



South East Water

What we do and how we do it.
Who we are and why it all matters.

Inspiring
opportunities
in water

Acknowledgement of Country

South East Water proudly acknowledges the Bunurong and Wurundjeri Woi Wurrung as the Traditional Owners of the land on which we operate, and pay respect to their Elders past, present and emerging. We acknowledge their songlines, cultural lore and continuing connection to the land and water. We recognise and value their rich cultural heritage and continued contributions of Aboriginal people and communities to our society in Victoria.



[Learn more](#) about South East Water's commitment to reconciliation



**INNOVATE WITH
PURPOSE.
ACT WITH CARE.**

Who we are: Our purpose

To deliver healthy water for life for our customers,
community and environment.

Healthy Water. For Life.



Who we are: Our strategic focus areas



EMPOWER OUR PEOPLE

We're one team that reflects the diversity of our customers. We welcome differences, and everyone's ideas and viewpoints are valued, building a safe space where people find inspiring opportunities in water.



DELIVER FOR OUR CUSTOMERS

As part of the community, we know how important it is to **get the basics right, and make our customers' experience better** every time. In delivering our customer outcomes, all our actions support a thriving, more liveable community.



PROTECT OUR ENVIRONMENT

As we're learning from the Traditional Owners, water is essential for healthy country. We're driving long-term water security, net zero emissions and repurposing waste to **protect our environment, support our community.**



OPTIMISE OUR OPERATIONS

Committed to refining our processes, products, assets and service, we strive for continuous improvement. We **warn and inform our customers** at the right time, as we deliver seamless, **fair and affordable services for all.**



DRIVE INNOVATION AT SCALE

Our innovation stretches beyond basic prototypes and is proven to work at scale in real-life communities. We call it "life-size" innovation. Through partnerships and commercialisation, we share our data, expertise and technology to create step-change impact.



We put safety first

The wellbeing of all our people, customers and community comes first.

We're bold

We strive to excel. We have the courage to challenge ourselves. We're future-focused and accept change is constant.

We care

We listen to understand. We do all we can to meet the needs of our people, customers and community.

We discover

We search for new ways to deliver value. We're curious and creative, learn from mistakes, and celebrate success.

We're real

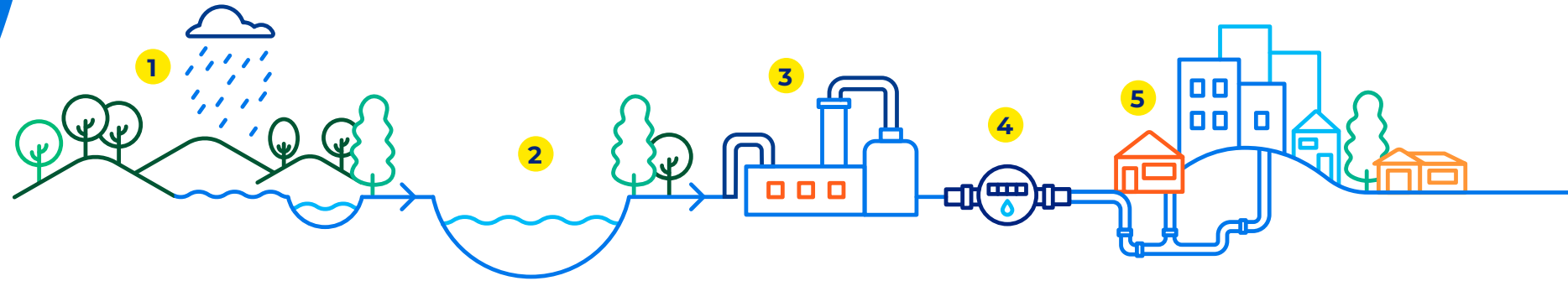
We embrace diversity. We take responsibility. We do what we say and get things done.

We deliver sustainably

Our decisions are made with the understanding every drop and action counts.

SEW flow

Delivering water to you



- 1 Collection** – Melbourne Water, our wholesale supplier, sources drinking water from protected catchments in the Yarra Ranges. We also source it from the sea. Our desalination plants collect sea water and remove the salt so it's safe to drink.
- 2 Purification** – To keep things crystal clear, the collected water flows into the Thomson and Upper Yarra reservoirs where it's stored for years. This allows sediment from the forests to settle and naturally purifies the water.

- 3 Disinfection** – It travels south to the Silvan and Cardinia reservoirs where it's disinfected to kill bacteria. Fluoride is also added to improve dental health.
- 4 Measuring** – The healthy water flows into our supply system, counting the volume of water taken. We get a bill from Melbourne Water just like our customers get from us.
- 5 Supply** – Safe drinking water flows from our storages into the taps of homes and businesses within our region, keeping our communities healthy and hydrated.

SEW flow

Taking your waste away



6 How do we recycle water?

We rinse and repeat. Melbourne Water recycles most of our water, but we've got our own treatment plants to help them out. The process is simple, used water travels through the sewerage system and ends up at one of these plants.

Here, we remove waste and treat it to meet the standard of recycled water. Then it flows out to connected homes and businesses, ready to be reused for farming irrigation, toilet flushing, laundry and outdoor watering.

7 What about rainwater?

Rainwater is a great way to save our precious water supply, but sometimes untreated rainwater can do more harm than good. That's why our [Aquarevo](#) estate is leading the way in harnessing and re-purposing rainwater.

8 We also manage trade waste

We help businesses remove and treat wastewater to protect our environment, our systems and our health.

Community involvement

We're proud to support our local community in every way we can. Together with your help, we can make a real and lasting difference.

Community Grants Program

We make community projects and initiatives possible, ones that improve our waterways and bays in our service area.

Know our neighbours

There are thousands of community groups in our service area. And thousands of volunteering opportunities for you to get involved with.

We partner with groups that make a difference in areas that we care about too – like affordability, environment, health and liveability, or water security and literacy.



[Learn more](#) about what South East Water is doing in the community

Environmental impact – Climate Change

Naturally, we care about protecting our planet and preserving our water. With our customers' support behind us, we're taking action to make a positive change for good.

Our pledge to reduce greenhouse gas emissions by 45 per cent by 2025

We're working towards our greater goal to have net-zero emissions by 2030. Today, we're focusing on using renewable energy like solar to power our recycling plants and reduce our impact.

Making every drop count

We're committed to supporting Target 155, the Victorian Government's water efficiency program, by continuing our work in helping customers Make Every Drop Count. Learn more about our [Target 155](#).



[Learn more](#) about our Emissions Reduction Pledge

What we do

Our innovation

Our vision is to: Innovate with purpose.
Act with care.

It's our job to look after a precious resource, so we're always thinking ahead and finding new ways to be smarter with our water.

Digital water meters, Aquarevo urban housing development and Fishermans Bend urban renewal project are some examples of where we're driving innovation at scale.

[Learn more](#) about our innovative upgrades and projects.



Working with us

Diversity and inclusion

Our people are as diverse as the communities we serve. Everyone brings a unique voice and a refreshing perspective that keeps us innovating. It makes us better learners, thinkers and collaborators, helping create better outcomes for our customers. Even though we're all different, we still share a passion for delivering healthy water for life.

We want to achieve a truly inclusive culture and diverse workplace where difference is recognised and celebrated.





Flexible work

We're flexible and like to go with the flow. So whatever keeps you feeling inspired, motivated and at your best, we're here to support it. We're flexible with:

Where you work: Working from one of our sites, your home or out in the field. We all love balance and work in a hybrid environment.

When you work: Change your start and finish times, work a nine-day fortnight, work four longer days instead of five or work 8-hour days with an RDO every month.

How you work: Making part time work for you in a job share arrangement might be a suitable option. Or if you want to ease back into work after parental leave, we support that too.

How much time you take off: Want more annual leave? You can buy up to four weeks of additional leave and reduce your salary to get more time off.

Employee benefits

Life's about more than just work, and we are too. We're here to support your career, health and wellbeing.



Flexibility and time off

- Flexible work arrangements
- Parental Leave (14 weeks paid available to parents following the birth or adoption of a child)
- Personal leave (15 days paid)
- Domestic violence leave (20 days paid)
- Cultural and ceremonial leave
- Purchased leave
- Transition to retirement



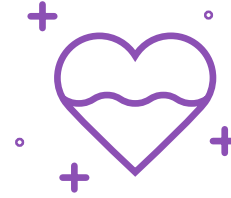
Financial wellbeing

- Life insurance
- Salary continuance
- Salary sacrifice options
- Continuation of superannuation payments for unpaid portion of parental leave up to 12 months
- Employee discounts



Connecting with your community

- Days of recognition and RAP
- Social connect groups
- Community fundraising events



Health and wellness

- Employee Assistance Program (EAP)
- Employee recognition program
- Annual flu shots and health checks
- Running club, annual sporting events and races
- Support for new parents (10 paid keeping in touch days, transition coaching)



Grow your career

- On-demand learning
- Leadership development programs
- Study assistance
- Personal career development plan



Additional benefits

- Office with spectacular bay views
- Free parking
- End-of-trip facilities (showers, change rooms)
- Parents room
- Prayer and meditation room



**Thank you for your interest
in South East Water**

For more information,
reach out to our Talent team at
careers@southeastwater.com.au

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