

MEDIA RELEASE

Victorians are confident in their water providers and focused on sustainable water practices

12 October 2016

The Australian Water Association and Arup have just released the Australian Water Outlook – the results of the Australian Water Survey which investigates attitudes to water issues among the Australian water industry and the wider community.

The survey attracted more than 2500 responses from the Australian community and the water sector, and the results overall are a positive outcome for Victorians.

Australian Water Association CEO Jonathan McKeown said: “Across some of the other States we found that the gap in knowledge and confidence levels between the community and industry around a range of issues was high. But in Victoria it’s clear that the community and industry are on the whole, in sync with each other.”

The Victorian water industry rated the community’s efforts to save water as very high, and was ranked the highest of any State or Territory with 67% good or excellent (compared to 54% nationally). Sixty-eight percent of industry respondents have confidence in the capabilities of urban water infrastructure being able to provide safer drinking water for the next 20 years, which was the highest of any State.

Forty percent of the community were willing to spend a great or moderate amount more to become more water efficient (compared to 36% nationally, and the second highest of any State).

Good news for the Victorian water providers is that community confidence in their water provider was very high - 94% were confident that they supply high quality water and 82% were confident they provide overall high quality service.

Thirty-one percent rated their water provider as excellent or good for supporting households to become more water efficient (26% nationally), equal highest of any State or Territory.

Arup’s Australasian Water Leader Daniel Lambert said the results reinforced Victoria’s reputation as a progressive State. “Melbourne has some very good water saving infrastructure in place – such as the Yarra Park Water Recycled Facility which provides a secure and sustainable water supply to Yarra Park, Punt Road Oval and the Melbourne Cricket Ground.

“Sustainability and water security are not just buzz words and it is great to see that the work of the Victorian water industry is recognised in the positive feedback from the community,” Mr Lambert continued.

Mr Lambert said the survey results provide insight into focus areas that the water industry and regulators could use to enhance the customer service, delivery and protection of water resources in each State and Territory.

“Water is a major driver of our nation’s life and prosperity. A national conversation needs to be had around water security, and we hope the Australian Water Outlook will help call attention to this conversation,” Mr McKeown continued.

The Australian Water Outlook will be used to inform the Association’s Water Security Scorecard due for release in May at Ozwater’17 which will shine a light on water issues in each jurisdiction.

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The Australian Water Outlook can be found [here](#).

To arrange an interview with Jonathan McKeown or Daniel Lambert, contact Ashleigh James on 0488 160 277.

About the Australian Water Association

The Australian Water Association is an independent, not-for-profit association for water professionals and organisations, providing leadership in the water sector through collaboration, advocacy and professional development. As Australia’s peak water industry body, the Australian Water Association has the largest broadly based membership, with approximately 700 corporate members and 5,000 individual members representing the diversity and breadth of the Australian water industry.

www.awa.asn.au

About Arup

Arup is the creative force at the heart of many of the world’s most prominent projects in the built environment and across industry. We offer a broad range of professional services that combine to make a real difference to our clients and the communities in which we work. We are truly global. From 90 offices in 35 countries our 13,000 planners, designers, engineers and consultants deliver innovative projects across the world with creativity and passion. Founded in 1946 with an enduring set of values, our unique trust ownership fosters a distinctive culture and an intellectual independence that encourages collaborative working. This is reflected in everything we do, allowing us to develop meaningful ideas, help shape agendas and deliver results that frequently surpass the expectations of our clients. The people at Arup are driven to find a better way and to deliver better solutions for our clients.

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