

Performance against WAMC Output Measures for 2020-21

This report details performance against the WAMC Output Measures for the 2020-21 period.

1. The relevant agency (The Department of Planning & Environment, the Natural Resources Access Regulator and WaterNSW (ie, the agencies that deliver water management services on behalf of WAMC) must report against these output measures for the 2020-21 period.
2. Provide a self-assessment of whether the agency has met the targets in the Agency column. The following table provides some guidance on how to complete this column.

Agency comment	Explanation
Targets have been met.	All targets detailed in the column 'Measures and Indicators' for the WAMC activity have been met.
Targets have been partially met.	One or more of the targets detailed in the column 'Measures and Indicators' for the WAMC activity have been met. Provide an explanation if the output measures and/or performance indicators have not met the target
Targets have not yet been met.	None of the targets detailed in the column 'Measures and Indicators' for the WAMC activity have yet been met. Provide an explanation if the output measures and/or performance indicators have not met the target.
2020-21 data is yet to be reported by WaterNSW.	Provide an explanation/ expected date when the data will be reported.
This WAMC activity does not have a target.	No target was specified for the WAMC activity.

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data			Agency Comment													
W01-01 Surface water quantity monitoring The provision of a surface water quantity monitoring system; including design, station calibration, data collection, processing, encoding, quality assurance and archiving from the networks of water monitoring stations; the delivery of near real time height and/or flow data from all telemetered sites to the corporate database; and the maintenance and operation of surface water monitoring stations.	A maintained monitoring network of hydrometric stations providing the necessary data for surface water management. Provision of validated water data from the network of surface water hydrometric stations.	<i>Output measure (OM1)</i> Number of stations for water management charges: ▼ Target: - DoI Water: 430 - BRC: 29	Reported by WaterNSW			Targets have been met.													
		▼ Target: - DoI Water: 430 - BRC: 29	<table border="1"> <thead> <tr> <th></th> <th>Total Visits</th> <th>Site Count</th> <th>Average Visits per Site</th> </tr> </thead> <tbody> <tr> <td>WAMC</td> <td>1686</td> <td>433</td> <td>3.9</td> </tr> <tr> <td>BRC</td> <td>194</td> <td>30</td> <td>6.5</td> </tr> <tr> <td>MDBA</td> <td>484</td> <td>75</td> <td>6.5</td> </tr> </tbody> </table>		Total Visits		Site Count	Average Visits per Site	WAMC	1686	433	3.9	BRC	194	30	6.5	MDBA	484	75
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W01-02 Surface water data management and reporting The data management and reporting of surface water quantity, quality and biological information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	Surface water quantity and quality information compiled, securely stored, managed and published to stakeholders and the public.	<i>Output measure (OM2)</i> Number of surface water sites subject to data management meeting specific criteria: ▼ Target: 1,245	Reported by WaterNSW			Targets have been partially met. WaterNSW comment: The target of 1245 sites has not been supported by a confirmed 'Roles and Responsibilities Agreement' (RRA) schedule with DPE. A final list is expected to be confirmed with the signing of the RRA schedules in 2022. WaterNSW comment: The W01-02 response is calculated to best represent the data available at 9am i.e. what % of sites had current data available on the RTD at 9am. We note that the measure is poorly defined as it fails to properly consider the multiple steps in the telemetry and water data systems process. Common issues associated with delayed data include environmental conditions, instrument failures, communications and system level issues it is also worth noting that the % of available data fluctuates throughout the day. We note that the 9am W01-02 & W02-03 output measure has been													
		<i>Performance indicators</i> Percentage telemetered sites with data available on internet 9am each day: ▼ Target: 95%	▼ 992																
		Percentage of DoI Water ² funded sites telemetered ▼ Target: 90%	▼ 91%	▼ 100% (some sites do not have telemetry as it is not specified as required)															

¹ Where timeframes for achievement of output measures or targets (formerly 'forecasts') have not been listed, the targets relate to the last year of the 2016 Determination, 2020-21 (refer IPART, *Review of prices for the Water Administration Ministerial Corporation – Final Report*, June 2016, p 194).

² Department of Industry (DoI) – Water is now the Department of Planning, Industry and Environment (DPE)

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
				revoked by IPART in its latest 2021 WAMC Determination.
W01-03 Surface water quality monitoring The provision of a surface water quality monitoring program; including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting.	Provision of validated water quality test information.	<i>Output measure (OM3)</i> Number of tests per year: ▼ Target: – Dol Water: 30,120 per year – Murray Darling Basin Authority (MDBA): 5,144 per year – Border Rivers Commission (BRC): 4,800 per year <i>Performance indicators</i> Tests meeting quality standards (percentage acceptable tests/total tests): ▼ Target: 90% Speed of reporting of results (percentage of tests taken, processed, quality assurance approved and coded for publication within 90 days): ▼ Target: 90%	Reported by WaterNSW ▼ DPE: 25,335 ▼ MDBA: 6,409 ▼ BRC: 4,651 ▼ 100% ▼ 100%	Targets have been partially met. WaterNSW comment: Monitoring frequency reduced due to flood events and COVID restrictions limiting access to sites.
W01-04 Surface water algal monitoring The provision of a surface water algal monitoring program; including design, sample collection, laboratory analysis, algal identification and enumeration to accepted standards, and result encoding for provision to regional coordinating committees.	Provision of algal data on the presence and extent of potentially toxic algal blooms.	<i>Output measure (OM4)</i> Number of sites monitored and tested for blue green algae: ▼ Target: average 73 sites per month (Dol Water and MDBA). Increased frequency when conditions require. <i>Performance indicator</i> Percentage of samples collected and analysed according to current standards and within agreed timeframe: ▼ Target: 95%	Reported by WaterNSW ▼ Average per month: 83 sites ▼ 100%	Targets have been met.
W01-05 Surface water ecological condition monitoring The provision of a surface water ecological condition monitoring system to assess the health of water sources; including design and application based on the River Condition Index for rivers, flood plains and wetlands.	Provision of the information for the six components of the River Condition Index: ▼ Hydrology ▼ Geomorphology ▼ Riparian ▼ Biota ▼ Disturbance ▼ Water quality.	<i>Output measure (OM5)</i> River condition index updated: ▼ Target: an updated report completed each year, outlining the attributes updated and the proportion of the state/water sources covered.	Reported by DPE Output measure There are 6 components of the RCI. ▼ Hydrology is a component of the HEVAE and is 80% complete. ▼ Geomorphology is a component of River Styles and is complete although in continual improvement cycle. ▼ Riparian vegetation spatial layers are being converted into the RCI format currently. ▼ Biota layer is being developed. ▼ Disturbance index is complete as is a component of River Styles. ▼ Water Quality is a new layer and requires development of a method for generalising site-specific data to river reach regions. This method is in development and refinement. Expected completion March 2022.	Targets have been met. Target has been met. ▼ RCI was 100% updated in 2016 and is available on the DPE website. It is currently undergoing revision and improvement for a update scheduled for completion in 2022. ▼ Annual reports specific to the RCI have not been produced. HEVAE and River Styles are frequently updated and reported on the

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			<p>▼ Two catchment areas are being fast tracked to test methods and provide case examples. These are expected to be complete April 2022. 100% completion of the RCI update is programmed for December 2022.</p>	<p>DPE website. In addition, Water Quality annual reports (SWAMP reports) are produced at the end of the water year.</p> <p>▼ Progress on the 2022 RCI update is behind schedule due to the urgency of completion of coastal Risk Assessments to complete WSP revisions, particularly the changing time frames required for Sydney Metro Plans. These timeframes are outside the control of Water Science.</p>									
		<p><i>Performance indicator</i> Percentage of the state for which the River Condition Index (RCI) is completed in current year:</p> <p>▼ Target:</p> <ul style="list-style-type: none"> - 10% completed each year. - 100% of all RCI completed for the state by the end of 10 years. 	<p>Performance indicator HEVAE is updated and complete for 80% of the NSW WSP regions.</p>	<p>Target has been met.</p> <p>▼ Three areas on the coast remain to be completed in line with the project deadlines for Risk Assessments required for WSP remakes. These are Clarence, Nambucca and Macleay. These will be completed by March 2022.</p> <p>▼ The updated HEVAE layers are being uploaded to the DPE website and are expected to be available from February 2022. The three areas not yet complete will have the previous macro style risk analysis reported for the interim on the DPE website.</p>									
<p>W02-01 Groundwater quantity monitoring The provision of a groundwater level, pressure and flow monitoring system; including design, site calibration, data collection, entry, audit, quality assurance, archiving, and information provision; and the maintenance and operation of groundwater monitoring bores.</p>	<p>A maintained network of monitoring bores providing the data necessary for groundwater management.</p> <p>Provision of validated quantity and other physical resource data from groundwater monitoring bores.</p>	<p><i>Output measure (OM6)</i> The number of pipes from which data are collected (in the last 2 years):</p> <p>▼ Target: 4,800</p>	<p>Reported by WaterNSW</p> <table border="1"> <tr> <td>SITE COUNT</td> <td>4790</td> <td></td> </tr> <tr> <td>PASS</td> <td>3775</td> <td>79%</td> </tr> <tr> <td>FAIL</td> <td>1015</td> <td>21%</td> </tr> </table>	SITE COUNT	4790		PASS	3775	79%	FAIL	1015	21%	<p>Targets have not been met.</p> <p>WaterNSW Comment:</p> <ul style="list-style-type: none"> • The target of 4800 pipes has not been supported by a confirmed 'Roles and Responsibilities Agreement' (RRA) schedule with DPE. A final list is expected to be confirmed with the signing of the RRA schedules in 2022. • Monitoring frequency reduced due to flood events and COVID restrictions limiting access to sites.
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<p>W02-02 Groundwater quality monitoring The provision of validated groundwater quality monitoring</p>	<p>The provision of validated groundwater quality information.</p>	<p><i>Output measure (OM7)</i> The number of pipes from which water quality data are collected (in the last 2 years):</p>	<p>Reported by WaterNSW</p> <p>▼ 79%</p>	<p>Targets have been met.</p>									

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
program including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting.		▼ Target: 495 <i>Performance indicator</i> Percentage of pipes monitored according to their scheduled frequency: ▼ Target: 90%	▼ 870 ▼ 98%	
W02-03 Groundwater data management and reporting The data management and reporting of groundwater quantity and quality information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	Groundwater quantity and quality information compiled, securely stored, managed and published to stakeholders and general public.	<i>Output measure (OM8)</i> Number of active pipes subject to data management: ▼ Target: 5,000 <i>Performance indicator</i> Percentage of active sites subject to data management: ▼ Target: 98%	Reported by WaterNSW ▼ 4594 ▼ 95.9%	Targets have not been met. WaterNSW Comment: 5000 pipes has not been supported by a confirmed 'Roles and Responsibilities Agreement' (RRA) schedule with DPE. A final list is expected to be confirmed with the signing of the RRA schedules in 2022. WaterNSW comment: Monitoring frequency reduced due to flood events and COVID restrictions limiting access to sites.
W03-01 Water take data collection The electronic and manual collection, transmission and initial recording of water take data from licence holders for unregulated and groundwater sources; and the operation and maintenance of government owned meter and telemetry facilities.	Government owned meters operated and maintained. Volume of water take is collected.	<i>Output measure (OM9)</i> Number of government owned and maintained meters: Target: 1,200 - Unregulated river: 600 - Groundwater: 600 Number of sites with agency water take reading/ assessments charged: Target: 3,300 - Unregulated river: 200 - Groundwater: 3,100 <i>Performance indicator</i> Percentage government owned meters operational: ▼ Target: 95%	Reported by WaterNSW Number of government owned and maintained meters: ▼ Unregulated river: actual 930 ▼ Groundwater: actual 585 Number of sites with agency water take reading/ assessments charged: ▼ Unregulated river: actual 37 ▼ Groundwater: actual 218 <i>NOTE: This is much lower than 19-20 due to COVID restrictions on travel, etc.</i> Noting this target and the metering fleet were transferred from DPI to WaterNSW in 2016, no additional assets have been added since that date. There are 930 meters on unregulated streams. 98 are part of the Southern Catchment and 832 are part of the Hawkesbury/Nepean system (H/N System). The H/N System incorporates Bega and Bemboka valleys. The 98 unregulated meters in the Southern catchment are essentially operational. 550 of the 832 meters that form part of the H/N system have been conditioned assessed. 369/550 have been identified as needing either replacing, requiring some type of maintenance or their condition is unknown. The remaining 282 meters are scheduled to have their conditions assessed by 2023. A further inspection of all meters is planned as part of the work required to ensure all meters are deemed compliant by the agreed compliance dates under the water market reforms. There are 585 groundwater meters which are predominantly located in the Southern Catchment (i.e., Lower Darling, Murray and Murrumbidgee Rivers). These meters are managed by Comdain under a maintenance agreement. Accordingly, all of these meters would be operational (noting that some would be under rectification and or correction as per the maintenance agreement and any one time).	Targets have been partially met. WaterNSW comment: We note that the W03-01 and W03-02 output measure has been superseded by IPART (2021 WAMC Determination) and is no longer relevant in the context of the implementation of the Government's non-urban metering reforms.

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W03-02 Water take data management and reporting The data management and reporting of water take for unregulated and groundwater sources including compilation, secure storage, management and publishing of data to authorised parties.	Water take measurement information quality assured, compiled, managed and made available to stakeholders.	<p><i>Output measure (OM10)</i> Issued entitlement metered: ▼ Target: 3,495,000</p> <ul style="list-style-type: none"> - Unregulated river: 2,017,000 shares - Groundwater: 1,478,000 shares <p>The number of licence holders switching from a 1-part to a 2-part tariff each year (and the number of licence holder in total, subject to each tariff type), by water source.</p> <p><i>Performance indicator</i> Percentage of issued entitlement metered: ▼ Target: 70%</p> <ul style="list-style-type: none"> - Unregulated river: 65% - Groundwater: 78% 	<p>Reported by WaterNSW Total metered share component based on the 2020-21 water years billing reconciliation reports:</p> <p>Unregulated: 2,248,724 MLs</p> <p>Groundwater: 1,341,170 MLs</p> <p>Percentage of issued entitlement metered:</p> <p>▼ Total: 68.6%</p> <ul style="list-style-type: none"> ○ Unregulated river: 69% ○ Groundwater: 68% <p>The above is based on the Meter billing report out of Water Accounting System with all "ACTIVE" meters and their linked licence entitlement. Including both private and government owned meters.</p> <p>Tables below left are the total number of licenses that received the 2-part tariff for the 2020-21 water year (compared to prior years). This is broken down by valley and based on reported usage in WAS. The performance indicator is based on the total entitlement that was billed under the two-part tariff. This is a little higher compared to the same time last year due to a higher number of customers returning their usage data to WaterNSW.</p> <table border="1"> <thead> <tr> <th colspan="5">Unregulated river</th> </tr> <tr> <th>Valley</th> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> </tr> </thead> <tbody> <tr><td>Border</td><td>39</td><td>47</td><td>55</td><td>88</td></tr> <tr><td>Gwydir</td><td>20</td><td>16</td><td>25</td><td>59</td></tr> <tr><td>Namoi</td><td>66</td><td>45</td><td>52</td><td>91</td></tr> <tr><td>Peel</td><td>20</td><td>15</td><td>21</td><td>58</td></tr> <tr><td>Lachlan</td><td>39</td><td>37</td><td>45</td><td>120</td></tr> <tr><td>Macquarie</td><td>143</td><td>120</td><td>164</td><td>337</td></tr> <tr><td>Far West</td><td>100</td><td>93</td><td>69</td><td>110</td></tr> <tr><td>Murray</td><td>164</td><td>70</td><td>79</td><td>110</td></tr> <tr><td>Murrumbidgee</td><td>92</td><td>99</td><td>140</td><td>279</td></tr> <tr><td>North Coast</td><td>353</td><td>353</td><td>372</td><td>622</td></tr> <tr><td>Hunter</td><td>129</td><td>111</td><td>158</td><td>488</td></tr> <tr><td>South Coast</td><td>771</td><td>790</td><td>805</td><td>1065</td></tr> <tr><td>Total</td><td>1936</td><td>1796</td><td>1985</td><td>3427</td></tr> </tbody> </table>	Unregulated river					Valley	2020-21	2019-20	2018-19	2017-18	Border	39	47	55	88	Gwydir	20	16	25	59	Namoi	66	45	52	91	Peel	20	15	21	58	Lachlan	39	37	45	120	Macquarie	143	120	164	337	Far West	100	93	69	110	Murray	164	70	79	110	Murrumbidgee	92	99	140	279	North Coast	353	353	372	622	Hunter	129	111	158	488	South Coast	771	790	805	1065	Total	1936	1796	1985	3427	<p>Targets have been partially met.</p> <p>WaterNSW comment:</p> <p>We note that the W03-01 and W03-02 output measure has been superseded by IPART (2021 WAMC Determination) and is no longer relevant in the context of the implementation of the Government's non-urban metering reforms.</p>
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W04-01 Surface water modelling The development, upgrade and application of surface water resource management models, for use in water planning and to assess performance in terms of statutory requirements, interstate agreements, regional water supply optimisation and third party impacts on NSW stakeholders.	Models developed for NSW River basins for: Reporting on model conceptualisation and structure, processes, calibration, data sources for stakeholder information. Long-term extraction limits. Reliability and sequencing of water take. Reliability and sequencing of water availability for entitlement types. Time series and statistical analysis of river flows and floodplain/wetland watering. On-farm water management. Daily stream salinity. Modelling to support water planning at a regional scale, including hydrologic/economic optimisation models for regional water strategies and metro water planning.	<p><i>Output measure (OM11)</i> Number of models / analyses annually: ▼ Target: 26 / 2,800</p> <p><i>Performance indicators</i> The percentage of surface water share component in NSW covered by models subject to annual assessments: ▼ Target: 95%</p> <ul style="list-style-type: none"> - Regulated river: 100% - Unregulated river: 50% 	<p>Reported by DPE Output measure 26 models available, further models finalised in Source model software. With work undertaken for various programs, and stochastic climate analysis, more than 10,000 model runs will have been undertaken.</p> <p>Performance Indicators The percentage of surface water share components in NSW covered by models subject to annual assessments</p> <p>Current: ▼ Regulated River: 100% ▼ unregulated river :80%</p>	<p>Targets have been met. Target has been met. New models have been built in Source. Additional models built in coastal catchments.</p> <p>Target has been met.</p>																																																												
W04-02 Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance assessments.	Regional groundwater models for groundwater sources covered by water management plans that are capable of providing: Long-term sustainable extraction limits. Details of aquifer interference. Local water table details. Water balance details. Technical assessment of development proposals.	<p><i>Output measure (OM12)</i> Number of models/major aquifer analyses annually: ▼ Target: 22/2,200</p> <p><i>Performance indicator</i> Percentage of volume of groundwater share component subject to modelling assessment annually: ▼ Target: 50%</p>	<p>Reported by DPE Output measure Number of models/major aquifer analyses annually: ▼ DPE Water has a library of 22 groundwater models. Of these 13 are actively used and maintained. ▼ Number of runs that produce usable results for planning purposes is of the order of 100. However, there thousands of runs done to prepare the model for the final analysis.</p> <p>Performance indicator Percentage of volume of groundwater share component subject to modelling assessment annually: ▼ 50% (maintained for 2019-20)</p>	<p>Targets have been met. Target has been met. 8 Models were updated, and additional work has been performed to improve models.</p> <p>Target has been met. Achieved 50% and updated 8 models with an additional year of climate and hydrologic data. 4 models were subjected to performance review and passed as they remain calibrated.</p>																																																												

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
W04-03 Water resource accounting The development and update of water resource accounts and information on NSW water sources, for use by external stakeholders, and for internal water planning, management and evaluation processes.	General purpose water accounting reports. Reporting and analysis of water resource accounting obligations. Miscellaneous analysis and reporting.	<p><i>Output measure (OM13)</i> Number of outputs for water accounting reports, reporting obligations and required ad hoc:</p> <ul style="list-style-type: none"> ▼ Target: <ul style="list-style-type: none"> - 17 valleys - 17 analysis reports - 20 miscellaneous studies <p><i>Performance indicators</i> Percentage of entitlement by water type covered by the water accounting reports:</p> <ul style="list-style-type: none"> ▼ Target: <ul style="list-style-type: none"> - Regulated river: 100% - Unregulated river: 60% - Groundwater: 95% 	<p>Reported by DPE Output measure The following were produced in 2020-21:</p> <ul style="list-style-type: none"> ▼ 9 General Purpose Water Accounting Reports covering 11 regulated water sources. ▼ Maintenance of environmental water register ▼ Maintenance of online water information dashboards (including water trading, usage, allocations, GW compliance) ▼ 20 miscellaneous analysis reports/accounting project support ▼ API support for water insights information platform <p>Performance indicator Percentage of entitlement by water type for which detailed water accounting information/reports is provided</p> <ul style="list-style-type: none"> ▼ Regulated river: 100% ▼ Unregulated river: 100% ▼ Groundwater: 100% 	<p>Targets have been partially met. Target has been partially met. Target has changed. Measures amended for 2021/22 reporting period.</p> <p>Target has been met.</p>
W05-01 Systems operation and water availability management The preparation and implementation of the procedures and systems required to deliver the provisions of water management plans; and operational oversight to ensure plan compliance, the available water determinations and the assessment of compliance with long term extraction limits.	Implementation procedures and systems. Water availability determinations. WaterNSW operations compliance monitoring and annual reporting. Audit of Water Sharing Plan operations.	<p><i>Output measure (OM14)</i> Annual compliance review on WaterNSW work approval conditions.</p> <p>Available Water Determinations (AWD) issued:</p> <ul style="list-style-type: none"> ▼ Target: <ul style="list-style-type: none"> - Regulated river: at least monthly AWD for all licence categories for all water sources - Unregulated river and groundwater: annual AWD for each water source <p><i>Performance indicator</i> Annual compliance review on WaterNSW submitted within 3 months of receiving input data from DoI Water.</p> <p>Timeliness of AWDs:</p> <ul style="list-style-type: none"> ▼ Target: 100% 	<p>Reported by DPE Output measure Annual compliance review on WaterNSW work approval conditions:</p> <ul style="list-style-type: none"> ▼ Annual compliance review underway ▼ Each year, as a condition of their work approvals, WaterNSW submit Annual Compliance Reports for review to NRAR. ▼ DPE Water provides advice to NRAR regarding the compliance reports and whether the conditions of the work approvals are being met. <p>Available Water Determinations (AWD) issued:</p> <ul style="list-style-type: none"> ▼ DPE Water issued water allocations to all regulated river, groundwater and unregulated river licence categories on 1 July 2020. ▼ DPE Water provided a spreadsheet to WaterNSW of allocation determinations to allow automated upload of 1 July allocations to its accounting system. ▼ Where a full allocation was not possible, conditions were monitored, and allocations incremented by DPE Water as soon as water became available during the year. ▼ Over 1,600 allocations were determined in 2020-21 (most on 1 July). ▼ Water availability outlooks were provided in the NSW Murray and Murrumbidgee valleys to assist water users to plan their seasons. ▼ All water allocations were determined in accordance with the rules in respective water sharing plans. <p>Performance indicator</p> <ul style="list-style-type: none"> ▼ The annual compliance data and reviews are received by NRAR in two parts: WaterNSW Metro and WaterNSW Rural. Both the 2020-21 WaterNSW Metro data and the WaterNSW Rural have been received by NRAR and are currently being reviewed. <p>Timeliness of AWDs:</p> <ul style="list-style-type: none"> ▼ 266 out of 272 AWDs issue within time (97%) in 2020/21. ▼ Balance issued within 2 days. <p>95% of AWD were issued within the timeframe. For Regulated AWDs on some occasions (such as delayed access to data) AWDs are issued 1-2 days later than committed. In all but extreme seasons Unregulated and GW will only get a single allocation on 1 July. DPE consider this target met.</p> <p>Additional information</p>	<p>Targets have been partially met. Target has been met.</p> <p>Target has been met.</p> <p>Target has not been met.</p> <p>Target has not been met</p>

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
			In 2020/21 DPE Water established a new Evaluation and Reporting team and began development of an improved Theme based Implementation Program for NSW water sharing plans. DPE Water will transition the new Systems into Business as usual in 2021/22.	
W05-02 Blue-green algae management The provision of an algal risk management system; including oversight, coordination and training, the issue of algal alerts and the development of algal risk management plans.	Algal risk management framework for fresh and marine waters managed appropriately. Issue of algal alerts as required, provision of regular updates to stakeholders and maintenance of the algal website and information line.	Output measure (OM15) Algal risk management plans for each region are implemented: <ul style="list-style-type: none"> ▼ Target: All risk management plans reviewed and updated as required Performance indicator Percentage of reports meeting weekly timeframe to regional algal coordinating committees and state algal coordinator of alert levels based on algal data: <ul style="list-style-type: none"> ▼ Target: 100% Actions implemented in accordance with algal risk management plan and guidelines: <ul style="list-style-type: none"> ▼ Target: 100% 	Reported by WaterNSW A review of current risk management plans is currently underway for all regions. In 2021 stakeholder meetings, stakeholders were given the opportunity for input into the documents. Algal management will remain in line with the NHMRC 2008 Guidelines. 100% of routine updates were provided to stakeholders for each region. Weekly reporting was carried out for most of the year with frequency reduced in some regions through cooler months. All actions were completed in accordance with algal risk management plans. Of these 99.1% were completed within set timeframes from results received. For 2020-21 there were 77 red alerts.	Targets have been met.
W05-03 Environmental water management The development and collaborative governance of environmental flow strategies and assessments; and the use of environmental water to achieve environmental outcomes.	<ul style="list-style-type: none"> ▼ Collaborative management of planned environmental water in regulated and unregulated rivers. ▼ Collaborative management of adaptive and held environmental water in regulated rivers. ▼ Measurement of the outcomes of environmental water delivery (in selected valley(s)). ▼ Snowy River and Murray River increased flows. ▼ Cold Water Pollution (CWP) management and science development. 	Output measure (OM16) <ul style="list-style-type: none"> ▼ Delivery of Snowy and Snowy Mountain River increased flows. ▼ Conditions on major dam work approvals to implement environmental watering plans and to mitigate cold water pollution impacts on receiving waters. ▼ Monitor and evaluate water resource plans to determine environmental outcomes. Performance indicator <ul style="list-style-type: none"> ▼ Percentage of occasions that Snowy and Snowy Mountain River daily flow target achieved: 98% of occasions. 	Reported by DPE Output measure <ul style="list-style-type: none"> ▼ Input provided to 5 Environmental Water Advisory Groups (EWAG) per year. ▼ Report on Snowy Licence Review implementation published on DPE website. ▼ Annual report on Prerequisite Policy Measures (PPM) implementation published on DPE website. ▼ Annual progress report published on the Environmental Water Hub. Performance Indicator <ul style="list-style-type: none"> ▼ Snowy River flow from 2019-20 is reported by DPE Environment Energy and Science (EES) in the Water Operations Report. Data on Snowy River daily release targets for 2020-21 is available on the Snowy Hydro website under the 'Reports' heading. ▼ Snowy River and Snowy Mountain River Increased Flows (SRIF, SMRIF) successfully delivery with flow targets met above 98% of the time. There were three consecutive days where the daily release targets were outside the daily target by more than the 20% tolerance. 	Targets have been met.
W05-04 Water plan performance assessment and evaluation	<ul style="list-style-type: none"> ▼ Performance and assessment strategy document. 	Output measure (OM17) Number of valleys being assessed under the	Reported by DPE Output measure Number of valleys being assessed under the performance and assessment strategy:	Targets have been partially met.

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
<p>The assessment, audit and evaluation of the water management plans' appropriateness, efficiency and effectiveness in achieving economic, social and environmental objectives.</p>	<ul style="list-style-type: none"> ▼ Identification of key knowledge gaps related to assessment of plan management rules, followed by an integrated research program to resolve the knowledge gap. ▼ Publication of ecosystem response conceptual models and preliminary reports that describe ecology/flow management outcomes and provide adequate advice. ▼ Assessment of water plan amendment provisions. ▼ Outputs – evaluation. ▼ Assessment of level of plan achievement of: <ul style="list-style-type: none"> - Economic objectives - Environmental objectives - Social/cultural objectives ▼ Audit and assessment of the level of implementation of provisions in plans. ▼ Each WSP audited every 5 years to determine if its provisions are being actioned. ▼ Completion of evaluation reports for the WSPs as they expire. 	<p>performance and assessment strategy:</p> <ul style="list-style-type: none"> ▼ Target: 24 <p>Number of plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> ▼ Target: 32 <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> ▼ Target: 17 <p><i>Performance indicators</i></p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> ▼ Target: 100% <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> ▼ Target: 100% <p>Percentage plans evaluated that have come to term: Target: 100%</p>	<p>▼ 12 of the 16 WSP Valleys (75%) had MER activities conducted within them in this water year.</p> <p>▼ The Natural Resources Commission finalised 22 S44 audits (5 yearly) in 2020/21.</p> <p>▼ The Natural Resources Commission finalised three S43A water sharing plan reviews (end of term), DPE Water finalised 11 S43 floodplain management plan reviews</p> <p>Performance indicators</p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> ▼ Current for 20/21: 71% of WSP areas had MER activities conducted within the area in the past 12 months. <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> ▼ Current for 2020-21: - n/a <p>Percentage plans evaluated that have come to term: ▼ Current for 2020-21: - n/a</p>	<p>Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> ▼ Target has been met Target was met in 2019-20. Target is no longer applicable (see additional information below) <p>Number of plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> ▼ Target has been met Target was met in 2019-20. This output measure no longer applies as DPE Water no longer has responsibility for S44 audits of water management plans. <p>Number of plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> ▼ Target has been met Target was met in 2019-20. <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> ▼ Target has not been met: the target no longer applicable. <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> ▼ Target has not been met: the target is no longer applicable as the Natural Resources Commission (NRC) is now responsible for Audits of Floodplain Management and Water Sharing Plans. ▼ DPE Water coordinated and provided information relevant for S44 Audit requirements to the NRC within requested timeframes. <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> ▼ Target has not been met: the target is no longer applicable as NRC is now responsible for S43A reviews of Water Sharing Plans.

Activity	Outputs	Measures and Indicators ¹ 2020-21 Reported Data	Agency Comment
			<ul style="list-style-type: none"> ▼ DPE Water coordinated and provided information relevant for S43A Audit requirements to the NRC within requested timeframes. ▼ DPE Water retained responsibility for S43 reviews of Floodplain Management plans to be carried out within the fifth year after the plan was made. 10 southern and one northern Floodplain management plans were reviewed in 2020-21 <p>Additional information In 2020/21 DPE Water established a new Evaluation and Reporting team and began development of an improved Monitoring Evaluation Reporting (MER) and Improvement System for NSW water sharing plans. DPE Water will transition the new Systems into Business as usual in 2021/22.</p> <p>DPE no longer has ecological performance and assessment programs. Data provided is relevant to MER activities within WSP areas. Inland WSP areas have extensive MER programs related to MDB reporting requirements. Activities in coastal WSP need further development and resourcing.</p>
<p>W06-01 Water plan development (coastal) The development, review, amendment, and extension or replacement of water management plans, and the consultation activities associated with developing these plans for the coastal water sources.</p>	<ul style="list-style-type: none"> ▼ WSPs completed for all non-MDB water sources. ▼ Implementation of the WSP ecosystem performance and assessment strategy. ▼ Review and remake or extension of each WSP as it expires. 	<p><i>Output measure (OM18)</i></p> <ul style="list-style-type: none"> ▼ 5 WSPs will be reviewed and replaced/extended. ▼ 7 WSPs will be reviewed. ▼ 1 WSP will be reviewed and merged into an existing WSP. <p>Reported by DPE Output measure WSPs reviewed and replaced/extended: Final NRC review report and approval by Minister for extension of plan in order to undertake plan replacement: <ul style="list-style-type: none"> ▼ 7 plans (Tweed, Richmond, Bega, Murrah, Towamba, GMR unreg, GMR GW, Bega) in 2020-21, 14 plans cumulatively. WSPs reviewed: DPE Internal rule development: <ul style="list-style-type: none"> ▼ 4 plans (CC, Coffs, LNC, Hunter) in 2020-21 as well as beginning the 7 plans above, 14 plans cumulatively. Public exhibition: <ul style="list-style-type: none"> ▼ 1 plans (CC) in 2020-21, 4 plans cumulatively. Submission to Minister for approval to commence: <ul style="list-style-type: none"> ▼ 0 plans, 3 plans cumulatively. Commencement of plan: <ul style="list-style-type: none"> ▼ 1 plan (Bellinger) in 2020-21, 3 plans cumulatively. WSPs reviewed and merged into an existing WSP: <ul style="list-style-type: none"> ▼ Not applicable. </p>	<p>Targets have been partially met.</p> <p>WSPs reviewed and replaced/extended: <ul style="list-style-type: none"> ▼ Target has been met. All plans extended for replacement in required timeframes for 2020-21. Cumulative target of 5 exceeded. WSPs reviewed: In 2020-21 there were 6 WSPs in progressive levels of development. DPE consider plans submitted to Minister for approval satisfies this target. <ul style="list-style-type: none"> ▼ Target has not been met. 2 WSP submitted to Minister in 2019-20 and 3 submitted cumulatively. WSPs reviewed and merged into an existing WSP:</p>

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
		<p><i>Performance indicator</i> Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged: ▼ Target: 100%</p>	<p>Performance indicators Final NRC review report and approval by Minister for extension of plan to undertake plan replacement: ▼ 100% DPE Internal rule development: ▼ 100% Public exhibition: ▼ 30% Submission to Minister for approval to commence 2 plans: ▼ 0% Commencement of plans: ▼ 100%</p>	<p>▼ N/A A decision was made not to merge any coastal WSP.</p> <p>Additional information Final NRC review report and approval by Minister for extension of plan to undertake plan replacement: ▼ All plans extended for replacement in required timeframes.</p> <p>DPE Internal rule development: ▼ Work commenced in initial rule development for all plans.</p> <p>Public exhibition: ▼ Only 1 out of 3 plans (CC) was placed on public exhibition during this period due to longer timeframe for initial rule development for some plans.</p> <p>Submission to Minister for approval to commence: ▼ Delay in progression to public exhibition meant progression to this step did not occur in timeframes anticipated.</p> <p>Commencement of plan: ▼ The Bellinger water sharing plan commenced on 1 July 2020.</p> <p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged: Target has not been met</p>
<p>W06-02 Water plan development (inland) The development, review, amendment, and extension or replacement of water management plans; the development of additional planning instruments to comply with the Commonwealth Water Act; and the consultation activities associated with developing these plans for the inland water sources.</p>	<ul style="list-style-type: none"> ▼ Water Resource Plans development for MDB water sources. ▼ Implementation of the WSP Ecosystem Performance and Assessment Strategy. ▼ Each WSP audited every 5 years to determine its provisions are being actioned. ▼ Completion of evaluation reports for 	<p><i>Output measure (OM19)</i></p> <ul style="list-style-type: none"> ▼ 8 WSPs will be reviewed and replaced/extended. ▼ 2 WSPs will be reviewed. ▼ 3 WSPs will be reviewed and merged into an existing WSP. ▼ 22 WRPs will be completed. 	<p>Reported by DPE Output measure WSPs reviewed and replaced/extended: Final NRC review report and approval by Minister for extension of plan in order to undertake plan replacement: ▼ 0 plans in 2020-21, 3 plans have been reviewed cumulatively (Border Rivers, Peel and Barwon Darling), with 2 plans having been reviewed and extended.</p> <p>WSPs reviewed: DPE Internal rule development: ▼ 0 plans in 2020-21 (not yet commences rule development stage), 32 plans cumulatively.</p> <p>Public exhibition: ▼ 0 plans in 2020-21, 32 plans cumulatively (20 surface water, 12 groundwater)</p> <p>Submission to Minister for approval to commence:</p>	<p>Targets have been partially met. WSPs reviewed and replaced/extended: ▼ Target has not been met. 2 WSPs have been reviewed and replaced/extended cumulatively in 2020-21.</p> <p>WSPs reviewed: ▼ Target has been met. 24 WSPs submitted to Minister cumulatively.</p> <p>WSPs reviewed and merged:</p>

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
	<p>the WSPs as they expire.</p> <ul style="list-style-type: none"> ▼ Remake or extension of each WSP as it expires. ▼ WRP assessment tasks. 		<p>▼ 0 plans in 2020-21, 24 plans cumulatively</p> <p>Commencement of plans:</p> <ul style="list-style-type: none"> ▼ 0 plans in 2020-21 (Border Rivers was gazetted on 3 July 2021), 24 plans cumulatively <p>WSPs reviewed and merged:</p> <ul style="list-style-type: none"> ▼ 0 plans in 2020-21, 19 plans were merged into 7 consolidated plans in 2019-20. <p>WRPs completed:</p> <p>Submission to the Minister for provision to MDBA for accreditation assessment:</p> <ul style="list-style-type: none"> ▼ 0 plans in 2020-21, 20 plans cumulatively. <p><i>Note: the number of WRPs has reduced to 20 total.</i></p>	<p>▼ Target has been met.</p> <p>Additional information: <u>Final NRC review report and approval by Minister for extension of plan to undertake plan replacement:</u> All plans extended for replacement in required timeframes. <u>DPE Internal rule development:</u> Initial rule development commenced for 6 unregulated plans; work progressed on review of accreditation assessment advice on some WRPs. <u>Public exhibition:</u> n/a <u>Submission to Minister for approval to commence:</u> Only 1 plan proceeded (BR Reg) due to Independent Inquiry into Floodplain Harvesting (delay FHP inclusions) and MO focus on Border Regulated Rivers meaning other Reg Plan packages did not proceed for approval. <u>Commencement of plans:</u> 23 inland (unreg/gw) plans commenced</p> <p>WRPs completed</p> <ul style="list-style-type: none"> ▼ Target has been met All 20 WRPs submitted to Minister for provision to MDBA accreditation assessment (Apr/June 20). See note below against WRP performance indicator.
		<p><i>Performance indicators</i></p> <p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:</p> <ul style="list-style-type: none"> ▼ Target: 100% <p>Cumulative percentage of forecast WRPs completed:</p> <ul style="list-style-type: none"> ▼ Target: 100% 	<p>Performance indicators</p> <p>Final NRC review report and approval by Minister for extension of plan to undertake plan replacement:</p> <ul style="list-style-type: none"> ▼ 100% <p>DPE Internal rule development:</p> <ul style="list-style-type: none"> ▼ 46% <p>Public exhibition:</p> <ul style="list-style-type: none"> ▼ n/a <p>Submission to Minister for approval to commence:</p> <ul style="list-style-type: none"> ▼ 11% <p>Submission to the Minister for provision to MDBA for accreditation assessment:</p> <ul style="list-style-type: none"> ▼ n/a <p>Commencement of plans:</p> <ul style="list-style-type: none"> ▼ 100% 	<p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:</p> <ul style="list-style-type: none"> ▼ Target has been partially met. While only 25% of WSPs were replaced or extended, the remaining plans were reviewed and submitted to the Minister for approval. <p>Cumulative percentage of forecast WRPs completed:</p> <ul style="list-style-type: none"> ▼ Target has been met. The number of Water Resource Plans (WRPs) has All plans were submitted on 30 June 2020 to the Murray Darling Basin Authority (MDBA) for assessment for accreditation. MDBA provided subsequent recommendations and the 20

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment																																																																														
				WRPs have been updated accordingly and are expected to be resubmitted for accreditation assessment of 30 June 2022.																																																																														
W06-03 Floodplain management plan development The development, review, amendment and extension or replacement of Floodplain Management Plans in collaboration with OEH.	<ul style="list-style-type: none"> ▼ Floodplain Management Plan (FMP) development. ▼ Remake of each FPH as it expires. 	<i>Output measure (OM20)</i> Number of FMP completed or remade: <ul style="list-style-type: none"> ▼ 5 new FMPs will be developed Progress in implementing floodplain harvesting licensing.	Reported by DPE Output measure <ul style="list-style-type: none"> ▼ The number of FMP's has increased to 6, higher than forecast number of 5 in output measure. As at 30 June 2021, 5 (of 6) FMP's complete with the final plan largely complete (it commenced 24 September 2021). ▼ Good progress made on licensing, but no licensing issued in 20-21 due to disallowance of amendments to the Water Management (General) Regulation 2018, on 6 May 2021. <table border="1"> <thead> <tr> <th colspan="6">Floodplain harvesting – progress update (percentage (%) completed)</th> </tr> <tr> <th>Actions</th> <th>Gwydir</th> <th>Border Rivers</th> <th>Macquarie</th> <th>Barwon-Darling</th> <th>Namoi</th> </tr> </thead> <tbody> <tr> <td>1. ROI's invited and assessment of eligibility completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2. IBQ's completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>97%</td> </tr> <tr> <td>3. Modelling completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>90%</td> <td>85%</td> </tr> <tr> <td>4. Draft FPH entitlements Process completed</td> <td>80%</td> <td>100%</td> <td>100%</td> <td>80%</td> <td>40%</td> </tr> <tr> <td>5. Draft WIP process completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>6. WSWAs issued*</td> <td>80%</td> <td>80%</td> <td>80%</td> <td>80%</td> <td>70%</td> </tr> <tr> <td>7. Revision of floodplain harvesting policy completed</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>8. Revised floodplain harvesting entitlements released</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>9. Floodplain harvesting entitlements finalised</td> <td>98%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>10. Floodplain harvesting access licences issued</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>Percentage (%) completed</td> <td>76%</td> <td>68%</td> <td>68%</td> <td>65%</td> <td>59%</td> </tr> </tbody> </table> <p>*DPE did not issue any WSWA's within this period, the percentages represent progress towards issuing WSWAs</p>	Floodplain harvesting – progress update (percentage (%) completed)						Actions	Gwydir	Border Rivers	Macquarie	Barwon-Darling	Namoi	1. ROI's invited and assessment of eligibility completed	100%	100%	100%	100%	100%	2. IBQ's completed	100%	100%	100%	100%	97%	3. Modelling completed	100%	100%	100%	90%	85%	4. Draft FPH entitlements Process completed	80%	100%	100%	80%	40%	5. Draft WIP process completed	100%	100%	100%	100%	100%	6. WSWAs issued*	80%	80%	80%	80%	70%	7. Revision of floodplain harvesting policy completed	100%	100%	100%	100%	100%	8. Revised floodplain harvesting entitlements released	0%	0%	0%	0%	0%	9. Floodplain harvesting entitlements finalised	98%	0%	0%	0%	0%	10. Floodplain harvesting access licences issued	0%	0%	0%	0%	0%	Percentage (%) completed	76%	68%	68%	65%	59%	Targets have been met. Target has been met. FMP for the: <ul style="list-style-type: none"> ▼ Lower Namoi Valley Floodplain: commenced on 11 September 2020. ▼ Border Rivers Valley Floodplain: commenced on 11 September 2020. As of 30 June 2021, the one remaining FMP (Macquarie Valley Floodplain), largely complete (it commenced, 24 September 21). S43 review of Gwydir FMP undertaken in 20/21. Response to review is being undertaken including update of floodplain model to underpin plan amendment. Review of new FMP areas in southern Basin undertaken for Murray, Murrumbidgee and Lachlan Valleys: <ul style="list-style-type: none"> ▼ Scope of activities and staffing has been reviewed and NPP for additional funding has been sought to complete new FMPs ▼ Recruitment of planning team has commenced
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Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment																																										
		<p><i>Performance indicator</i></p> <ul style="list-style-type: none"> ▼ Cumulative percentage of forecast FMPs completed: - Target: 100% 	<p>Performance Indicator</p> <ul style="list-style-type: none"> ▼ Almost 100% of Target has been met as of 30 June 2021. <p>Cumulative percentage of plans completed: 100% (97% in 2019-20)</p> <table border="1" data-bbox="1228 344 2318 705"> <thead> <tr> <th>Actions</th> <th>Gwydir</th> <th>Barwon Darling</th> <th>Upper Namoi</th> <th>Lower Namoi</th> <th>Border Rivers</th> <th>Macquarie</th> </tr> </thead> <tbody> <tr> <td>1. Has been to Targeted Consultation</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2. Has IRP approval to go to Public Exhibition</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3. Has been to Public Exhibition</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4. Has Interagency Regional Panel approval to commence</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>5. Commenced</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>95%</td> </tr> </tbody> </table>	Actions	Gwydir	Barwon Darling	Upper Namoi	Lower Namoi	Border Rivers	Macquarie	1. Has been to Targeted Consultation							2. Has IRP approval to go to Public Exhibition							3. Has been to Public Exhibition							4. Has Interagency Regional Panel approval to commence							5. Commenced	100%	100%	100%	100%	100%	95%	<p>Target has been met. 5 (of 6) FMPs complete and final plan (Macquarie) almost complete as of 30 June 2021.</p>
Actions	Gwydir	Barwon Darling	Upper Namoi	Lower Namoi	Border Rivers	Macquarie																																								
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<p>W06-04 Drainage plan development The development, review, amendment, and extension or replacement of Drainage Management Plans, to address water quality problems associated with drainage systems.</p>	<p>Drainage Management Plan (DMP) development. Remake of each DMP as it expires.</p>	<p><i>Output measure (OM21)</i> Number of DMPs completed or remade:</p> <ul style="list-style-type: none"> ▼ 0 new DMPs will be developed. <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> ▼ N/A 	<p>Reported by DPE</p> <p>Output measure</p> <ul style="list-style-type: none"> ▼ During the 2016 regulatory period, we have commenced developing a drainage management framework that will meet the objectives outlined above. This work has largely been funded through Stage 1 of DPI's Marine Estate Management Strategy (MEMS). ▼ From 2020-21 to 2024-25 we propose to finalise that framework and possibly deliver up to seven plans for priority areas that will improve the management of coastal floodplain drainage impacts. Seven plans will be developed if catchment-level planning is necessary and drainage management plans under the WMA considered the best tool to deliver those improvements; if not, one plan with rules that apply across all seven catchments – and possibly other coastal catchments – will be developed, or another more appropriate tool or set of tools used to achieve the outcomes. ▼ The framework is being developed in conjunction with the other key DPE divisions listed above and DPI Fisheries. State agencies and will cover each of the seven catchments identified as priority catchments for action under the MEMS. 	<p>No target for this measure or indicator.</p>																																										

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
<p>W06-05 Regional planning and management strategies The development, evaluation and review of regional water strategies, metropolitan water plans and other planning instruments, including the associated stakeholder engagement.</p>	<ul style="list-style-type: none"> ▼ Development of regional water strategies, which integrate and set priorities for related special-purpose plans (for example water sharing plans). ▼ Evaluation and ongoing adaptive management of the metropolitan water plans for greater Sydney and the lower Hunter. ▼ Development, assessment and review of planning instruments. 	<p><i>Output measure (OM22)</i></p> <ul style="list-style-type: none"> ▼ 2 regional water strategies (metropolitan water plans) will be reviewed. ▼ 6 new regional water strategies will be completed. <p><i>Performance indicator</i> Cumulative percentage of forecast metropolitan water plans being reviewed: ▼ Target: 100%</p> <p>Cumulative percentage of forecast regional water strategies completed: ▼ Target: 100%</p>	<p>Reported by DPE <u>Output measure</u> Metropolitan Water</p> <ul style="list-style-type: none"> ▼ Draft Lower Hunter Water Security Plan (LHWSP) was developed in the FY 2020-21. ▼ Greater Sydney Water Strategy (GSWS) was developed and first submission was considered by Cabinet in December 2020, This will be followed by second submission which will consider rainfall independent supply augmentations to address drought resilience and the supply/demand gap, and other key infrastructure, policy decisions and actions required to enhance the resilience of the whole water system, and move towards meeting the vision and objectives for a sustainable, productive and liveable Greater Sydney. <p>Regional Water</p> <ul style="list-style-type: none"> ▼ 1 Regional Water Strategy (Greater Hunter RWS) complete and in implementation phase. ▼ Expanded Regional Water Strategies Program established. ▼ 3 Draft strategies (Lachlan, Macquarie, Gwydir RWS) complete and awaiting public consultation. Following exhibition, finalisation will involve using economic decision framework to develop preferred option portfolios and recommendations. ▼ Draft of Far North Coast and South Coast significantly advanced and being reviewed by agencies. ▼ Planning, research, inter-agency and council engagement commenced for remaining 6 strategies. <p><u>Performance indicators</u> Metropolitan Water</p> <ul style="list-style-type: none"> ▼ Draft LHWSP was developed in FY 2019-20. ▼ First draft of GSWS was developed and considered by the cabinet in December 2020. ▼ Community consultations and finalization of both the strategies will take place in 2021-22. 	<p>Target has been partially met. Target has been met. Metropolitan Water</p> <ul style="list-style-type: none"> ▼ 2 regional water strategies (GSWS & LHWSP) drafts were complete for cabinet consideration and community consultation. <p>Target has not yet been met. Regional Water</p> <ul style="list-style-type: none"> ▼ One regional strategy complete and in implementation phase <p>The Regional Water Strategies program has been expanded from 6 plans to 12. The scope of the strategies has also expanded to include best practice climate modelling and Aboriginal water outcomes. As outlined in the DPE/NRAR 2020 WAMC price submission, the expanded scope has changed the timeline that was established in the 2016 price review. All 12 regional water strategies are expected to be finalised by end of 2022.</p> <p>Cumulative percentage of forecast metropolitan water plans being reviewed: ▼ Target has been met</p> <p>Cumulative percentage of forecast regional water strategies completed: ▼ Target has not been met</p>
<p>W06-06 Development of water planning and regulatory framework The development of the operational and regulatory requirements and rules for water access.</p>	<ul style="list-style-type: none"> ▼ Developed, amended and refined regulatory instruments and policies putting in place an improved regulatory framework for water management planning. ▼ Requirements for issuing new water licences clearly defined and understood by users. ▼ Requirements for equitable water take defined and improved. 	<p><i>Output measure (OM23)</i> Number of regulatory instruments and policies developed or amended according to an annual forecast: ▼ Target: forecast on an annual basis</p>	<p>Reported by DPE <u>Output measure</u> Delivered: ▼ work to progress regulatory instruments, plans or policies.</p> <p>Progress to date outlined below.</p> <ul style="list-style-type: none"> ▼ Ran controlled allocation tender process in July 2021, including responding to stakeholder inquiries and matters arising through the implementation of the controlled allocation process. ▼ Assessed and responded to requests from the Clean Energy Regulator for comment/endorsement of plantation forestry projects submitted under the Commonwealth's Emissions Reduction Fund. ▼ Assumed responsibility for the regulation of metering associated with the NSW Non-Urban Metering Policy (as the Water Renewal Taskforce wound up). ▼ Amendments to the Water Management (General) Regulation 2018 made and published on NSW Legislation website relating to: - emergency works dewatering exemptions - strategic planning requirements for Water Supply Authorities 	<p>Targets have not yet been met. Target has not been met. No annual forecasts made.</p>

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
		<p><i>Performance indicator</i> Percentage of annual forecast frameworks and regulatory instruments delivered according to schedule: ▼ Target: 100%</p>	<p>- the temporary excavation dewatering exemption (Botany Sands) - Schedule 3 Water Supply Critical Needs Act - various metering regulations.</p> <ul style="list-style-type: none"> ▼ Drafted and finalised remakes of relevant water sharing plans to ▼ support the development of NSW's 20 water resource plans within the Murray-Darling Basin, and the coastal Water Sharing Plan for the Bellinger River Area Unregulated and Alluvial Water Sources 2020. ▼ Progressed policy work relating to regulating areas that are experiencing intensive new irrigation development (particularly the Murray Lower Darling) to help satisfy NSW's obligations under the Basin Salinity Management Strategy 2030. ▼ Managed the procurement, guidance and delivery of consultants' reports relating to managed aquifer recharge, access to deep groundwater storage and managing uncontrolled flows in the Great Artesian Basin. ▼ Published a coastal harvestable rights review discussion paper and supporting materials and completed a comprehensive community consultation phase. ▼ Significant input into the implementation of the Water Supply (Critical Needs) Act 2019, including preparing strategic advice on development applications (to inform statutory decisions for developments authorisations) and advice on future operation of the Act and expiry clauses. ▼ Finalised review of the WaterNSW operating licence. ▼ Progressed policy research and options analysis for the regulation of water interception by forestry plantations. ▼ Managed/administered interagency deliberations on a wide range of water planning and policy matters, via the Regional Water Senior Officers Group. <p>Performance Indicator No schedule was in place in 2020-21.</p>	<p>Target has not been met No schedule set due to continued development of prioritisation framework and a move to new reporting performance reporting system for W06-06 as negotiated during recent IPART determination process.</p>
<p>W06-07 Cross border and national commitments The development of interstate water sharing arrangements and the implementation of operational programs to meet national and interstate commitments.</p>	<ul style="list-style-type: none"> ▼ Development and implementation of operational programs to meet NWI commitments. ▼ Biennial assessments on progress with implementing NWI agreements on water reform agenda. ▼ Participation in relevant interstate committees progressing NWI and COAG water reform initiatives. ▼ Development of interstate water sharing arrangements through MDB and Border Rivers agreements, and Snowy and ACT arrangements. 	<p><i>Output measure (OM24)</i> Full participation in interstate processes to manage water.</p> <p><i>Performance indicator</i> Compliance with key interstate agreements: ▼ Target: 100%</p>	<p>Reported by DPE Output measure NSW actively and fully participates in the relevant interstate processes to manage water according to the key interstate agreements. This includes participation in inter-jurisdictional committees to progress interstate water sharing arrangements and water reform initiatives, which includes:</p> <ul style="list-style-type: none"> ▼ Murray-Darling Basin Ministerial Council ▼ Basin Officials Committee ▼ National Water Reform Committee ▼ Border Rivers Commission ▼ Environmental Watering Committee ▼ Southern Connected Basin Environmental Watering Committee ▼ River Murray Operations Committee ▼ Great Artesian Basin (GAB) Senior Officials Committee. <p>Performance indicator ▼ DPE Water is compliant with 100% of key interstate agreements for 2019-20.</p>	<p>Targets have been met.</p> <p>Target has been met.</p> <p>Target has been met.</p>
<p>W07-01 Water management works The undertaking of water management works to reduce</p>	<p>Water management works to mitigate resource impacts: ▼ Riverbank protection</p>	<p><i>Output measure (OM25)</i> High priority areas of erosion identified and remediated: ▼ Target: 90%</p>	<p>Reported by DPE Output measure This is a cumulative target (target to be achieved by 2020/21)</p>	<p>Targets have been met.</p> <p>Target has been met.</p>

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment																				
the impacts arising from water use or remediate water courses.	<ul style="list-style-type: none"> ▼ Salt interception schemes. 	Maintain salinity (EC) credits for NSW.	<ul style="list-style-type: none"> ▼ 114% of initially identified high priority areas of erosion identified as per the Management Plan have been remediated. Additional areas were subsequently identified as high priority and remediated <p>This included:</p> <ul style="list-style-type: none"> ▼ Tumut Riverbank rock work – 615 metres ▼ Tumut Riverbank re: vegetation – 1,990 metres ▼ Willow Management ▼ Weed Spraying ▼ Snag management ▼ Fencing <p>To date, 9.6km of the estimated 8.4km of high priority erosion works (as identified in the Management Plan - developed in 2010) have been completed. As part natural river avulsion processes, additional high priority erosion sites were identified via annual bank condition monitoring and assessment, hence why the target was overachieved.</p> <p>NSW maintained a credit balance on the Salinity Register in 2020-21 (-32.7EC). The operation and maintenance of the three Salt Interception Schemes in NSW generates 19.4EC in salinity credits that are shared between the Basin States and the Commonwealth, contributing to meeting the Basin Salinity Target (<800 EC at Morgan, 95% of the time) as prescribed in Schedule B of the Murray-Darling Basin Agreement.</p> <p>Performance indicator Channel output capacity at Tumut maintained at 9,200ML/day.</p>	Target has been met.																				
W08-01 Regulation systems management The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.	Management and operation of public register for access licence approvals, trading and environmental water. Systems development: <ul style="list-style-type: none"> ▼ Online tools ▼ Online applications ▼ Online payments ▼ Smart phone tracking of applications. 	Output measure (OM26) Number of applications received online: <ul style="list-style-type: none"> ▼ Target: 2,500 <p>Performance indicator Percentage of all applications received online: ▼ Target: 42%</p>	Reported by WaterNSW <table border="1"> <thead> <tr> <th>Product</th> <th>Total</th> <th># received online</th> <th>% online</th> </tr> </thead> <tbody> <tr> <td>BLR bores</td> <td>1,279</td> <td>704</td> <td>55%</td> </tr> <tr> <td>Extensions</td> <td>1,842</td> <td>1,021</td> <td>55%</td> </tr> <tr> <td>WAL</td> <td>1,022</td> <td>232</td> <td>23%</td> </tr> <tr> <td>Total</td> <td>4,143</td> <td>1,957</td> <td>47.24%</td> </tr> </tbody> </table>	Product	Total	# received online	% online	BLR bores	1,279	704	55%	Extensions	1,842	1,021	55%	WAL	1,022	232	23%	Total	4,143	1,957	47.24%	Targets have been partially met.
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W08-02 Consents management and licence conversion The transcribing of water sharing provisions into licence conditions and the conversion of licences to the Water Management Act.	<ul style="list-style-type: none"> ▼ Licences cleansed for conversion to WMA. ▼ Volumetric licence conversions. ▼ Water sharing provisions transcribed into licence conditions. ▼ Development of discretionary conditions. 	Output measure (OM27) Annual number of licences recorded on the public register plus number of access licence and approvals with updated conditions: <ul style="list-style-type: none"> ▼ Target: All licences recorded on public register – the number varies from year to year. 	Reported by DPE and Water NSW Output measure (DPE) It is not possible to determine the number of access licences and approvals recorded on the public register at a historic point in time. The register only displays the access licences and approvals currently recorded. In the reporting period: <ul style="list-style-type: none"> ▼ 2 existing water sharing plans had outstanding conditions to be updated. ▼ 18 water sharing plans were remade or amended in the reporting period, which required conditions to be notified. This was completed for 13 plans during the reporting period. <p>Output measure (WaterNSW) As at 8/12/2021 (cannot be reported on as at 30 June 2021 as system does not store a daily snapshot) total approvals and licences (Including WaterAct) is 179,534.</p>	Targets have been partially met. DPE: Target has not been met <ul style="list-style-type: none"> ▼ Updating conditions for the existing Water Sharing Plan for the Lower North Coast Porous and Fractured Rock Groundwater Sources was on hold due to conversion issues. ▼ Updating conditions for the existing Water Sharing Plan for the Paterson Regulated River Water Source did not occur. This was due to the workload of eighteen water sharing plans being remade or amended in the reporting period. ▼ Updating conditions for 5 of the 18 water sharing plans which were remade or amended in the reporting period did not occur. This was due to the workload of 																				

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment																								
		<p><i>Performance indicator</i> Percentage of access licences and changes to licence details recorded on the public register within two months of implementation or update of sharing plan: ▼ Target: 90%</p>	<p>Total Number of Current Licences</p> <table border="0"> <tr><td>Access Licences</td><td>38,632</td></tr> <tr><td>Work Approvals</td><td>104,659</td></tr> <tr><td>Use Approvals</td><td>2,249</td></tr> <tr><td>Flood Work Approvals</td><td>1,612</td></tr> <tr><td>Combined Approvals</td><td>23,701</td></tr> <tr><td>Total Approvals</td><td>132,221</td></tr> <tr><td>Total WMA</td><td>170,853</td></tr> <tr><td>1912 - part 2 (Surface Water)</td><td>39</td></tr> <tr><td>1912 - part 5 (Ground Water)</td><td>8,642</td></tr> <tr><td>1912 - part 8 (Controlled Work)</td><td>0</td></tr> <tr><td>Total 1912</td><td>8,681</td></tr> <tr><td>Total Licences Administered</td><td>179,534</td></tr> </table> <p>Performance indicator (DPE) ▼ The performance indicator was met for 4 of 18 water sharing plans which were remade or amended in the reporting period.</p> <p>Performance indicator (WaterNSW) 55 WSP's amended in 21/21 financial year – 100% of changes reflected in register within 2 months once changes and mandatory conditions loaded by DPE in WLS.</p>	Access Licences	38,632	Work Approvals	104,659	Use Approvals	2,249	Flood Work Approvals	1,612	Combined Approvals	23,701	Total Approvals	132,221	Total WMA	170,853	1912 - part 2 (Surface Water)	39	1912 - part 5 (Ground Water)	8,642	1912 - part 8 (Controlled Work)	0	Total 1912	8,681	Total Licences Administered	179,534	<p>18 water sharing plans being remade or amended on the same date.</p> <p>DPE: Target has not been met.</p> <p>The performance indicator was not met for 14 water sharing plans which were remade or amended in the reporting period. This is because eighteen water sharing plans were remade or amended on 1 July 2020, and it was not possible to meet the performance indicator for all of the plans given the number of plans subject to the same date of 1 July 2020.</p> <p>WaterNSW: Target has been met.</p>
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<p>W08-03 Compliance management The on-ground and remote monitoring activities (including investigations and taking statutory actions) to ensure compliance with legislation, including licence and approval conditions.</p>	<p>Compliance education, monitoring and breach management/ enforcement/ investigation.</p>	<p><i>Output measure (OM28)</i> Number of breach reports received: ▼ Target: 600</p> <p><i>Performance indicators</i> ▼ Percentage of non-basic landholder rights approvals audited each year: 2% ▼ Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): 90% ▼ Percentage of breach reports risk assessed within 14 days of receipt: 90%</p>	<p>Reported by NRAR Output measure Breach reports received: ▼ 1,649</p> <p>Performance indicator ▼ 6.7% of approvals (including floodworks, use approval, works approval) audited by NRAR</p> <p>▼ 79% properties audited in compliance</p> <p>▼ 91% public reports triaged within 14 days</p>	<p>Targets have been partially met.</p> <p>Target has been met.</p> <p>Percentage of non-basic landholder rights approvals audited each year: ▼ Target has been met.</p> <p>Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): ▼ Target has not been met - this target is reflective of on-ground water user behaviour and not within direct control of NRAR.</p> <p>Percentage of breach reports risk assessed within 14 days of receipt ▼ Target has been met.</p>																								

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment									
		<ul style="list-style-type: none"> Percentage of all cases finalised within 6 months: 70% 	<ul style="list-style-type: none"> 58% of all cases were closed within 6 months. (High priority cases = 54%) 	<p>Percentage of all cases finalised within 6 months:</p> <ul style="list-style-type: none"> Target has not been met. <p>This measure was impacted by intermittent COVID-19 restrictions on field activities preventing timely case closure in some circumstances. It is expected to improve once restrictions on movement are lifted.</p>									
W08-99 Water consents overhead The administrative overhead costs associated with water consent transactions, which are passed on to customers in the water management tariff.	Overhead support and facilities for consent transactions.	(OM29) – Overhead charge associated with consent transactions.	Reported by Water NSW WaterNSW has applied its own methodology of apportioning corporate wide and WAMC specific overhead to the WAMC cost codes, which does not require the creation of a specific cost code for water consents overhead	No target for this measure or indicator.									
W09-01 Water consents transactions Transactions undertaken on a fee for service basis; including dealings, assessments, changes to conditions and new applications for water licences and approvals.	<ul style="list-style-type: none"> Water consents transactions processed. Licences in compliance with regulatory requirements. 	<p><i>Output measure (OM30)</i> Number of applications processed:</p> <ul style="list-style-type: none"> Target: Process all applications received <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: 90% Percentage of applications for new access licences processed within 40 days: 80% Percentage of applications for water management work and use approvals processed within 60 days: 80% Percentage of applications to extend a water management work approval processed within 20 days: 90% Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: 90% 	<p>Reported by NRAR and Water NSW Output measure (NRAR) Number of applications processed:</p> <ul style="list-style-type: none"> 397 Work Approvals & Licences received 510 Work Approvals & Licences issued <p>Output measure (WaterNSW)</p> <ul style="list-style-type: none"> 5,131 applications received 4,708 applications were processed (determined) <p>Performance Indicators (NRAR) Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days:</p> <ul style="list-style-type: none"> NA for NRAR <p>Percentage of applications for new access licences processed within 40 days:</p> <ul style="list-style-type: none"> 19% <p>Percentage of applications for water management work and use approvals processed within 60 days:</p> <ul style="list-style-type: none"> 26% <p>Percentage of applications to extend a water management work approval processed within 20 days:</p> <ul style="list-style-type: none"> 23% <p><i>Note NRAR is not responsible for reporting against the fifth and sixth performance indicator of OM30.</i></p> <p>Performance Indicators (WaterNSW)</p> <table border="1"> <thead> <tr> <th></th> <th>Performance Indicator</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days</td> <td>90%</td> <td>98%</td> </tr> <tr> <td>Percentage of applications for new access licences processed within 40 days</td> <td>80%</td> <td>96%</td> </tr> </tbody> </table>		Performance Indicator	Actual	Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days	90%	98%	Percentage of applications for new access licences processed within 40 days	80%	96%	<p>Targets have been partially met. NRAR: Target has been met.</p> <p>WaterNSW: Target has not been met.</p> <p>NRAR: Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days:</p> <ul style="list-style-type: none"> NA. <p>Percentage of applications for new access licences processed within 40 days:</p> <ul style="list-style-type: none"> Target has not been met <p>Percentage of applications for water management work and use approvals processed within 60 days:</p> <ul style="list-style-type: none"> Target has not been met <p>Percentage of applications to extend a water management work approval processed within 20 days:</p> <ul style="list-style-type: none"> Target has not been met. <p>Process and system improvements have been made in response to this performance that will see improved results in 2021-22.</p> <p>WaterNSW: Targets have been met,</p>
	Performance Indicator	Actual											
Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days	90%	98%											
Percentage of applications for new access licences processed within 40 days	80%	96%											

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data			Agency Comment
		▼ Percentage of legal searches completed within the preferred processing time frame: 95%	Percentage of applications for water management work and use approvals processed in 60 days	80%	87%	
			Percentage of applications to extend a water management work approval processed within 20 days	90%	95%	
			Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days	90%	92%	
			Percentage of legal searches completed within the preferred processing time frame	95%	100%	
W10-01 Customer management All customer liaison activities; including responding to calls to licencing and compliance information lines; and producing communication and education materials such as website content and participation in customer forums.	Timely responses to customer enquiries.	<p><i>Output measure (OM31)</i> Number of enquiries: ▼ Target: 10,000</p> <p><i>Performance indicator</i> Percentage of enquiries directly responded to at the time of the call/email: ▼ Target: Maintain or improve on 90%</p>	<p>Reported by NRAR and Water NSW Output measure (NRAR) ▼ 4,721 enquiries through call centre</p> <p>Output measure (WaterNSW) Total WAMC-related Customer Contacts in 2020-21: ▼ 14,151 by phone ▼ 4,278 via email/fax. ▼ 111 separate pieces of outgoing communication material sent to unregulated and groundwater customers, including 79 email and 32 letter campaigns. E.g., annual newsletters with customer bills (22,500), monthly e-newsletters (20,000+), weekly water availability reports (5,000+ per month), licencing mailouts for water sharing plans (approx. 30,000), Murrumbidgee IVT notifications (10,000+) and other various education items regarding metering reform.</p> <p>Performance Indicators (NRAR) ▼ 100% of enquiries are responded to at time of contact providing the customer with a reference number and acknowledgement letter and refer to the appropriate team in NRAR.</p> <p>Performance Indicators (WaterNSW) ▼ Based on Calls only: 91%</p> <p>Our call centre received 36,859 calls in 2020-21. 14,151 of these were via the Licencing (WAMC-related) queue. We have noted that many customers select this licencing queue regardless of their enquiry so in 20-21 we implemented changes to the contact centre staffing to balance this. Our "Licence Advisory Centre" staff merged with the general contact centre staff, we introduced team leader positions, and extra staff were cross-skilled in WAMC related enquiries as part of our continuous improvement program.</p> <p>Even though part of our WAMC activity was passed to NRAR in recent years, the implementation of the Water Reform Implementation Plan (WRIP) has generated a lot of additional complex activity for us, especially as 2021 progresses.</p> <p>An additional 4,278 electronic requests (emails, fax, webforms) were received that were WAMC-related. This request type receives either an answer to their query, or their query is forwarded to a more qualified colleague. Over 90% of emails are responded to in one of these two ways within two days of being received. The complex matters are usually referred to local water regulation officers whose specialised local knowledge is required to assist the customer. Depending on the complexity of the matter, these enquiries can take longer to resolve. Customers are made aware of this at the time they are referred to the local office.</p> <p>We are constantly measuring our performance against these metrics to improve the customer experience.</p> <p>Our performance indicator for WAMC related calls was 91% over the year, however this was broken down as 94% for the 1st half of the year, and 89% for the second 6 months as the WRIP enquiries increased. These required follow-up contacts and the training of additional staff to respond to the extra volume of calls.</p>			Targets have been met.

Activity	Outputs	Measures and Indicators ¹	2020-21 Reported Data	Agency Comment
W10-02 Business governance and support The business systems and processes that support organisation-wide activities; including asset management, annual reporting and pricing submissions to IPART.	Business systems, processes and administration for commercial operation of government monopoly water services.	<p><i>Output measure (OM32)</i></p> <ul style="list-style-type: none"> ▼ Annual reporting to IPART and ACCC. ▼ Annual performance reporting to customers. <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> ▼ Annual reporting within agreed timeline from end of financial year: ▼ Reporting to IPART and ACCC: 4 months. ▼ Reporting to customers: 6 months. 	<p>Reported by DPE and WaterNSW</p> <p>Output measure (DPE)</p> <ul style="list-style-type: none"> ▼ financial reporting submitted to ACCC ▼ financial reporting to IPART at WAMC activity code level deferred to 2022 ▼ performance reporting to customers deferred due to WAMC price review <p>Output measure (WaterNSW)</p> <p>Performance indicator (DPE)</p> <ul style="list-style-type: none"> ▼ DPE Water Annual reporting to ACCC deadline extended until 28 January 2022 to allow for Cabinet reshuffle ▼ IPART deferred AIR financial reporting due to the 2021 WAMC price review. IPART will issue the request for 2020-21 AIR in July 2022, at the same time as the AIR request for 2021-22 ▼ Reporting to customers: 2020-21 OMR deferred due to price review. Will be reported to customers in early 2022 to meet the revised submission date agreed with IPART. <p>Performance indicator (WaterNSW)</p> <p>For IPART reporting:</p> <ul style="list-style-type: none"> ▼ WaterNSW-GS AIR – Response provided by Due Date ▼ WaterNSW-Rural AIR – Response not required by IPART. ▼ WAMC AIR – response not required by IPART <p>For ACCC reporting:</p> <ul style="list-style-type: none"> ▼ ACCC Water Monitoring Report Bulk RFI FY20 - WaterNSW submitted a response to the ACCC on the 22 December 2021 ▼ ACCC WPM Information Request – WaterNSW has requested an extension to the submission date for the WPM information return to 31 January 2022. 	<p>Targets have been met.</p> <p>DPE: Target has been met. DPE Water reporting to IPART and ACCC was completed within the agreed timeframes, some of which are outside of the timeframes defined in the performance indicators. As the agreed timeframes have been determined in consultation with the ACCC and IPART, DPE Water considers this performance indicator has been met</p> <p>WaterNSW: Target has been met.</p>
W10-03 Billing management The management of billing requirements and subcontracted billing, revenue collection and debtor management service delivery, and responding to queries on billing activities.	Water billing and payment processing.	<p><i>Output measure (OM33)</i></p> <p>Number of bills issued:</p> <ul style="list-style-type: none"> ▼ Target: 65,000 <p><i>Performance indicators</i></p> <p>Percentage of billing revenue collected within 3 months of the bills being issued:</p> <ul style="list-style-type: none"> ▼ Target: 95% 	<p>Reported by WaterNSW</p> <p>Number of bills issued</p> <p>WaterNSW issued a total of 72,829 water licences invoices. This is for Regulated (Q1-4) + Unregulated/Groundwater for the 2020/21 water year. Approximately 3,600 (900 per qtr) of the Regulated invoices had NO WAMC charges, as they were meter service charges on Work Approvals only.</p> <p>Performance indicator</p> <p>Percentage of billing revenue collected within 3 months of the bills being issued:</p> <p>The total percentage of revenue collected within three months was 99% based on 12 months' worth of revenue and collections data</p>	<p>Targets have been met.</p>