green monitoring at our storages, providing advice to other agencies and community as appropriate
- Supporting other agencies during emergencies

Frequently asked questions we can help with:

- Do I need a licence to drill a bore?
- I have a stock and domestic water licence – what can I use it for?
- How do I get a water allocation?
- What kind of licence do I need to build a dam on my property?
- I've just bought a property, what kind of water can I access?
- How do you monitor water use?

Frequent enquiries relating to other organisations:

- Blocked drains, drinking water, toilet water
We don't do taps or toilets
- Will my house flood?
Contact your Catchment Management Authority for flood zone information
- I can see pollution in the river or creek – where do I report this?
Contact EPA Victoria
- I can see algae / dead fish in the waterway – where do I report this?
Contact EPA Victoria

Get in touch

Phone: 1300 139 510

Email us: srw@srw.com.au

Visit www.srw.com.au

During business hours, attend one of our offices



West Gippsland Catchment Management Authority

What we do

We're a natural resource management organisation working to maintain and improve land and waterway health in the West Gippsland region.

Contact us for:

We can help with a range of enquiries including:

- **Flood advice request** – providing information about flood risk and flood mapping on properties.
- **Works on waterways permits** – for any works on a river, creek, wetland, stream you need to contact us for a permit.
- **To get in touch with your Landcare network or group** – we've got great partnerships with Landcare and can put you in touch with someone who can help.
- **Information about water for the environment** – we work with the Victorian Environmental Water Holder to release water for river health.
- **Farm improvement programs** – we've got a range of programs to help improve efficient use of water on-farm and management of nutrients – get in touch to register your interest.

What we are responsible for:

- Regulation of works on waterways and floodplains
- Providing advice about rural drainage
- Waterway and floodplain management
- Development of regional catchment strategies and waterway management strategies and other natural resource management plans
- Delivering on-ground works to remove and control weeds in waterways, streambank stabilisation and protection, replanting native vegetation along waterways and fencing to exclude stock
- Manage and deliver water for the environment on behalf of the Victorian Environmental Water Holder
- Estuary management including approvals for estuary closure openings.

Frequently asked questions we can help with:

- Do I need / how do I get a permit to do works on a waterway?
- What support is available for water efficiency on my irrigation farm?
- What's my flood risk?
- What permits do I need for earthworks?
- What support is there for fencing and planting out my waterway? What permits do I need?
- How do I find out about when environmental flows are happening?
- I'm concerned about water quality in my local waterway, who can I talk to?
- Who do I contact about drainage disputes with neighbours?
- How do I get in touch with Landcare?

Frequent enquiries relating to other organisations:

- Where to get a water licence? (surface water, groundwater)
Contact Southern Rural Water
- Who is responsible for responding to fish kills?
Contact the EPA
- I'm doing a new irrigation development. What permits do I need?
Contact Southern Rural Water
- When do I need a cultural heritage permit?
Contact GLaWAC, BLCAC or Aboriginal Victoria
- How can I test my farm dam / tank water?
Contact Department of Health and Human Services

Get in touch

You can call us on 1300 094 262

Email us at westgippy@wgcm.vic.gov.au

For flood advice request forms, go to wgcm.vic.gov.au and click 'flood advice'

If you're interested in our work or to stay in touch, subscribe to our mailing list on our website

- Who to contact for blue green algae issues?
Contact DELWP
- Emergency water supplies in drought and other emergencies?
Contact DELWP
- Stormwater, town drainage retardation
Contact Local Government
- Groundwater – access, contamination?
Contact Southern Rural Water
- Reporting Gippsland Lakes water quality issues or pollution?
Contact DELWP
- Who owns / is responsible for riparian crown frontage?
Contact DELWP



West Gippsland
Catchment Management Authority

East Gippsland Catchment Management Authority

What we do

The East Gippsland Catchment Management Authority works with partner agencies and our communities to maintain East Gippsland's landscapes, biodiversity and cultural heritage.

Contact us for:

We can help with a range of enquiries including:

- Gaining advice on works on waterways, or for flooding levels for planning matters
- Your concerns with any issue on a waterway or to get involved in a project to improve our waterways
- Gaining advice on ways to get involved in environmental projects and interest groups

What we are responsible for:

- Care-taker of river health, (planning and implementing works))
- Delivering on-ground works to remove and control weeds in waterways, streambank stabilisation and protection, replanting native vegetation along waterways and stock exclusion fencing
- Working with community and agencies to improve waterway health
- Regulation of works on waterways and floodplains
- Providing advice regarding flooding for community and government
- Development of regional catchment strategies, waterway management strategies and other natural resource management plans

Frequently asked questions we can help with:

- River bank erosion
- Weeds along waterways
- What is my flood risk?
- What support is there for fencing and planting out my waterway?
- What permits do I need to do works on or near waterways?
- I'm concerned about water quality in my local waterway. Who can I talk to?
- Who do I contact about drainage disputes with neighbours?
- How do I get in touch with Landcare?

Frequent enquiries relating to other organisations:

- Where to get a water licence?
Contact Southern Rural Water for surface and ground water queries
- Who is responsible for responding to fish deaths?
Contact the EPA
- How can I test my farm dam / tank water?
Contact Department of Health and Human Services

Get in touch

Visit our office or post to:

574 Main Street (PO Box 1012),
Bairnsdale, VIC 3875

Phone: 03 5152 0600

Website: www.egcma.com.au



[facebook.com/
eastgippslandcma](https://facebook.com/eastgippslandcma)



twitter.com/eastgippscma

- Who to contact for blue green algae issues?
DELWP will coordinate a response.
- Stormwater, town drainage retardation
Contact your Local Government.
- Reporting Gippsland Lakes water quality issues or pollution?
Contact DELWP for water quality issues and EPA for pollution.
- Who owns / is responsible for crown frontage?
DELWP administer arrangements for all crown frontage.

**EAST GIPPSLAND
CATCHMENT
MANAGEMENT
AUTHORITY**



Environment Protection Authority Victoria

What we do

We are Victoria's environmental regulator and work to prevent and reduce the harmful effects of pollution and waste on Victoria's environment and people. We work with community, industry and business.

Contact us for:

We can help with a range of enquiries including:

- Report pollution to us 24/7
- Advice for business and industry on their environmental obligations
- To apply for an EPA licence or permit
- Advice and information on the new environment protection laws
- Works approvals open for consultation

What we are responsible for:

- Reduce pollution and waste in waterways and the broader environment
- Respond to pollution incidents in waterways
- Set water quality standards for policy and compliance
- Provide advice on meeting and exceeding environmental obligations
- Monitor aspects of aquatic environments to protect human health and environment
- Conduct research into marine and freshwater environments

Get in touch

You can contact us by calling 1300 EPA VIC (1300 372 842) we're available 24 hours, by emailing contact@epa.vic.gov.au or through the EPA Interaction Portal

Frequently asked questions we can help with:

- Pollution reports
- Wastewater
- Water monitoring and testing
- Stormwater
- Groundwater

Frequent enquiries relating to other organisations:

- Are fish safe for human consumption

Department of Health and Human Services

- Is the water safe to drink

Contact Department of Health and Human Services and local water corporations

- Reporting of algae blooms

Contact DELWP

- Non-pollution fish kills

Contact DELWP



Agriculture Victoria

What we do

We promote efficient and responsible water use by:

- Providing irrigation extension services across the whole of Gippsland – irrigation advice, system assessments, installation of soil moisture monitoring technology, and irrigation scheduling newsletters
- Running local demonstration trials into innovative and emerging technologies and on-farm practices to improve water use efficiency
- Encouraging the uptake of new technology and Best Management Practices through extension, and incentive mechanisms within the MID
- Working with our partner the WGCMA to ensure that any off-site ecological impacts are understood and incorporated into the design or reconfiguration of future irrigation systems
- Working with our partner Southern Rural Water to ensure that MID irrigation upgrades, both to the delivery system and on-farm are planned to complement each other so that maximum water use efficiency and district modernisation is achieved
- Equipping communities and industries to adapt to reducing water availability through extension, and planning and best practice incentives
- Providing industry and community intelligence to government to inform policy and raise awareness of emerging or current water related issues
- Working with our partner the Department of Environment, Land, Water and Planning (DELWP) to ensure water policy and the needs of primary industry are in alignment and well understood.

Agriculture Victoria makes a significant contribution in research and development, delivery of practice change, extension programs, as well as providing advice on aspects of water reform that have implications for Victoria and Gippsland's Primary Industries

We are responsible for:

Approval of farm plans based on irrigation systems.

Contact us for:

- free irrigation system assessments,
- advice on irrigation systems,
- free water testing for salinity,
- information on farm plans and irrigation upgrades,
- pasture and crop advice under irrigation, and
- assistance in making a water budget.

Frequently asked questions:

- Can I increase my irrigation AUL (annual use limit)?
- What is the water quality like out of my bore?
- What are the benefits of a farm plan?
- What are the pros and cons of upgrading my irrigation system?
- What is the best way that I can irrigate just to provide some feed and how much water do I need?
- Do I have enough water to make a certain upgrade?
- I have a blue green algae outbreak – what do I do?
- I don't have enough water to get through the irrigation season – what's the best way to use it?
- Can you put me on the ETo update? (irrigation scheduling newsletter)

Get in touch

Call 03 5147 0800 for the Agriculture Victoria office, and ask for one of our friendly team of Irrigation Extension Officers

Frequent enquiries that relate to water:

- Farm plans
- Irrigation upgrades
- Salinity testing
- Irrigation scheduling
- Water budgets
- Irrigation assessments
- Water allocations
- ETo update subscription

Frequent enquiries relating to other organisations:

- AUL increases
- Works on waterways
- Native vegetation removal
- Accessing groundwater
- Applying for a licence to irrigate from the river





Get in touch

Please send mail to us at
PO Box 11219
Frankston VIC 3199

Call us on 03 9770 1273
or send an email to
admin@bunuronglc.org.au

To find out more about us
please visit our website at
bunuronglc.org

Bunurong Land Council Aboriginal Corporation

What we do

Bunurong Land Council Aboriginal Corporation is the Traditional Owner organisation that represents the Bunurong people of the South-Eastern Kulin Nation.

We aim to preserve and protect the sacred lands and waterways of our ancestors, their places, traditional cultural practices and stories.

Contact us for :

We can help with a range of enquiries including:

- Aboriginal Waterway Assessments
- Cultural Heritage Assessments

What we are responsible for:

- Native Title and Cultural Heritage for Gunaikurnai people





Get in touch

Call us on 03 5152 1666
or send an email to
reception@glawac.com.au

If you're interested in
our organisation, check
out our website at
gunaikurnai.org

Gunaikurnai Land and Waters Aboriginal Corporation

What we do

We represent the five clans of the Gunaikurnai people, the Traditional Owners of Gippsland, in relation to all aspects of the Cultural Landscape – including water.

Contact us for :

We can help with a range of enquiries including:

- Aboriginal Waterway Assessments
- Cultural Heritage Assessments

What we are responsible for:

- Native Title and Cultural Heritage for Gunaikurnai people





Notes:



