

Statement of Corporate Intent

Overview

Wannon Water (Wannon Region Water Corporation) is a regional urban water corporation owned by the Victorian State Government and established under the *Water Act 1989*.

Mission: To provide safe, reliable, innovative and sustainable water services and strengthen communities in south-west Victoria.

Wannon Water reviewed and updated its mission, vision and corporate objective statements as part of the development of this Corporate Plan. This review had strong regard to the priorities of our Shareholder, the Victorian Government.

The previous mission was “to provide secure, safe, reliable and innovative integrated water services to communities in south-west Victoria”. The new mission represents an evolution of the previous mission with recognition of the positive role water can have on the strength of our communities.

Our service area extends over 24,500 square kilometres in south-west Victoria. The Corangamite Shire, Glenelg Shire, Moyne Shire, Southern Grampians Shire and Warrnambool City Councils are all within our service area. The services provided by Wannon Water support residential, industrial, commercial and rural customers including a permanent population of around 83,000 people.



Wannon Water supplies water to customers from a diverse range of water supplies, including surface water catchments, geothermal groundwater and shallow groundwater and an urban catchment system. Our asset base is valued at \$690 million and includes pipelines, reservoirs, water treatment plants, water reclamation plants and recycled water plants.

Future Directions

Vision: Beyond water for strong communities.

Since formation 11 years ago, Wannon Water has focussed on its ability to deliver secure, safe and affordable water services that are highly valued by our customers and has achieved excellent results. This success provides a solid foundation for Wannon Water to now think beyond our traditional services with the aim of strategically partnering with other organisations to help build stronger communities in south-west Victoria.

Maintaining the strong foundation of business excellence, delivery of valued services and organisational capability is necessary and is reflected in our corporate objectives.

Corporate Objectives

Wannon Water's Corporate Objectives are:

- Business excellence

We will maintain our financial viability by applying sound business planning, managing financial risks and ensuring sufficient income is generated to meet operating costs and debt commitments.

We will maximise the efficiency of our business by using our initiative, embracing innovation and investing in assets and technology that minimise whole of life costs.

We will ensure our decision making is evidence-based and robust by implementing management and information systems based on externally recognised principles and standards relevant to our business.

- Value for our customers

We will deliver long-term value to our customers by supplying water-related products and services that reflect their expectations for quality, reliability and price.

We will supply fit-for-purpose water products now and for the future by developing and implementing integrated solutions utilising the range of water resources within our region.

- Organisational capability

We will grow the capability of our organisation by investing in the skills and wellbeing of our employees.

We will enhance organisational capability by having an inclusive culture and benefit from diversity.

- Stronger communities

We will strategically partner with stakeholders to strengthen communities in the south-west region.

We will mitigate and adapt to climate change through planning, innovation, taking pro-active actions and considering carbon neutrality.

We will enhance the health of natural capital (water, biodiversity, soil and air) within our region.

Corporate Strategies

Wannon Water has a suite of corporate strategies and associated action plans which focus on ensuring that our corporate objectives are achieved. These strategies also have regard to the State Government urban water policies including taking action to mitigate climate change.

Key Wannon Water Strategies approved by the Board for implementation during this Corporate Plan period are:

- Asset Management Strategy
- Customer Strategy
- Efficiency & Innovation Strategy
- Finance Strategy
- Information Management Strategy
- ICT Strategy
- People and Capability Strategy
- Sewerage Strategy
- Water Strategy

A Community Strategy, incorporating a Communications Plan, is currently under development for implementation in this Corporate Plan period. This strategy will outline the strategic initiatives working toward the “Stronger Communities” corporate objective.

Performance Measures

The following performance measures will be used to assess our achievement of the Corporate Objectives. Targets for each performance measure are set annually as part of the Corporate Planning process.

Wannon Water is committed to transparency and accountability and will report on achievement of these performance indicator targets in its Annual Report.

Performance measures for the “Stronger Communities” corporate objective are being developed as part of the Community Strategy and will be included in subsequent Corporate Plans.