



**We need your ideas.**

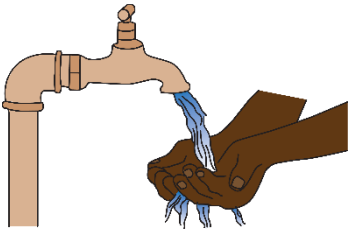
**What we will do.**

**2026 to 2030.**



**Greater  
Western  
Water**

**About Us. We are Greater Western Water.**



We get water to

- your home
- your work place
- public places. Like the library.

**And**



We take your dirty water away. We look after

- the dirty water. Like poo
- the pipes.



We wrote a report. It is like a plan. It is called our Engagement Framework. 2026 to 2030.

It starts this year. It is for

- 2026
- 2027
- 2028
- 2029
- 2030. It ends in 2030.



This plan tells you

- how you can give us your ideas
- how we will help you
- what we will do with your ideas.

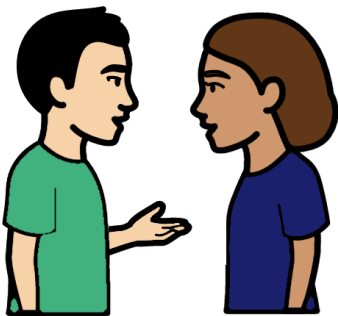


## How can you talk to us?

Sun	Mon	Tues	Wed	Thurs	Fri	Sat

You will be able to talk to us

- on a week day. Like Monday
- on the weekend.



You may want to talk face to face.



You can go to our office. Our help desks are at

- Sunbury
- Footscray.



You can talk to us at an event.

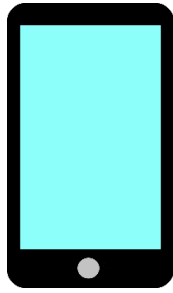
Like at the markets.



You may want to go to a meeting.

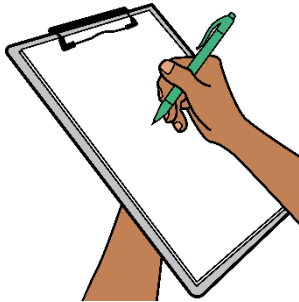
You share your ideas. We call it a focus group.

**Or**



You may want to call us.

Or



You may want to do a form.

Or



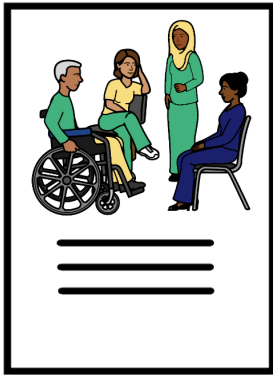
You may want to write what you think

- on our website
- on social media. Like Face book.



This is at Woodend Farmers Market.

People tell us what they think.



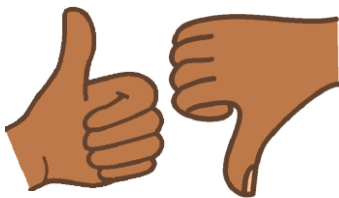
## How we work with you



We need your ideas.

You know about the places you use. Like

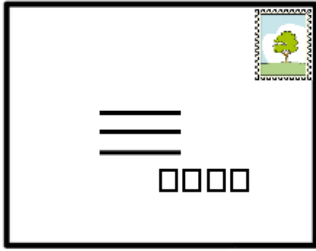
- the place you live
- the places you go. Like the parks.



Our work can make these places better.

You tell us what you think.

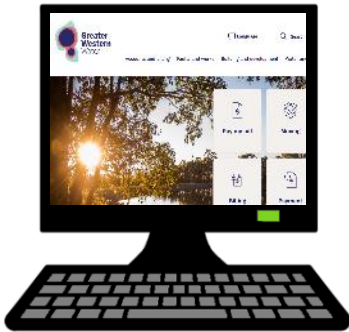
It will help us make good choices.



We tell you when we need your ideas.

We may

- send a letter to you
- send an email to you
- put a note in your letter box.



You may see a note

- on our website
- on our social media. Like Facebook.

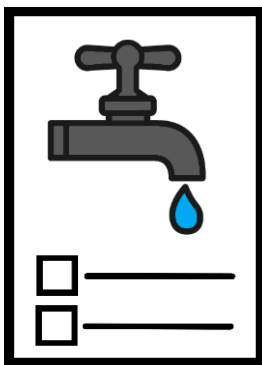


You may see a poster. Like at the library.



It may be about new work near you.

Like we need to put in new pipes.



It may be about a new plan.

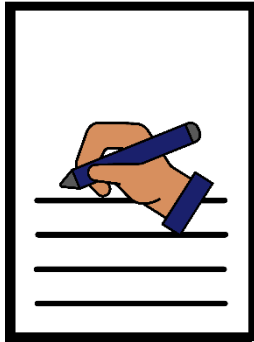
Like how we keep you water safe.



We ask you to tell us what you think.



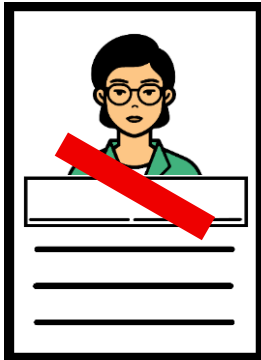
We will give you time to think.



We may write notes. Like a report.

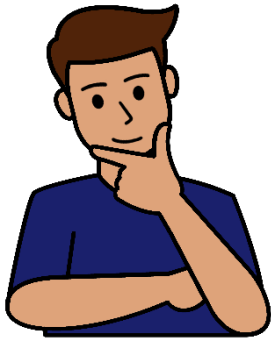
It may be about the ideas each person gave us.

**But**



Our report. We do

- **not** write your name
- **not** write where you live
- **not** write your phone number.



## How we will make choices



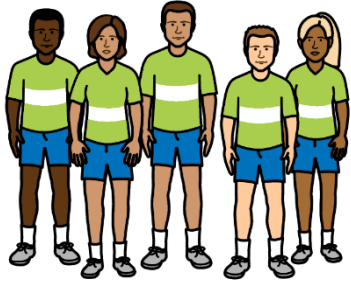
There may be new work near you.

Like we put new pipes near your home.



It may be a very busy place. There may be lots of

- cars
- bikes
- people.

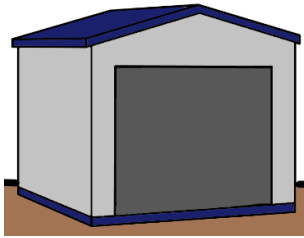


We ask you about when to do the work.

There may be busy times. Like the football is on.

Lots of people go there.

You do **not** want us to work on football days.



We may ask you where to keep

- our work sheds
- our trucks.



We will listen to your ideas.

We think about what you say.

**And**



We will listen to more people. Like engineers.

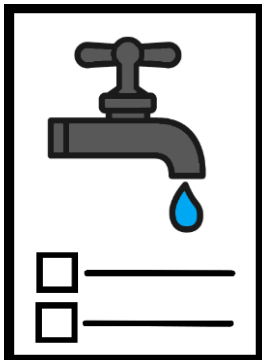
They know about

- water tanks
- pipes.



They know the

- best way to build them
- best place to put them.



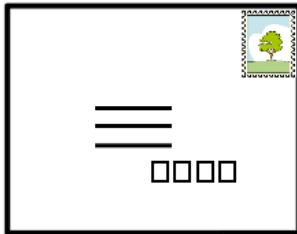
We will make plans that

- are safe
- help you.



We will tell you

- what the experts say
- the choices we make
- what we will do.



You wrote a letter.

We will write back to you.

**Or**

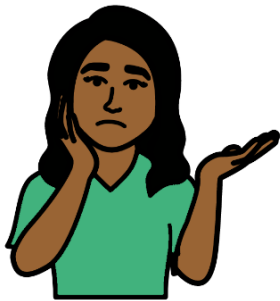


You can see what we will do. It may be on

- our website
- our social media. Like Facebook.



**We want each person to  
tell us what they think.**



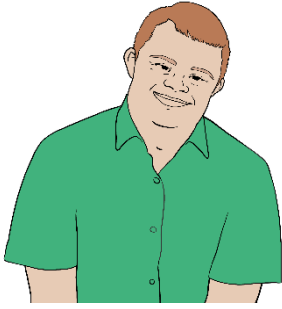
We know it is hard for some people.



You may be old. Like you are 78.



You may be woman. You have a small child.



You may have a disability. Like it is hard to

- learn new things
- see. You may be Blind
- hear. You may be Deaf.



You may be

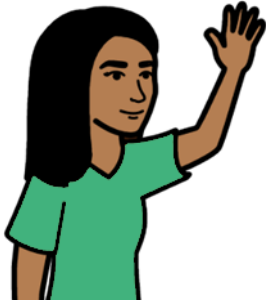
- Aboriginal
- Torres Strait Islander.



You may be

- gay
- lesbian
- trans.

You may use a different word. Like queer.



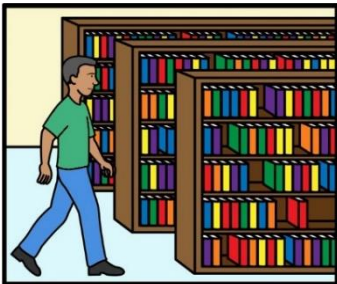
You may speak a different language.

Like you speak Vietnamese.



You may want help to

- read a letter
- send an email.



You may get help at

- your library
- your community centre.



We want each person to feel safe to join in.

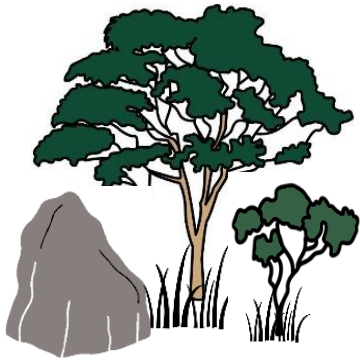




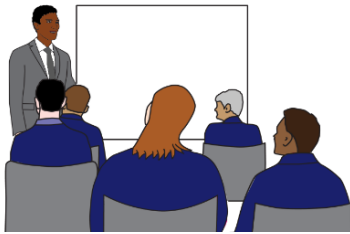
We went to the Boolam Boolam Willum event.

We talked to our community.

They told us how they care for the land.



## How we will help you



Our staff do training.

Staff learn about your culture.



Like you are Aboriginal.

You want to share things with us.

It is at the **start** of our plan.

You want to make sure we think about the

- land
- water
- people.



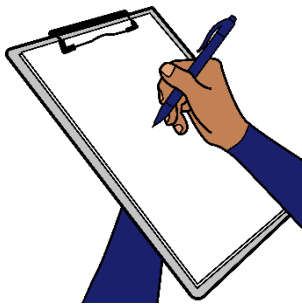
Staff think about what you need to feel safe.

You may want us to meet with your group.

Like you are new to Australia.

You came from a different country.

You may be part of a Burmese group.



We will write in plain English.

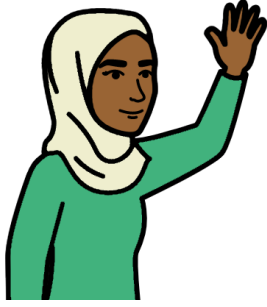
It will help you know what we mean.



There are lots of things on our website.

You may be Blind.

We will check you can use a screen reader.



You do **not** speak English at home.

Like you speak Arabic.

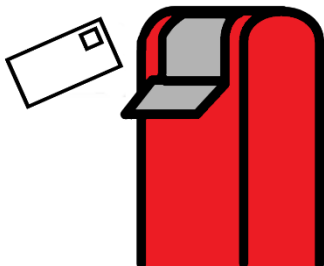
We will find a person who speaks your language.

You do **not** pay for that help.

**And**



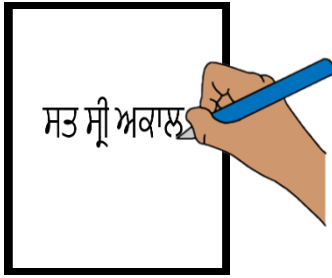
You see some thing. It is on our website.



You can ask us for a paper copy.

It is in the language you speak.

We will post it to you.



You want to

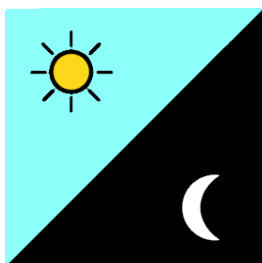
- do a form
- write a letter
- send an email.

You can write in your language.



Our website. You will be able to

- do forms
- ask for help.



You can do this any time. Like

- in the day
- at night
- on the weekend.



**We want to do better.**



We will check what we do.

Like we make a new plan. We will check

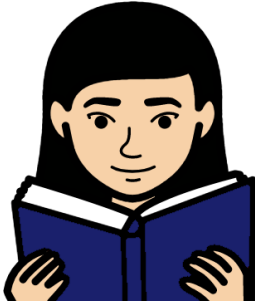
- do we listen to you
- does the plan help you?



Things change. Like new people live in our area.

They may speak a different language.

We may write information in their language.

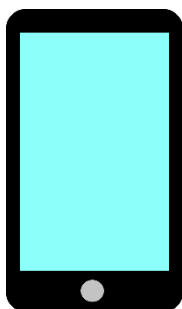


**You want to know more**



You can come to our offices at

- Sunbury
- Footscray.

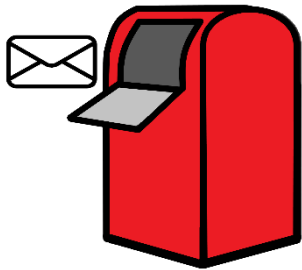


Call 13 44 99.



Email

[engagement@gww.com.au](mailto:engagement@gww.com.au)



Write a letter. Post it to  
Engagement Team  
Greater Western Water  
1 MacNab Avenue  
Footscray  
Victoria 3011.



## About this fact sheet



This is based on the Greater Western Water Engagement Framework. 2026 to 2030.

[www.gww.com.au/about/corporate-information/our-strategies-plans-reports/engagement-framework](http://www.gww.com.au/about/corporate-information/our-strategies-plans-reports/engagement-framework)



Access Easy English wrote the Easy English.

April 2026.

## Images



We can use these images. They are from

- CHANGE [www.changepeople.org](http://www.changepeople.org)



Sun	Mon	Tues	Wed	Thurs	Fri	Sat

- Inspired Services

- The Noun Project



- Suncatcher

- Tobii-Dynavox.

We used AI to personalise 1 image for this project.