	/VAIVI	C Out	out Measures Report	202	3-24 Re	porting
Activity	Agency	Output Measure number	Measures and Indicators	Output measure data - Progress for 2022-23 Performance indicator data - Performance for the year 2022-23	Status	Agency assessment and comment - Is the Output Measure on-track to be met within the determination period (2021-25) - Has the performance indicator target been met for 2022-23 - Is there any additional information explaining the result?
W01-01	WNSW	OM1	OM1	OM1 Data	Status	OM1 Comment
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			Number of water monitoring sites: Forecast = 437	420 SW sites monitored in the 2023-24 year	Met	
delivery of near real time height and/or flow			Performance indicator	Performance indicator Data	Status	Performance indicator Comment
data from all telemetered sites to the corporate database; and the maintenance and operation of surface water monitoring stations.			Sites in acceptable condition % of replacement cost of monitoring sites in condition grade 2 or better = 95% % of level data with a quality code better than 40 = 95%	88% of the replacement cost of civil assets is in condition grade 1 or 2 95.2% of level data collected had a quality code better than 40.	Partially met	
W01-02	WNSW	OM2	OM2	OM2 Data	Status	OM2 Comment
Surface water data management and reporting The data management and reporting of surface water quantity, quality and biological information; including compilation, secure			Number of sites subject to data management: Forecast = 437	420 SW sites monitored in the 2023-24 year	Met	
storage, management and publishing of data to customers, stakeholders and the general			Performance indicator	Performance indicator Data	Status	Performance indicator Comment
public.			% of sites where data is available within 3 hours = 90%	93.3% of sites had data available within 3 hrs of collection. Overall telemetered data availability was 95.4% for FY23-24	Met	
W01-03	WNSW	OM3	OM3	OM3 Data	Status	OM3 Comment
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			Number of sites visited per year to collect water quality samples: Forecast = 125	125 sites of the SWAMP program that were visited in the 2023-24 water year, this is matched against the site list in the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.	Met	
standards, and test result encoding to make it available for data management and reporting.  Relevant OM numbers:  - OM3 - OM4						
available for data management and reporting.  Relevant OM numbers:						
available for data management and reporting.  Relevant OM numbers:	wnsw	OM4	OM4 Number of tests undertaken per year: Forecast = 26.750	OM4 Data  31,391 fests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.	Status Met	OM4 Comment
available for data management and reporting.  Relevant OM numbers:	wnsw	OM4	Number of tests undertaken per year: Forecast = 26,750  Performance Indicator	31,391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5	Met	OM4 Comment  Performance Indicator Comment
available for data management and reporting.  Relevant OM numbers:	WNSW	OM4	Number of tests undertaken per year: Forecast = 26,750	31,391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.	Met	
available for data management and reporting.  Relevant OM numbers: - OM3 - OM4	WNSW	OM4	Number of tests undertaken per year: Forecast = 26,750  Performance Indicator % compliance against monitoring program	31.391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.  Performance Indicator Data	Met	
available for data management and reporting.  Relevant OM numbers: - OM3 - OM4			Number of tests undertaken per year: Forecast = 26,750  Performance Indicator % compliance against monitoring program requirements = 98%  OMS  Number of tests undertaken per year:	31.391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.  Performance indicator Data  99.60%  CMS Data	Met Status Met	Performance Indicator Comment
available for data management and reporting. Relevant OM numbers: - 0M3 - 0M4  W01-04  Surface water algal monitoring freprovision of a surface water algal			Number of tests undertaken per year: Forecast = 26,750  Performance Indicator % compliance against monitoring program requirements = 98%  OMS  Number of tests undertaken per year: Forecast = 10,080	31,391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.  Performance indicator Data  99.60%  OM5 Data  11604. Increased number of tests due to higher numbers of algae alert sampling.	Met Status Met Status Met Mt	Performance Indicator Comment  OM6 Comment
available for data management and reporting.  Relevant OM numbers: - OM3 - OM4  W01-04  Surface water algal monitoring			Number of tests undertaken per year: Forecast = 26,750  Performance Indicator % compliance against monitoring program requirements = 98%  OMS  Number of tests undertaken per year:	31.391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.  Performance indicator Data  99.60%  CMS Data	Status Met	Performance Indicator Comment
w01-04  W01-04  Surface water algal monitoring the provision of a surface water algal monitoring rough provision of a surface water algal monitoring program; including design, sample collection, laboratory analysis, sligal identification and enumeration to accepted standards, and result encoding for provision to regional coordinating committees.	WNSW	OM5	Number of tests undertaken per year: Forecast = 26,750  Performance Indicator % compliance against monitoring program requirements = 98%  OMS Number of tests undertaken per year: Forecast = 10,080 Performance Indicator % samples collected and analysed according to current standards and within agreed timeframe = 95%	31.391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.  Performance Indicator Data  99.60%  OM5 Data  11604. Increased number of tests due to higher numbers of algae alert sampling.  Performance Indicator Data	Met Status Met Status Mot Mot Mot Status Mot	Performance Indicator Comment  OM6 Comment  Performance Indicator Comment
kelevant OM numbers: - OM3 - OM4 - OM4 - OM4 - OM5 - OM6 - OM6 - OM6 - OM6 - OM6 - OM6 - OM7 - O			Number of tests undertaken per year: Forecast = 26,750  Performance Indicator % compliance against monitoring program requirements = 98%  OMS  Number of tests undertaken per year: Forecast = 10,080 Performance Indicator % samples collected and analysed according to current standards and within agreed	31.391 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.5 section of the Water Monitoring Program and the new RRA schedule.  Performance indicator Data  99.60%  CMS Data  11604. Increased number of tests due to higher numbers of algae alert sampling.  Performance indicator Data	Met Status Met Status Status Status Status Status	Performance Indicator Comment  OM6 Comment

Relevant OM numbers:	1	i	Update of River Styles completed in time for	100%	Met	River styles updates have been completed on time to support WSP development. The same information is then
- OM6		i	WSP evaluation = 100%			used for WSP evaluation.
OM7 OM8		i				
OM9		i				
OM10		i				
OM11 OM12		i				
OM13		i				
OM14		i				
		i				
	DCCEEW	OM7	OM7	OM7 Data	Status	OM7 Comment
	Water		Update of RCI undertaken to support WSP	100%	Met	The RCI was completed for all of state and published January 2023.
		i	development. Measure by			,
		i	number of plans: Output = 50%			
		i	Supar 50%			
		i	Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
		i	Update of RCI completed in time for WSP	100%	Met	The RCI was completed for all of state and published January 2023.
		i	evaluation = 100%			
		i				
	DCCEEW	OM8	ОМ8	OM8 Data	Status	OM8 Comment
	Water	i	Update of WaQI undertaken to support WSP	100%	Met	The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
		i	development. Measure by number of plans: Output = 50%			
		1				
				Performance indicator Data	Status	Performance Indicator Comment
		1	Update of WaQI completed in time for WSP	100%	Met	The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
			evaluation = 100%			
	DCCEEW	OM9	OM9	OM9 Data	Status	OM9 Comment
	Water	OWIS		0M9 Data 100%	Met	
			Coverage of river and groundwater HEVAE extended to coastal WSP areas	100 /0	Het	River and groundwater HEVAE have been extended to the coast, with all areas completed November 2023.
		1				
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
		i	River and groundwater HEVAE extended to cover coastal WSP areas in time for plan	100%	Met	River and groundwater HEVAE have been extended to the coast, with all areas completed November 2023.
			evaluation = 100%			
	DCCEEW	OM10	OM10		Status	OM10 Comment
	Water		Coverage of river and groundwater HEVAE extended to coastal WSP areas		N/A	N/A
			extended to coastal WSP areas	NB identifcal to OM9 (double up of OM9)		
			Performance Indicator		Status	Performance Indicator Comment
					N/A	N/A
			River and groundwater HEVAE extended to cover coastal WSP areas in time for plan		INA	INA
			evaluation = 100%			
	DCCEEW Water	OM11	OM11	OM11 Data	Status	OM11 Comment
	· · · ·	1	WaQI extended to coastal WSP areas	100%	Met	The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
		i				
		i				
		i	Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
		i	WaQI extended to cover coastal WSP areas	100%	Met	The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
		i	in time for plan evaluation = 100%			
		i				
		i				
	DCCEEW	OM12	OM12	OM12 Data	Status	OM12 Comment
	Water	i	WaQI incorporated into the RCI	100%	Met	The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP. WaQI
		1				has been incorporated into the RCI.
		1				
			l			
			OM13 River Styles, WaQI, RCI and HEVAE	OM13 Data 100%	Status	OM13 Comment
		1	available on DPIE website	10076	IMIER	All products are available on the department website and through SEED.
	l					
			I .			
					_	
	DCCEEW	OM14	OM14	OM14 Data	Status	OM14 Comment
	DCCEEW Water	OM14	Technical reports for HEVAE and WaQI peer	OM14 Data 70%	Status On track	OM14 Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.
			Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website	70%		Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.
			Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website  Performance Indicator	70% Performance indicator Data	On track Status	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment
			Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaQI	70%	On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.
			Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaQI updates peer reviewed and published on	70% Performance indicator Data	On track Status	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment
			Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaQI	70% Performance indicator Data	On track Status	Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.  Performance indicator Comment
			Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaQI updates peer reviewed and published on DPIE website within 3 months of completion	70% Performance indicator Data	On track Status	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment
	Water		Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaQI updates peer reviewed and published on DPIE website within 3 months of completion = 100%	70% Performance indicator Data 70%	On track Status On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.
			Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website Performance Indicator Technical reports for HEVAE and WaQI updates peer reviewed and published on Del Medical Peer Peer Peer Peer Peer Peer Peer Pee	70% Performance indicator Data	On track Status On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment
Groundwater quantity	Water	OM15	Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaQI updates peer reviewed and published on DPIE website within 3 months of completion = 100%	70%  Performance indicator Data 70%  OM15 Data	On track Status On track Status On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.
Groundwater quantity monitoring	Water	OM15	Technical reports for HEVAE and WaOI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaOI updates peer reviewed and published on DPIE website within 3 months of completion = 100%.  OM15  Number of water monitoring sites:	70%  Performance indicator Data 70%  OM15 Data  4167 actively monitored (431 telemetered, 399 Logged and 3337 manual) Ground Water stations that were	On track Status On track Status On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.
Groundwater quantity monitoring The provision of a groundwater level, pressure	Water	OM15	Technical reports for HEVAE and WaOI peer reviewed and published on DPIE website Performance Indicator Technical reports for HEVAE and WaOI update peer reviewed and published on DPIE website within 3 months of completion = 100%  OM15 Number of water monitoring sites: Forceast = 4.384 (excludes coal seam gas	70%  Performance indicator Data 70%  OM15 Data	On track Status On track Status On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.
Groundwater quantity monitoring the provision of a groundwater level, pressure ind flow monitoring system; including design, ite calibration, data collection, entry, audit,	Water	OM15	Technical reports for HEVAE and WaOI peer reviewed and published on DPIE website Performance Indicator Technical reports for HEVAE and WaOI updates peer reviewed and published on DPIE website within 3 months of completion = 100%  OM15 Number of water monitoring sites: Forecast = 4,384 (excludes coal seam gas monitoring sites)	Performance indicator Data 70%  OM15 Data  4167 actively monitored (431 telemetered, 399 Logged and 3337 manual) Ground Water stations that were reported in 2023-24, checked against the site list in new RRA Schedule.	On track  Status On track  Status On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  CM15 Comment
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	Water	OM15	Technical reports for HEVAE and WaOI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaOI updates peer reviewed and published on DPIE website within 3 months of completion = 100%.  OM15  Number of water monitoring sites: Forecast = 4,384 (excludes coal seam gas monitoring sites)  Performance Indicator	70%  Performance indicator Data 70%  OM15 Data  4167 actively monitored (431 telemetered, 399 Logged and 3337 manual) Ground Water stations that were	On track  Status  On track  Status  On track  Status  Status  Status	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.
Groundwater quantity nonitoring he provision of a groundwater level, pressure ind flow monitoring system; including design, itle calibration, data collection, entry, audit, quality assurance, archiving, and information rovision; and the maintenance and operation	Water	OM15	Technical reports for HEVAE and WaOI peer reviewed and published on DPIE website Performance Indicator Technical reports for HEVAE and WaOI updates peer reviewed and published on DPIE website within 3 months of completion = 100%  OM15 Number of water monitoring sites: Forecast = 4,384 (excludes coal seam gas monitoring sites) Performance Indicator Sites in acceptable condition % of	Performance indicator Data 70%  OM15 Data  4167 actively monitored (431 telemetered, 399 Logged and 3337 manual) Ground Water stations that were reported in 2023-24, checked against the site list in new RRA Schedule.	On track  Status On track  Status On track	Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.  CM15 Comment
Groundwater quantity nonitoring he provision of a groundwater level, pressure of flow monitoring system; including design, ite calibration, data collection, entry, audit, uality assurance, archiving, and information rovision; and the maintenance and operation	Water	OM15	Technical reports for HEVAE and WaOI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaOI updates peer reviewed and published on DPIE website within 3 months of completion = 100%.  OM15  Number of water monitoring sites: Forecast = 4,384 (excludes coal seam gas monitoring sites)  Performance Indicator  Sites in acceptable condition % of replacement cost of monitoring sites in	Performance indicator Data 70%  OM15 Data  4167 actively monitored (431 telemetered, 399 Logged and 3337 manual) Ground Water stations that were reported in 2023-24, checked against the site list in new RRA Schedule.	On track  Status  On track  Status  On track  Status  Status  Status	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  OM15 Comment
Groundwater quantity monitoring The provision of a groundwater level, pressure and flow monitoring system; including design, site calibration, data collection, entry, audit,	Water	OM15	Technical reports for HEVAE and WaOI peer reviewed and published on DPIE website  Performance Indicator  Technical reports for HEVAE and WaOI updates peer reviewed and published on DPIE website within 3 months of completion = 100%.  OM15  Number of water monitoring sites: Forecast = 4,384 (excludes coal seam gas monitoring sites)  Performance Indicator  Sites in acceptable condition % of replacement cost of monitoring sites in condition grade 2 or better = 95%	Performance indicator Data 70%  OM15 Data  4167 actively monitored (431 telemetered, 399 Logged and 3337 manual) Ground Water stations that were reported in 2023-24, checked against the site list in new RRA Schedule.	On track  Status  On track  Status  On track  Status  Status  Status	Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  Performance Indicator Comment  Draft HEVAE technical report is complete and about to undergo peer review. WaQl is near completion.  CM15 Comment

			% of level or pressure data with a quality code better than 40 = 95%	96.0% of telemetered sites have data with quality code better than 40.	Met	
				96.2% of logged sites have data with quality code better than 40.		
W02 02	WNSW	OM16	OM16	OM16 Data	Status	OM16 Comment
W02-02 Groundwater quality monitoring	Witton	OMITO	Number of sites visited per year to collect	OM TO DATA	Met	Om to Continent
The provision of a groundwater quality			water quality samples: Forecast = 153 (excludes coal seam gas			
monitoring program; including design, sample collection, laboratory testing and analysis, test			monitoring sites)			
result quality assurance to accepted						
standards, and test result encoding to make it				148 Gound Water stations with quality data that were reported on WQDB in 2023-24 water year, checked against the site list in the new RRA Schedule.		
available for data management and reporting.				RRA Schedule has an agreed target of 153 active sites (note there are 5 bores identifed and in review that		
Relevant OM numbers: - OM16				are not suitable for WQ Sampling)		
- OM17						
	WNSW	OM17	OM17	OM17 Data	Status	OM17 Comment
			Number of samples undertaken per		Partially met	
			year: Forecast = 340 (excludes coal seam gas	332 Gound Water samples were reported for the 2023-24 water year. The new RRA schedule forecast is		
			monitoring sites)	340 samples per year.		
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			% compliance against monitoring program		Met	
			requirements = 98%	97.6% of scheduled site visited.		
				97.6% of forecasted number of samples undertaken.		
W02-03	wnsw	OM18	OM18	OM18 Data	Status	OM18 Comment
Groundwater data management			Number of sites subject to data management: Forecast = 4,384 (excludes coal seam gas		Partially met	
and reporting			monitoring sites)	4167 actively monitored (431 telemetered, 399 Logged and 3337 manual) Ground Water stations that were		
The data management and reporting of groundwater quantity and quality information;				reported in 2023-24, checked against the site list in new RRA Schedule.		
including compilation, secure storage,						
management and publishing of data to customers, stakeholders and the general			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
public.			% of sites where data is available daily = 90%		Met	
				91.6% of sites had data available daily (Telemetered GW)		
VVU-1-01	DCCEEW	OM19		OM19 Data	Status	OM19 Comment
Surface water modelling	DCCEEW Water	OM19	Number of documented model performance		Status Met	OM19 Comment 5 model performance reviews have been completed per year of the current period.
Surface water modelling The development, upgrade and application of surface water resource management models,		OM19	Number of documented model performance reviews during the year: Output = 5 per year	OM19 Data 5	Met	5 model performance reviews have been completed per year of the current period.
Surface water modelling The development, upgrade and application of surface water resource management models, for use in water planning and to assess		OM19	Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator	OM19 Data 5 Performance indicator Data	Met Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment
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		OM19	Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in	OM19 Data 5	Met	5 model performance reviews have been completed per year of the current period.
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		OM19	Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against	OM19 Data 5 Performance indicator Data	Met Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment
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.		OM19	Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in	OM19 Data 5 Performance indicator Data	Met Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment
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.  Relevant OM numbers: - OM19	Water		Number of documented model performance reviews during the year: Output = 5 per year Performance indicator ** model reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%	OM19 Data 5 Performance indicator Data 100%	Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.
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.  Relevant OM numbers: - OM19	Water	OM19	Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20	OM19 Data 5 Performance indicator Data 100% OM20 Data	Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment
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.  Relevant OM numbers: - OM19	Water		Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20 Number of models updated with an additional year of climate and hydrologic data:	OM19 Data 5 Performance indicator Data 100% OM20 Data	Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.
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 statutor, requirements, interstate agreements, regional water supply optimisation and third party impacts on NSW stakeholders.  Relevant OM numbers: - OM19	Water		Number of documented model performance reviews during the year: Output = 5 per year: Output = 5 per year: Performance indicator ** models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional	OM19 Data 5 Performance indicator Data 100% OM20 Data	Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment There are currently models in 28 systems and all of them are being updated annually to service either the diversion
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.  Relevant OM numbers: - OM19	Water		Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20 Number of models updated with an additional year of climate and hydrologic data:	OM19 Data 5 Performance indicator Data 100% OM20 Data	Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment There are currently models in 28 systems and all of them are being updated annually to service either the diversion
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.  Relevant OM numbers: - OM19	Water		Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20 Number of models updated with an additional year of climate and hydrologic data:	OM19 Data 5 Performance indicator Data 100% OM20 Data	Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion
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.  Relevant OM numbers: - OM19 - OM20	DCCEEW Water	OM20	Number of documented model performance reviews during the year: Output = 5 per year Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20 Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year	OM19 Data 5 Performance indicator Data 100% OM20 Data 15	Met Status Met Status Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.
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.  Relevant OM numbers: - OM/20  W04-02	Water	OM20	Number of documented model performance reviews during the year: Output = 5 per year: Output = 5 per year Performance indicator  % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year	OM19 Data 5 Performance indicator Data 100% OM20 Data	Met Status Met Status Status Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment
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. Relevant OM numbers: - OM19 - OM20  W04-02  Groundwater modelling	DCCEEW DCCEEW	OM20	Number of documented model performance reviews during the year: Output = 5 per year Output = 5 per year Performance indicator Performance indicator We models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20 Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  OM21 Number of documented model performance reviews during the year:	OM19 Data 5 Performance indicator Data 100% OM20 Data 15	Met Status Met Status Met Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a preference schedule, but
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. Relevant OM numbers: - OM19 - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and	DCCEEW DCCEEW	OM20	Number of documented model performance reviews during the year:  Output = 5 per year:  Performance indicator  % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data:  Output = 15 per year  OM21  Number of documented model performance	OM19 Data 5 Performance indicator Data 100% OM20 Data 15	Met Status Met Status Status Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment 2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to
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.  Relevant OM numbers: - OM19 - OM29  W04-02  Groundwater modelling The development and upgrade and use of	DCCEEW DCCEEW	OM20	Number of documented model performance reviews during the year: Output = 5 per year Output = 10 per year Output = 15 per year Output = 4 per year Output = 4 per year	OM19 Data 5 Performance indicator Data 100% OM20 Data 15	Met Status Met Status Status Status Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a preference schedule, but
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 thirrid party impacts on NSW stakeholders.  - OM19 - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.	DCCEEW DCCEEW	OM20	Number of documented model performance reviews during the year: Output = 5 per year Performance indicator  **models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  OM21  OM21  OM21  CM21  Performance indicator  **performance indicator*  *performance indicator*  *performan	OM19 Data 5 Performance indicator Data 100%  OM20 Data 15  OM21 Data 2	Met Status Met Status Met Status Not Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment
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.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21	DCCEEW DCCEEW	OM20	Number of documented model performance reviews during the year:  Output = 5 per year  Performance indicator  For models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data:  Output = 15 per year  OM21  Number of documented model performance reviews during the year:  Output = 4 per year  Performance indicator	OM19 Data 5 Performance indicator Data 100% OM20 Data 15 OM21 Data 2	Met Status Met Status Met Status Met Status Status Status Status Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve larget models performance reviews and extensions is origing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment
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.  Relevant OM numbers: - OM29  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers:	DCCEEW DCCEEW	OM20	Number of documented model performance reviews during the year:  Output = 5 per year:  Performance indicator  **Monoble reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data:  Output = 15 per year  OM21  Number of documented model performance reviews during the year:  Output = 4 per year  Performance indicator  % models meeting accuracy and reliability criteries also placed by the Australian	OM19 Data 5 Performance indicator Data 100% OM20 Data 15 OM21 Data 2	Met Status Met Status Met Status Met Status Status Status Status Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment 2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is orgoing according to a predetermined schedule, but due to resourcing issues with be significantly delayed in achieving keeping all models current.  Performance Indicator Comment 2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but
W04-02  W04-02  Groundwater 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 thirrid party impacts on NSW stakeholders.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21 - OM22	DCCEEW Water  DCCEEW Water	OM20	Number of documented model performance reviews during the year: Output = 5 per year Performance indicator  **models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  OM21  Number of documented model performance reviews during the year: Output = 4 per year  Performance Indicator  **models meeting accuracy and reliability criteria sipulated by the Australian Groundwater Modelling Guidelines = 100%	OM19 Data 5 Performance indicator Data 100% OM20 Data 15 OM21 Data 2	Met Status Met Status Met Status Met Status Status Status Status Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment 2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is orgoing according to a predetermined schedule, but due to resourcing issues with be significantly delayed in achieving keeping all models current.  Performance Indicator Comment 2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but
W04-02  W04-02  Groundwater 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 thirrid party impacts on NSW stakeholders.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21 - OM22	DCCEEW Water  DCCEEW Water	OM20 OM21	Number of documented model performance reviews during the year: Output = 5 per year Performance indicator  **models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  Output = 15 per year  Output = 4 per year  Performance indicator  **models mediang accuracy and reliability criteria sipulated by the Australian Groundwater Modelling Guidelines = 100%  OM22  OM21	OM19 Data 5 Performance indicator Data 100% OM20 Data 15 OM21 Data 2 Performance indicator Data 50%	Met Status Mot Status Mot Status Not Met Status Not Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  2 model review out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment  I model review out of the annual target of 2 has been updated for the financial year 2023-24. The delay is the
W04-02  W04-02  Groundwater 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 thirrid party impacts on NSW stakeholders.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21 - OM22	DCCEEW Water  DCCEEW Water	OM20 OM21	Number of documented model performance reviews during the year: Cutput = 5 per year Performance Indicator  **models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Cutput = 15 per year  OM21  Number of documented model performance reviews during the year: Cutput = 4 per year  Performance Indicator  **models meeting accuracy and reliability criteria sisplated by the Australian Groundwater Modelling Guidelines = 100%  OM22	OM19 Data 5 Performance indicator Data 100% OM20 Data 15 OM21 Data 2 Performance indicator Data 50%	Met Status Met Status Met Status Status Status Not Met Status Status Status Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and addensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment
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 statutor, requirements, interstate agreements, regional water supply optimisation and thirrid party impacts on NSW stakeholders.  Relevant OM numbers: - OM19 - OM29  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21 - OM21 - OM22	DCCEEW Water  DCCEEW Water	OM20 OM21	Number of documented model performance reviews during the year: Cutput = 5 per year Performance indicator  **models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of elimate and hydrologic data: Cutput = 15 per year  OM21  Number of documented model performance reviews during the year: Output = 4 per year  Output =	OM19 Data 5 Performance indicator Data 100% OM20 Data 15 OM21 Data 2 Performance indicator Data 50%	Met Status Met Status Met Status Status Status Not Met Status Status Status Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment  I model review out of the annual target of 2 has been updated for the financial year 2023-24. The delay is the
W04-02  W04-02  Groundwater 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.  Relevant OM numbers: - OM19 - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21 - OM21	DCCEEW Water  DCCEEW Water	OM20  OM21  OM22	Number of documented model performance reviews during the year:  Output = 5 per year  Performance indicator  **Monoble reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of elimate and hydrologic data:  Output = 15 per year  OM21  Number of documented model performance reviews during the year:  Output = 4 per year  Performance Indicator  **Monobles meeting accuracy and reliability criterias situated by the Australian Groundwater Modelling Guidelines = 100%  OM22  Number of models updated with an additional year of elimate and hydrologic data:  Output = 2 per year	OM19 Data 5 Performance indicator Data 100% OM20 Data 15  OM21 Data 2 Performance indicator Data 50% OM22 Data	Met Status Met Status Met Status Not Met Status Not Met Status Not Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and obtensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving kneigh all models current.  Performance Indicator Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving kneight and part of 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving kneight and models current.  OM22 Comment  1 model reviews out of the annual target of 2 has been updated for the financial year 2023-24. The delay is the result of resourcing issues, but the data extension on other models are underway.
W04-02  W04-02  Groundwater 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.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM22	DCCEEW Water  DCCEEW Water	OM20  OM21  OM22	Number of documented model performance reviews during the year: Output = 5 per year Performance indicator  % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  OM21  Number of documented model performance reviews during the year: Output = 4 per year  Performance indicator  % models meeting accuracy and reliability criteria sipulated by the Australian Groundwater Modelling Guidelines = 100%  OM22  Number of models updated with an additional year of climate and hydrologic data: Output = 2 per year	OM19 Data 5 Performance indicator Data 100% OM20 Data 15 OM21 Data 2 Performance indicator Data 50%	Met Status Met Status Met Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  Comdet reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment  OM23 Comment  OM23 Comment
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.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21 - OM22  W04-03  W04-03  Water resource accounting	DCCEEW Water  DCCEEW Water	OM20  OM21  OM22	Number of documented model performance reviews during the year: Output = 5 per year Performance indicator  **models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  Output = 15 per year  Output = 4 per year  Performance indicator  **models mediang accuracy and reliability criteria sipulated by the Australian Groundwater Modelling Guidelines = 100%  OM22  OM22  OM22  OM22  OM22  OM22  OM23  OM23  OM23  Publication of detailed General Purpose Water Allocation Reports (GPWARs):	OM19 Data 5 Performance indicator Data 100% OM20 Data 15  OM21 Data 2 Performance indicator Data 50% OM22 Data	Met Status Met Status Met Status Not Met Status Not Met Status Not Met	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment  1 model review out of the annual target of 2 has been updated for the financial year 2023-24. The delay is the result of resourcing issues, but the data extension on other models are underway.
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.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21 - OM21 - OM22  W04-03  Water resource accounting The development and update of water resource accounts and information on NSW water	DCCEEW Water  DCCEEW Water	OM20  OM21  OM22	Number of documented model performance reviews during the year: Cutput = 5 per year Performance Indicator  **Monoble reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Cutput = 15 per year  OM21  Number of documented model performance reviews during the year: Cutput = 4 per year  Performance Indicator  **models meeting accuracy and reliability criteria sisplated by the Australian Groundwater Modelling Guidelines = 100%  OM22  Number of models updated with an additional year of climate and hydrologic data: Cutput = 2 per year  OM22  OM23  OM23  OM23	OM19 Data 5 Performance indicator Data 100% OM20 Data 15  OM21 Data 2 Performance indicator Data 50% OM22 Data	Met Status Met Status Met Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment  1 model review out of the annual target of 2 has been updated for the financial year 2023-24. The delay is the result of resourcing issues, but the data extension on other models are underway.  OM23 Comment  Reports for all 9 Inland regulated water sources published each year. GPWAR for all water sources have been
W04-02  W04-02  Groundwater 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.  Relevant OM numbers: - OM20  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21  - OM22  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	DCCEEW Water  DCCEEW Water	OM20  OM21  OM22	Number of documented model performance reviews during the year: Output = 5 per year Performance indicator  **models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  Output = 15 per year  Output = 4 per year  Performance indicator  **models mediang accuracy and reliability criteria sipulated by the Australian Groundwater Modelling Guidelines = 100%  OM22  OM22  OM22  OM22  OM22  OM22  OM23  OM23  OM23  Publication of detailed General Purpose Water Allocation Reports (GPWARs):	OM19 Data 5 Performance indicator Data 100% OM20 Data 15  OM21 Data 2 Performance indicator Data 50% OM22 Data	Met Status Met Status Met Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment  1 model review out of the annual target of 2 has been updated for the financial year 2023-24. The delay is the result of resourcing issues, but the data extension on other models are underway.  OM23 Comment  Reports for all 9 Inland regulated water sources published each year. GPWAR for all water sources have been
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 statutor, requirements, interstate agreements, regional water supply optimisation and third party impacts on NSW stakeholders.  Relevant OM numbers: - OM29  W04-02  Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance Comments.  Relevant OM numbers: - OM21  - OM22  W04-03  Water resource accounting The development and update of water resource accounts and information on NSW water	DCCEEW Water  DCCEEW Water	OM20  OM21  OM22	Number of documented model performance reviews during the year: Output = 5 per year Performance indicator  **Monoble reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%  OM20  Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year  Output = 15 per year  Output = 4 per year  Performance Indicator  **Se models meeting accuracy and reliability criteria sitpulated by the Australian Groundwater Modelling Guidelines = 100%  OM20  OM21  OM21  OM20  OM21  OM21  OM21  OM21  OM21  OM21  OM21  OM22  OM21  OM21  OM21  OM23  Publication of detailed General Purpose Water Allocation Reports (GPWAFRs): Output = 9 (covering 11 sources) per year	OM19 Data 5 Performance indicator Data 100% OM20 Data 15  OM21 Data 2 Performance indicator Data 50% OM22 Data	Met Status Met Status Met Status	5 model performance reviews have been completed per year of the current period.  Performance Indicator Comment  All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines.  OM20 Comment  There are currently models in 28 systems and all of them are being updated annually to service either the diversion compliance programs or regional water strategy work. We are confident that we have exceeded this measure.  OM21 Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  Performance Indicator Comment  2 model reviews out of the annual target of 4 have been completed for the financial year 2023-24. The work to achieve target model performance reviews and extensions is ongoing according to a predetermined schedule, but due to resourcing issues will be significantly delayed in achieving keeping all models current.  OM22 Comment  1 model review out of the annual target of 2 has been updated for the financial year 2023-24. The delay is the result of resourcing issues, but the data extension on other models are underway.  OM23 Comment  Reports for all 9 Inland regulated water sources published each year. GPWAR for all water sources have been

Relevant OM numbers: - OM23 - OM24			GPWARs published within 12 months of the end of the water year = 100%	100%	Met	Reports for all 9 inland regulated water sources published each year. GPWAR for all water sources have been published each year on schedule.
	DCCEEW	OM24	OM24	OM24 Data	Status	OM24 Comment
	Water		Reports to meet state and federal compliance reporting obligations.	n/a	Met	Resource accounting reports were produced to service 2023-24 reporting obligations
W05-01	DCCEEW	OM25	OM25	OM25 Data	Status	OM25 Comment
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 Comment of compliance with long term extraction limits.  Relevant OM numbers:  - OM25  - OM27  - OM23  - OM29  - OM29			program established and published.	n/a	Met	Output measure is met. Thems cullines established for 12 themse covering all areas of WSP implementation. Annual review process to update theme outlines completed. Until implementation program manual completed, which describes the components of the program and cultines work instructions to operate the program year to year. Continuing to develop the evaluation and reporting components of the program to enable reporting on themse implementation and program performance. Commenced review of governance of implementation programs.
	DCCEEW Water			OM26 Data	Status	OM26 Comment
	Water		Annual implementation effectiveness reviews completed for each theme and communicated to key stakeholders (water agencies, Murray- Darling Basin Authority (MDBA), NRC, industry and public) through annual reports and DPIE Water website update.	n/a	Met	Annual implementation effectiveness reviews completed for 2021/22 and 2022/23. Collection of data to inform 2023-24 annual implementation review and report has commenced.
	DCCEEW		OM27	OM27 Data	Status	OM27 Comment
	Water		Manage Long Term Average Annual Extraction Limit (LTAAEL) in priority WSPs where it is exceeded Report back: Number of times that there is non-compliance with the long-term average annual extraction limit, as defined in each WSP. I.e. 1, X Water Sharing Plan Output = 0 per year	n/a	Met	LTAAEL in priority WSPs where it is exceeded has been successfully managed and 100% compliance achieved. Growthin-use acclion taken for the Namei - reduced available water determination for supplementary licence holders Non-compliant for Southern Sydney EMU - major utility access licence in the Greater Metro - no action is required to reduce water take, rather a review is to be undertaken by the Minister.
			Performance Indicator 100% compliance with LTAAEL assessed	Performance indicator Data	Status	Performance Indicator Comment
			annually for priority water sharing plans in accordance with rules set ut in respective WSPs, and AWDs reflect an appropriate reduction in allocations where LTAAEL is exceeded.  Report back: WSP non-compliance addressed through the required management action, as defined in each WSP i.e. 100%, AWDs reduced to be compliant with the extraction limit.	100%	Met	LTAAEL in priority WSPs where it is exceeded has been successfully managed and 100% compliance achieved Growth-in-use action taken for the Namo - reduced available water determination for supplementary licence holders Non-compliant for Southern Sydney EMU - major utility access licence in the Greater Metro - no action is required to reduce water take, rather a review is to be undertaken by the Minister.
	DCCEEW Water	OM28		OM28 Data	Status	OM28 Comment
		OM20	Snowy licence review implemented by 2022.	n/a	Not met	The Snowy Licence Review was not implemented by 2022. It is set to be completed by the end of 2024. The work plan of ongoing investigations to be implemented following the completion of the licence review and continue through to the next licence review in 2027.
	DCCEEW Water		OM29  AWDs and allocation statements released for	OM29 Data	Status	OM29 Comment  Completed on time for each water source, in each year of the current period.
			each WSP	Performance Indicator Data	Status	Performance Indicator Comment
			AWDs published on website within 1 week of being made = 100%		Met	Completed on time for each water source, in each year of the current period.
W05-02	WNSW	OM30	OM30	OM30 Data	Status	OM18 Comment
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				The state-wide guidelines were not updated as the NHMRC Guidelines for Mangaing Risks in Recreational Waters have not been updated.  Algal hotline has been structurally refreshed and will continue to operate.	Met	Revewed guidelines remain pending.
				Performance Indicator Data	Status	Performance Indicator Comment
			% reports meeting weekly timeframe to regional algal coordinating committees and state algal coordinator of alert levels based on algal data = 100%	The state-wide guidelines were not updated as the NHMRC Guidelines for Mangaing Risks in Recreational Waters have not been updated.	Met	

			% actions implemented in accordance with algal risk management plan and guidelines = 100%	100% of red alert updates and reports have been sent through to the relevant stakeholder groups. Reporting frequency has reduced in some regions through the cooler months due to lower sampling frequency. All actions were completed in accordance with align risk management plans. Of these 97% were completed within set timeframes from results received.	Met	100% of red alert sent to stakeholders through media statement and or stackholder reports.
W05-03	DCCEEW	OM31	OM31	OM31 Data	Status	OM31 Comment
Environmental water management.  The development and collaborative governance of environmental flow strategies and Comments; and the use of environmental water to achieve environmental outcomes.  Relevant OM numbers include:  - OM31  - OM32  - OM33  - OM34	Water		Prerequisite policy measures – adaptive process in place to recognise return flows from environmental water.	n/a	Met	The adaptive process is in place to develop return flow accounting arrangements. This includes the annual evaluation and review process, and the Prerequisible Policy Measures (PRAIs) vacking group by the hir reviews osisting arrangements and prioritises new arrangements), as well as informal technical working groups to develop and refine arrangements. The PPMs working group met last in March and plan to meet again in 2024.
			Performance Indicator 1	Performance indicator Data	Status	Performance Indicator 1 Comment
			Agreement – eWater managers, Water NSW and SCBEWC agree the process for recognising return flows.	n/a	Met	Agreement continues to be achieved for all loss accounting arrangements to date. Since March 2024, the process has facilitated work to finalise 2 arrangements and further progress on the policy regarding return flows recognition when Menindee Lakes are in NSW control.
			Performance Indicator 2 Annual report on PPMs implementation published on DPIE website.	nia	Status Met	Performance Indicator 2 Comment The annual review report for 2022-2023 has been published. Work is underway to prepare the next (2023-24) annual evaluation and review report on PPMs implementation.
	DCCEEW		OM32	OM32 Data	Status	OM32 Comment
	Water	OM32	OM32  Northern Basin – Interim Unregulated Flow Management Plan for the North-west implemented as demonstrated by: Review report published and Procedures Manual for the Interim Unregulated Flow Management Plan for the North-west adopted by Water NSW and in place.	Owsz Data	Off track	Owasz Comment This output measure is off track while waiting for the findings of the Connectivity Expert Panel. The measure to publish a review report was met in 2021.
	DCCEEW Water	OM33	OM33  Snowy Licence – Evaluate using the Mowamba River to provide environmental water to the Snowy River.	OM33 Data n/a	Status Met	OM33 Comment  An initial investigation into using the Mowamba River to provide environmental water to the Snowy River has been completed and further work is underway to decide the forward workplan, including more detailed investigations.  Only \$37,590 was spent under W05-03 in the 2022-23 water year as part of OM34, and other work has not been linked to W05-04.
	DCCEEW	OM34	OM34	OM34 Data	Status	OM34 Comment
	Water		Snowy licence – Investigate more flexible delivery to achieve better environmental outcomes and deliver an average annual flow consistent with the intent of SWIOID.	n/a	Met	Work completed includes a feasibility assessment, a 3-year trial underway to achieve improved flexibility of releases under the Snowy River Increased Flows, as well as work to obtain required approvals for more flexible release, however none of this work has been linked to W05-03.
				-	•	•
W05-04	DCCEEW	OM35	OM35	OM35 Data	Status	OM35 Comment
Water plan performance Comment and evaluation. The Comment, audit and evaluation of the water management plans' appropriateness, efficiency and effectiveness in achieving economic, social and environmental objectives.  Relevant OM numbers include: - OM35	Water		WSP risk assessments prepared: Output = 25	17	On track	17 of 25 risk assessments have been prepared as of 2023-24. All 25 will be completed by end of 2024/25.
- OM36			WSPs with risk assessments available prior to remake date = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment All risk assessment prepared to date have been completed and made available in line with Water Sharing Plan (WSP) remake timelines.
	DCCEEW	OM36	OM36	OM36 Data	Status	OM36 Comment
	Water		WSPs included in the scope of monitoring programs: Output = Monitoring data for all inland (Basin) WSPs, at least 6 coastal WSPs (approximately 50% of coastal WSP remakes during the period) Performance Indicator	100%  Performance indicator Data	Met	Available environmental monitoring outcomes data was compiled and supplied for all inland WSPs and 6 coastal WSPs.  Performance Indicator Comment
			WSPs with monitoring outcomes available prior to evaluation and remake date = 100%	100%	Met	Available environmental monitoring outcomes data was compiled and supplied for all inland WSPs and 6 coastal WSPs.
W06-01	DCCEEW	OM37	OM37	OM37 Data	Status	OM37 Comment

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. Relevant OM numbers include:	YYdtui		NRC review report submitted for plans due to expire within the 2021 IPART period to Minister and Minister endorses Department recommendation for coastal WSPs to be replaced or extended. Output = 7 Anticipated coastal WSPs approved for replacement or extension: Bega, Murrah, Richmond, Towamba, Tweed, GMR Unreg, GMR GW	7	Met	All anticipated Natural resources Commission (NRC) review reports have been submitted and recommendations endorsed by the Minister. It is likely 13 total NRC reports will have been submitted by the end of the current period.
- OM37						
- OM38 - OM39			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
- OM/39 - OM40 - OM41 - OM42			Review report submitted on time = 100%	100%	Met	All anticipated Natural resources Commission (NRC) review reports have been submitted and recommendations endursed by the Minister. It is likely 13 total NRC reports will have been submitted by the end of the current period.
	DCCEEW	OM38	OM38	OM38 Data	Status	OM38 Comment
	Water		WSP rules are reviewed and updates	11	On track	11 of 13 WSPs rules are revied and updated proposed as part of plan replacement. It is expected the remaining two
			proposed where required as part of plan replacement: Output = 13 Anticipated WSPs that have work progressed to review and update rules where required to inform draft plan for public exhibition: CC, Coffs, Hunter, LNC, Bega, Murrah, Richmond, Townsha, Tweed, GMR Unreg, GMR GW, 2 additional plans brought forward from those due to expire in 2028.			will be completed by the end of the current period. Statewide Index will be completely updated by the end of the period.
			Performance Indicator WSP rules reviewed and updates proposed in	Performance indicator Data	Status On track	Performance Indicator Comment  11 of 13 WSPs rules are revied and updated proposed as part of plan replacement. It is expected the remaining two
			line with expected timing = 100%	V-1/4	Ontrack	will be completed by the end of the current period. Statewide Index will be completely updated by the end of the
	DCCEEW	OM39	OM39	OM39 Data	Status	period. OM39 Comment
	Water	OWI39	Public exhibition of draft replacement coastal	OM39 Data	Met	Public exhibition of all 11 draft replacement coastal WSPs was completed.
			Output = 11 Anticipated coastal WSPs that have public exhibition completed: CC, Coffs, Hunter, LNC, Bega, Murrah, Richmond, Towamba, Tweed, GMR Unreg, GMR GW.	Performance indicator Data	Status	Performance Indicator Comment
			Public exhibition completed in line with	100%	Met	Public exhibition of all 11 draft replacement coastal WSPs was completed.
	200==	01	expected timing = 100%			
	DCCEEW Water	OM40		OM40 Data	Status	OM40 Comment
	170.07		Replacement coastal WSP submitted for approval to commence: Output = 11 Anticipated 11 coastal WSPs submitted to the Minister for approval to commence: CC, CGfs, Hunter, LNC, Bega, Murrah, Richmond, Towamba, Tweed, GMR Unreg, GMR GW.	11 Performance indicator Data	Met	The replacement of 11 coastal WSPs was submitted for approval to commence.  Performance Indicator Comment
			Replacement WSPs submitted for approval in		Met	The replacement of 11 coastal WSPs was submitted for approval to commence.
	DCCEEW	OM41	line with expected timing = 100%	CM41 Data	Status	OM41 Comment
	Water	0.24	Commencement of coastal WSPs:	11	Mot	All 11 coastal WSPs commenced
			Output = 11 Anticipated coastal WSPs approved by the Minister to commence and have been submitted to the NSW legislation website for upload: CC, CGR, Hunter, LNC, Bega, Murrah, Richmond, Towamba, Tweed, GMR Uhreg, GMR GW.	Performance indicator Data	Met	All 11 coastal WSPs commenced.
			Commencement of WSPs occur in line with		Met	All 11 coastal WSPs commenced.
	DOCEEN	OM42	expected timing = 100%			
	DCCEEW Water	OM42	OM42 Amendment to coastal WSPs commenced as	OM42 Data	Status	OM42 Comment  14 coastal WSP amendments completed in 23-24 period. Further coastal amendments are in
			Amendment to coastal WSPs commenced as required.		Met	14 Costat WSF amentments completed in 25-24 period. Further costal amendments are in development/approvals and will be finalised in the 2024-25 period.

Modern development (instant) The development							
March   Control   Contro	W06-02	DCCEEW	OM43	OM43	OM43 Data	Status	OM43 Comment
PROPERTY AND ADDRESS AND ADDRE	The development, review, amendment, and extension or a measurement and extension or development plans; the development of additional panning instruments to comply with the Commonwealth Water Act; and the consultation acti	··ac		expire within the 2021 IPART period to Minister and nises Department recommendation for inland WSPs to be replaced or extended.  Output = 13 Anticipated inland WSPs approved for replacement or extension: Castlereagh, IS, LMD, Murray, NM VSW, NSW BR, BD, Belubula, Gwyfur, Lachlan, Macq Bogan,	13	Met	All anticipated NRC review reports have been submitted and recommendations encorsed by the Minister.
Color   Colo				Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
POCISIO  OUAL Contents  POCISION  OUAL Contents  OU	- OM48			Review report submitted on time = 100%	100%	Met	All anticipated NRC review reports have been submitted and recommendations endorsed by the Minister.
Work  With Power to more care plants and power to proceed the power to control plants and power to proceed the pow				·			
Princetons includes any part of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your sections of your programmed and six to complete to your sections of your sections of your programmed and six to complete to your sections of your programmed and six to complete to your sections of your programmed and your sections of your sections of your programmed and your sections of your sections of your programmed and your sections of your sections of your programmed and your programmed and your programmed and your sections of your programmed and			OM44	OM44	OM44 Data	Status	
WEAT THAT IN PROCESSION OF THE		Water		proposed where required as part of plan replacement. Associated updates to WRPs are also identified.  Output = 13  Anticipated inland WSPs (and associated WRPs) to have work progressed to review and update rules where required to inform draft replacement plan for public exhibition:  Castlereagh, IS, LMD, Murray, NW NSW, NSW RS, BD, Sebubula, Gwydir, Lachlan, Macq Bogan, Murrumbidgee, Namol/Peel.	6		measure is significantly progressed and will be completed by 2nd half 2024.
DOCEN OMA Water Wa				Performance Indicator	Performance indicator Data		Performance Indicator Comment
DOCKET WATER WATER  DOCKET  DOCKET WATER  DOCKET  DOCKET  DOCKET WATER  DOCKET  DOCKET  DOCKET  DOCK					46%	On track	
PLASE cellulation of dail reglements label and in reglements that WPS global any label cellulation (Institute Automated Institute Automated Instit							
WSP- (or all any suscicular VIPE) splates in completed in the second half of 2025 replacement plans regarding that a split completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the completed in the second half of 2025 replacement plans regarding the			OM45		OM45 Data		
Public exhibition completed in line with operated similary = 100%.  DCCEEV Water  OM46  OM47  OM				completed Output = 13  Anticipated inland replacement WSPs (and associated WRPs) to have public exhibition completed (Castlereagh, IS, LMD, Murray, NW NSW, NSW BR, BD, Belubula, Gwydir, Lachlan, Macq Bogan, Murrumbidgee,			pairs due to replacement in access en incompensar as proclusaes raire incompensar to compensar 700 for 2024. 2025 replacement plans regarding this output measure is anticipated to be completed in the second half of 2024.
Pictic enhibition completed in line with operated from y 100% operated f				Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
Performance Indicator					46%	On track	Six plans due for replacement by 2024 completed their public exhibition (between June and Dec 2023). Seven plans due for replacement in 2025 are not completed as prior tasks have not progressed or completed. Work on 2025 replacement plans regarding this output measure is anticipated to be completed in the second half of 2024.
approval to commence and amended WRP submitted for accreditation of particular for accreditation of particular for approval to commence and amended WRP submitted for accreditation of particular for approval to commence and amended WRP submitted for the Middle for approval to commence and amended writers for approval to commence and amended writers for approval to commence and amended writers for approval to accreditation of the Middle for acc			OM46	OM46	OM46 Data	Status	OM46 Comment
Replacement WSPs submitted for approval in line with expected timing = 100%  DCCEEW Water  Water  OM47 OM47 Data Status OM47 Comment  With explacement inland WSP has commenced. Output = 13  Anticipated inland WSPs to be approved by the Minister to commence and have been submitted for the NSW legislation website for upload: Castlereagh, IS, LMD, Murray, NW NSW, NSW RR, BD, Belluballia, Gwydir, Lachlan, Macq Bogan, Murrumbidgee, NamiriPeel-Relevant WFPs are accredited		Water		Replacement Inland WSP submitted for approval to commerce and amended WRP submitted for accreditation to Commonwealth. Commonwealth.  Anticipated up to 13 inland WSPs to be submitted to the Minister for approval to commence Castlereagh. IS, LMD, Murray, WN SW, NSW BR, BD Betubud, Gwydir, Lachlan, Macq Bogan, Murrumbidgee, NamoliPeal, Rebeard WSPs are submitted to the MDBA for accreditation Comment of amendments.	6	On track	Six plans due for replacement by 2024 completed their public exhibition (between June and Dec 2023). Seven plans due for replacement in 2025 are not completed as prior tasks have not progressed or completed. Work on 2025 replacement plans regarding this output measure is anticipated to be completed in the second half of 2024.
DCCEEW Water  OM47 Water  OM47  Water  OM47  OM47  Data  OM47 Data  OM47 Data  Status  OM47 Comment  On track  Sixplans due for replacement in 2024 were all submitted for approval. Plans due for replacement in 2025 he progressed as prior tasks have not progressed or completed. Work on 2025 replacement plans regarding this output measure is anticipated to be completed by June 2025.  Anticipated inland WSPs to be approved by the Minister to commence and have been submitted to the NSW legislation website for ulpicad: Castlereagh, IS, LMD, Murray, NW NSW, NSW R, BD, Belbula, Gwydir, Lachian, Macq Bogan, Murrumbidgee, Namil/Ped-Relevant WFPs are accredited				Replacement WSPs submitted for approval in			Six plans due for replacement by 2024 completed their public exhibition (between June and Dec 2023). Seven
Replacement inland WSP has commenced. Output = 13  Anticipated inland WSPs to be approved by the Minister to commence and have been submitted for application website for upload: Castlereagh, IS, LMD, Murray, NW NSW, NSW R, BD, Bebulania, Gwydir, Lachian, Macq Bogan, Murrumbidgee, Namily Pee, Relevant WFPs are accredited.		2005	01::-			0	2025 replacement plans regarding this output measure is anticipated to be completed in the second half of 2024.
Output = 13  Output = 13  Anticipated inland WSPs to be approved by the Minister to commence and have been submitted to the NSW legislation website for upload: Castlereagh, IS, LMD, Murray, NW NSW, NSW R, BD, Belubula, Gwyddr, Lachlan, Macq Bogan, Murrumbidgee, Namil-Pel-Relevant WFPs are accredited			OHIH!	Replacement inland WSP has commenced.	6		Six plans due for replacement in 2024 were all submitted for approval. Plans due for replacement in 2025 have not
				Output = 13  Anticipated inland WSPs to be approved by the Minister to commence and have been submitted to the NSW legislation website for upload: Castlereagh, IS, LMD, Murray, NW NSW, NSW BR, BD, Belubula, Gwydir, Lachlan, Macq Bogan, Murrumbidge, Namol/Ped. Felevant WRPs are accredited			progressed as prior tasks have not progressed or completed. Work on 2025 replacement plans regarding this
Performance Indicator Data Status Performance Indicator Comment				Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment

			Replacement WSPs are commenced in line with expected timing = 100%	46%	On track	Six plans due for replacement in 2024 were all submitted for approval. Plans due for replacement in 2025 have not progressed as prior tasks have not progressed or completed. Work on 2025 replacement plans regarding this output measure is anticipated to be completed by June 2025.
	DCCEEW Water	OM48		OM48 Data	Status	OM48 Comment
	Water		Amendment to inland WSPs/WRPs commenced as required (separate to those undertaken as part of plan replacement processes during the IPART period)	26	Met	26 inland WSP amendments have been completed as of 23-24 period.
	DCCEEW	OM49	OM49	OM49 Data	Status	OM49 Comment
	Water		Water Resource Plans accredited in line with Basin Plan 2012 (Basin Plan) and Commonwealth Water Act requirements. Output = 20	16	On track	16 of 20 Water Resource Plans accredited in line with the Basin Plan 2012 (Basin Plan) and Water Act requirements. Outstanding WRPs are anticipated to be resubmitted by December 2024.
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			= 100%	80%	On track	16 of 20 Water Resource Plans accredited in line with the Basin Plan 2012 (Basin Plan) and Water Act requirements. Outstanding WRPs are anticipated to be resubmitted by December 2024.
	DCCEEW	OM50	OM50	OM50 Data	Status	OM50 Comment
	Water		NSW WSPs commenced prior to accreditation of NSW WRPs Output = 9 Anticipated regulated river inland WSPs replaced/amended ahead of associated WRP accreditation. Belubula, Peel, Namoi, Gwydir, Macquarie Castlereagh, Murray, Murrumbidgee, MLD, Lachlan.	7	On track	7 of 9 NSW WSPs commenced prior to accreditation of NSW WRPs. The one outstanding plan area is anticipated to be completed in the second half of 2024.
W06-03	DCCEEW	OM51	OM51	OM51 Data	Status	QM51 Comment
Floodplain management plan development. The development review, amendment and extension or replacement of Floodplain Management Plans in collaboration with OEH.  Reievant OM numbers include: - OM61 - OM62 - OM63 - OM54 - OM55 - OM56			S43 review report submitted for southern FMPs due to expire within the 2021 IPART period to Minister and Minister endorses Department recommendation for FMPs to be replaced or extended with 3/4 WMA200 compliant FMPs Output = 10	10	Met	All anticipated NRC review reports have been submitted to the Minister.
	DCCEEW	OM52		OM52 Data	Status	OM52 Comment
	Water		S43 review reports submitted in line with statutory 5-year timeframe for 3 northern FMPs. Output = 3	3	Met	All anticipated NRC review reports have been submitted to the Minister.
	DCCEEW	OM53		OM53 Data	Status	OM53 Comment
	Water		FMP rules are reviewed and updates proposed where required as part of plan replacement/amendment Output = 10 Update 1 Updates to WRPs to be identified. This is anticipated to incube technical mwestgadions of floodway network, flood behaviour and evesting floodplan assets. Anticipated updates of the Country of the Countr	10 OM54 Data	Met	This measure has been exceeded with rule reviews completed for nineteen FMPs as of 2023-24. An additional ten are anticipated to have rules reviewed in 2024-25.  OMS4 Comment
the state of the s	DCCEEW	OM54				

	water	OM55	Public exhibition of draft replacement FMPs and amended FMPs (and any associated WRP updates) is completed Output = 7 Anticipated that up to 4 FMP replacements/amendments (and associated WRPs) have public exhibition completed (10 historic souther valley FMPs anticipated to be replaced by 3/4 FMPs. Gwydir, Barwon Darling and Upper Namoi anticipated to require amendment)  OMM5	7 OM55 Data	Met	All anticipated FMPs have completed public exhibition as of 2023-24 with another four public exhibition periods anticipated to be completed in 24-25.  OMSS Comment
	Water	UNISS	Replacement FMP/amended FMPs submitted		Met	
			for approval to commence Output = 4 (Note amended WRP submitted for accreditation to Commonwealth under W06- 02)			All anticipated FMPs amendments were submitted for approval complete as of 2023-24 with another 2 replacement plans anticipated to be submitted in 24-25.
	DCCEEW	OM56		OM56 Data	Status	OM56 Comment
	Water		Replacement/amended FMP is commenced Output = 7 (Note amended WRP is accredited under W06-02) Anticipated that up to 4 FMP replacements and 3 FMP amendments WSPs are approved by the Minister to commence and have been submitted to the NSW legislation website for upload (Note relevant WRPs are accredited by the Commonwealth Minister for Water under W06-02)	6	On track	The amendment of 6 out of 7 FMPs completed in 2023/24. Two replacement plans anticipated to commence 1 July 2025 and the remaining 2 in December 2025.
W06-05	DCCEEW Water	OM57		OM57 Data	Status	OM57 Comment
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.  Relevant OM numbers include: - OM457 - OM458 - OM450 - OM60 - OM60 - OM601			Regional water strategies completed and in place Output = 11	8	On track	8 regional water strategies are complete and in place (in addition to the Greater Hunter RWS which was completed before the current period). The Lachlan, NSW Murray and Murrumbildge strategies are expected to be published by the end of 2024, taking total published strategies to 11 by the end of June 2025.
	DCCEEW	OM58	OM58	OM58 Data	Status	OM58 Comment
	Water		Regional water strategies implementation plans developed Output = 11	8	On track	Eight implementation plans are complete and in place (not including the Greater Hunter). Implementation plans for the Lachian, NSW Murray and Murrumbidgee are anticipated to be published alongside their strategies by the end of 2024, taking total implementation plans to 11 by the end of June 2025.
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			each Regional Water Strategy being finalised = 100%	100%	Met	Eight implementation plans are complete and in place (not including the Greater Hunter). Implementation plans for the Lachlan, NXVM Murray and Murrumbidgea era endicipated to be published alongside their strategies by the end of 2024, taking total implementation plans to 11 by the end of June 2025.
	DCCEEW Water	OM59	Regional water strategies updated on a rolling annual cycle and associated Action Plan updated. Output equates to review on 4-year cycle and onethird within 2021 period.  Output = 4		Not met	OMS9 Comment  New strategies did not fail due for review during this price path period, noting however that work towards the evaluation and review of the Greater Hunter Regional Water Strategy has commenced. In the current period, the department has reassessed the need for frequent strategy review and is now of the view that a review cycle every 4 years is too frequent to adequately implement and understand the effectiveness of the strategy actions on outcomes and benefits for the region. OM59 is no longer being pursued.
	DCCEEW	OM60	OM60	OM60 Data	Status	OM60 Comment
	Water	OM61	Forward program for implementation and MERR and public reporting published by June 2021	n/a OM61 Data	Not met	The NSW Water Strategy Monitoring, Evaluation and Reporting (MER) framework was due in June 2021 but completed in December 2021. The MER framework guides the water strategies program to provide an adaptive completed in December 2021. The MER framework guides the water strategies program to provide an adaptive management approach to water strategies. Apropress report on the NSW Water Strategy implementation was undertaken in 2022, and a combined progress report on all water strategies was undertaken in 2023. Both reports are published on the department website, demonstrating accountability to strategy delivery and providing transparency. A process evaluation of the NSW Water Strategy was undertaken in June 2024, and findings are informing future implementation plans.  OM61 Comment
	DCCEEW Water	OM61			Status	
			Completion of Greater Sydney Water Strategy in 2021, including: a water efficiency and conservation framework a performance and monitoring framework.	nva	Met	The Greater Sydney Water Strategy was completed in 2021 and published in 2022. Further, the NSW Water Efficiency Framework has been completed.

OM62 Comment

Status

W06-06

DCCEEW OM62 OM62

OM62 Data

	*******					,
Development of water planning	*******		Provide a register of regulatory and policy instruments progressed during the year.	5	Met	Output measure exceeded in 2023-24 and is projected to be exceeded again in 2024-25.
and regulatory framework			Output = 5			
The development of the operational and regulatory						
requirements and rules for water access.						
Relevant OM numbers include:						
- OM62						
- OM63 - OM64						
- OM64						
	DCCEEW Water	OM63	OM63	OM63 Data	Status	OM63 Comment
	water		Policies and regulations supporting the water planning and regulatory framework are	Risk-based decision making used	Met	A risk-based framework is used 100% of the time for informing the priorities for development of water policy and
			developed and reviewed using a risk-based			regulatory instruments.
			approach.			
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			A risk-based framework is used 100% of the time for informing the priorities for	Risk-based decision making used 100% of the time	Met	A risk-based framework is used 100% of the time for informing the priorities for development of water policy and regulatory instruments.
			development of water policy and regulatory			
			instruments.			
	DCCEEW	OM64	OM64	OM64 Data	Status	OM64 Comment
	Water		Timely public access to key policies and	100%	Met	Timely public access to key policies and regulatory instruments exceeded in 2023-24.
			regulatory instruments.			
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Key policies and regulatory instruments are published on the Department's website within	98% - Exceeded	Met	Timely public access to key policies and regulatory instruments exceeded in 2023-24.
			4 weeks of their approval = 90%			
		<u></u>				
W06-07	DCCEEW	OM65	OM65	OM65 Data	Status	OM65 Comment
Cross border and national	Water		DPIE Water publishes on its website an annual statement on interjurisdictional	Murray-Darling Ministerial Council: Participation: 100% (Meetings held/attended: 2/2) Basin Officials Committee: Participation: 100% (Meetings held/attended: 7/7; Workshops held/attended:	Met	This output measure has been met. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements for each year of the determination period.
commitments			participation and performance against	5/5)		participation and performance against interstate agreements for each year or the determination period.
The development of interstate water sharing arrangements and the implementation of			interstate agreements.	Basin Officials Committee Principals: Participation: 100% (Meetings held/attended: 5/5)		
operational programs to meet national and interstate				Basin Officials Committee Alternates: Participation: 100% (Meetings held/attended: 5/5; Workshops held/attended: 6/6)		
commitments.				Environmental Watering Committee: Participation: 100% (Meetings held/attended: 3/3)		
Relevant OM numbers include:				River Murray Operations Committee: Participation: 100% (Meetings held/attended: 8/8)		
- OM65				Joint Venture Budget and Performance Committee: Participation: 100% (Meetings held/attended: 7/7; Workshops held/attended: 1/1)		
- OM66				Sustainable Diversion Limit Adjustment Mechanism Implementation Committee: 0 meetings/workshops		
				held.		
				Northern Basin Project Committee: Participation: 100% (Meetings held/attended: 4/4. Workshops held/attended: 1/1)		
				Capacity Policy Working Group: Participation: 100% (Meetings held/attended: 4/4)		
				National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4)		
				National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Initiative Working Group: Participation: 100% (Meetings held/attended: 4/4)		
				National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4)		
				National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Initiative Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresq-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4)		
				National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Initiative Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresq-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4)		
				National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Initiative Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresq-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4)		
	DCCEER	ONICC	CMS	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Initiatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresq-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.	Statue	AMS Command
	DCCEEW Water	OM66	CM66	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  OM66 Data	Status	QM66 Comment
	DCCEEW Water	OM66	Additional IPART performance indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Initiatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresq-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.	Status Met	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per
		OM66		National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  OM66 Data		
		OM66	Additional IPART performance indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  OM66 Data		No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per
		OM66	Additional IPART performance indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  OM66 Data		No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per
		OM66	Additional IPART performance indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  OM66 Data		No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per
		OM66	Additional IPART performance indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  OM66 Data		No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per
W07-01	Water	OM66	Additional IPART performance indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  OM66 Data		No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per
W07-01 Water management works	Water		Additional IPART performance indicator annual statement published.	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliative Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07	Met	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment 5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over
Water management works The undertaking of water management works to	Water		Additional IPART performance indicator annual statement published.  OM67	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresy-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07	Met Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment
Water management works The undertaking of water management works to reduce the impacts arising from water use or	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresy-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07	Met Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment 5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over
Water management works The undertaking of water management works to	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresy-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07	Met Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment 5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include:	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresy-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07	Met Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment 5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intitiatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data N/a – no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km	Met Status At risk	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include:	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated  Output = 12km  Performance Indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumarest-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance indicator Data	Status At risk Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated  Output = 12km  Performance Indicator  High priority areas of erosion identified and	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W08-07  OM67 Data 5.54km  Performance indicator Data 90%	Status At risk Status Mot	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated  Output = 12km  Performance Indicator  High priority areas of erosion identified and remediated = 90%	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumarest-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance indicator Data	Status At risk Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full for both these years. The 2023-24 works program was also delivered in full for both these years. The 2023-24 Recent high rainfall and floods have affected Snowy
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated  Output = 12km  Performance Indicator  High priority areas of erosion identified and	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W08-07  OM67 Data 5.54km  Performance indicator Data 90%	Status At risk Status Mot	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	Water		Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channel capacity at Tumut = >>=9,200	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W08-07  OM67 Data 5.54km  Performance indicator Data 90%	Status At risk Status Mot	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full for both these years. The 2023-24 works program was also delivered in full.  4,801 ML/day of 9,200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channel capacity at Tumut = >=9,200 ML/day	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance indicator Data 90% 4.801 ML/day	Status At risk Status Met	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23, the proposed works program was able to be delivered in full for both these years. The 2022-24 works program was also delivered in full.  4.801 ML/day of 9,200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	Water		Additional IPART performance indicator annual statement published.    OM67	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresy-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance indicator Data 90%  4.801 ML/day	Met Status At risk Status Met Status Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut. River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9,200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OM68 Comment
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channet capacity at Tumut = >=9,200 ML/day  OM68 Rolling 3-year average of salt diverted from	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance indicator Data 90% 4.801 ML/day	Status At risk Status Met	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OMES)  OME7 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9.200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OME8 Comment  47,999 salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.    OM67	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresy-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance indicator Data 90%  4.801 ML/day	Met Status At risk Status Met Status Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut. River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full.  4.801 ML/day of 9,200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OM68 Comment
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channet capacity at Tumut = >=9,200 ML/day  OM68 Rolling 3-year average of salt diverted from	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumaresy-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance indicator Data 90%  4.801 ML/day	Met Status At risk Status Met Status Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23, the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9.200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OM68 Comment  47,999 salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channel capacity at Tumut = >=9,200 ML/day  OM68  Rolling 3-year average of salt diverted from the Murray River system = >50,000 t/year	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intitiatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data  n/a – no performance indicators have been set by IPART for W06-07  OM67 Data 5.54km  Performance Indicator Data 90%  4,801 ML/day  OM68 Data 47,999 Uyear	Status At risk Status Met At risk On track	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OMES)  OME7 Comment  5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full for both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9,200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OME8 Comment  47.999t salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due to the 2022-23 floods resulting in salt interception schemes being shut down for an extended period.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channet capacity at Tumut = >=9,200 ML/day  OM68  Rolling 3-year average of salt diverted from the Murray River system = >50,000 t/year  Performance Indicator	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54/km  Performance indicator Data 90%  4.801 ML/day  OM68 Data 47,999 tyear	Status At risk Status Met At risk Status On track Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23, the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9.200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OM68 Comment  47.9919 salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due to the 2022-23 floods resulting in salt interception schemes being shut down for an extended period.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67  Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channel capacity at Tumut = >=9,200 ML/day  OM68  Rolling 3-year average of salt diverted from the Murray River system = >50,000 t/year	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54/km  Performance indicator Data 90%  4.801 ML/day  OM68 Data 47,999 tyear	Status At risk Status Met At risk On track	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OMES)  OME7 Comment  5.54km of 12km Tumut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced program of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full for both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9,200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OME8 Comment  47.999t salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due to the 2022-23 floods resulting in salt interception schemes being shut down for an extended period.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67 Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channel capacity at Tumut = >=9,200 ML/day  OM68 Rolling 3-year average of salt diverted from the Murray River system = >50,000 tiyear  Performance Indicator Maintain net credit (EC) balance for NSW on	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54/km  Performance indicator Data 90%  4.801 ML/day  OM68 Data 47,999 tyear	Status At risk Status Met At risk Status On track Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced grogram of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full or both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9.200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OM68 Comment  47.9919 salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due to the 2022-23 floods resulting in salt interception schemes being shut down for an extended period.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67 Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channel capacity at Tumut = >=9,200 ML/day  OM68 Rolling 3-year average of salt diverted from the Murray River system = >50,000 tiyear  Performance Indicator Maintain net credit (EC) balance for NSW on	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54/km  Performance indicator Data 90%  4.801 ML/day  OM68 Data 47,999 tyear	Status At risk Status Met At risk Status On track Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced grogram of works for both 2021-22 and 2022-23; the proposed works program was able to be delivered in full or both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9.200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OM68 Comment  47.9919 salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due to the 2022-23 floods resulting in salt interception schemes being shut down for an extended period.
Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.  Relevant OM numbers include: - OM67	DCCEEW Water	OM67	Additional IPART performance indicator annual statement published.  OM67 Length of river remediated Output = 12km  Performance Indicator High priority areas of erosion identified and remediated = 90%  Channel capacity at Tumut = >=9,200 ML/day  OM68 Rolling 3-year average of salt diverted from the Murray River system = >50,000 tiyear  Performance Indicator Maintain net credit (EC) balance for NSW on	National Water Reform Committee: Participation: 100% (Meetings held/attended: 4/4) National Water Intiliatiew Working Group: Participation: 100% (Meetings held/attended: 4/4) Dumares-Banvon Border Rivers Commission: Participation: 100% (Meetings held/attended: 4/4) Great Artesian Basin Senior Officials Committee: 0 meetings/workshops held.  OM66 Data n/a - no performance indicators have been set by IPART for W06-07  OM67 Data 5.54/km  Performance indicator Data 90%  4.801 ML/day  OM68 Data 47,999 tyear	Status At risk Status Met At risk Status On track Status	No additional IPART performance indicator was developed by IPART. NSW will publish an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements each year (as per OM65)  OM67 Comment  5.54km of 12km Turnut River target remediated as of 2023-24. This is due to high river levels and flooding over 2021-22 and 2022-23.  Performance Indicator Comment  While floods resulted in a reduced grogram of works for both 2021-22 and 2022-23, the proposed works program was able to be delivered in full for both these years. The 2023-24 works program was also delivered in full.  4.801 ML/day of 9.200 ML/day was achieved in 2023-24. Recent high rainfall and floods have affected Snowy Hydro operations, meaning the channel capacity performance target has not yet been met.  OM68 Comment  47.9919 salt removed/year of 50,000 t salt removed/year was achieved in 2022-23. This is lower than forecast due to the 2022-23 floods resulting in salt interception schemes being shut down for an extended period.

Regulation systems management The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.  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 2000.	DCCEEW Water & WNSW	ОМ69	OM69 WSP rules are enforceable because the plan mandatory conditions are reflected on the licence	The NSW Water Register continues to have a system availability of 99%, with minimal downtime due to system upgrades, windows patching and disaster recovery activities.  No "major non-conformances" have been reported in relation to the security and privacy of user data within the NSW Water Register has a system availability of 99%, with minimal downtime due to system upgrades, windows patching and disaster recovery activities.  No "major non-conformances" have been reported in relation to the security and privacy of user data within the NSW Water Register.  OM69 Data n/a  WaterNSW = holders notified within 6 months of mandatory conditions being loaded in licensing system  Performance indicator Data  100%  DCCEEW: 0%	Status Met Status Met	The performance indicator has been met for 2023-24 and remains on track to be met within the determination period (2021-25).  The WaterNSW Privacy Working Group have determined the WNSW Water Register to be Category 1, which is the lowest risk rating, in relation to the management of confidential user data.  OM69 Comment  As of 2023-24, all WSPs now have conditions that are reflected on licences. All WSP amendments were reviewed within 3 months of the commencement of the amendment to determine if conditions changes are required.  Performance Indicator Comment  As of 2023-24, all WSPs now have conditions that are reflected on licences. All WSP amendments were reviewed within 3 months of the commencement of the amendment to determine if conditions changes are required.  For DCCEEW Water, it is not possible for all mandatory conditioning work to be completed within 6 months, given the stacked nature of WSP remakes and amendments with need for targeted, plain-English notifications.
			of the event requiring notification = 100%	WaternSW - approval and licence holders notified within 6 months of WSP mandatory conditions being updated in licesning system	WNSW: Met	material. Prior to the current performance period, mandatory conditions were issued with a 2.9 year timeframe on average. The performance in the current period represents a major improvement.
14/00 00	NDAD	OMZO	OM70	OM70 Pala	Ctatus	ONTO Commont
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.  Relevant OM numbers: - OM70 - OM71 - OM72 - OM72	NRAR	OM70	OM70  Publish on NRAR website compliance activity by water sharing plan on a quarterly basis including observed levels of compliance and noncompliance.  Output = 100% coverage of WSPs per month	OM/0 Data 100%	Status Met	OM70 Comment  NRAR has improved transparency with quarterly compliance activity published in an interactive dashboard on its website.
	NRAR	OM71	OM71	OM71 Data	Status	OM71 Comment
	NRAR	OM72	Output = 5  Output = 5	4 OMYZ Data	On track Status	NRAR publishes annual progress reports detailing its compliance work.  OM72 Comment
			Community benchmarking survey (2 yearly)	2	Met	NRAR has collaborated with the department on the Water Sector Survey to benchmark community sentiment.
			Output = 2	2	Met	INVAR has conaborated with the department on the svater Sector Survey to benchmark community sentiment.
	NRAR	OM73	Water licence holders audited and/or inspected each year Output = 1,722 per year	OMY3 Data 4,771 per year	Status Met	OM73 Comment Feformance has greatly exceeded the target on this measure as NRAR has pivoted to more proactive education campaigns and intelligence-led inspection programs in response to water user preference and data about levels of understanding about what was required to voluntarily comply.
No. od	DCCEEW	OM74	Performance Indicator Incoming public reports assessed and prioritised within 5 working days of receipt = 90% High priority cases assigned to an investigator within 15 working days of receipt = 90%  Public informants will be contacted (by letter or a telephone call) within 15 working days of lodging an alleged breach with NRAR = 90%		Status Not met  Met  Met  Status  Status	Performance Indicator Comment As NRAR pivited to Intelligence-informed investigations, bulk creation of compliance cases being detected through intelligence and data analytics occasionally led to public reports being triaged and assigned outside the performance measure timefrace.  Performance indicator exceeded in FY2023-24.  All informants are contacted with reference details on lodging a report of suspicious activity with NRAR.
VVU3-U I	Water &					
Water consents transactions Transactions undertaken on a fee for service basis; including dealings. Comments, changes to conditions and new applications for water licences and approvals. Relevant OM numbers include: - OM74	WNSW		Water NSW Water access licences: 210 per year	DCCEEW: 32 out of 16  WaterNSW WAL's received = 376  WaterNSW Dealings received = 2,220  Performance indicator WaterNSW = 94.6%	DCCEEW: Met WNSW: On track	DCCEEW: The performance indicators have not always been met due to the complexity of applications and the assessment required which may include seeking additional specialist advice. The department is committed to implementing continuous improvement across these transaction types. In addition, the department is committed to ensuring efficient resourcing is allocated to this stream of responsibility.  WNSW: In our opinion the lower volume of applications received is due to wetter than forecast weather conditions
- OM75			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment

- OM76			Water Access Licence – applications determined within 45 days = 80%	DCCEEW: 50% (13/26)	DCCEEW: Not	DCCEEW: The performance indicators have not always been met due to the complexity of applications and the assessment required which may include seeking additional specialist advice. The department is committed to
			determined within 45 days = 0070	WaterNSW WAL's received = 64	met	implementing continuous improvement across these transaction types. In addition, the department is committed to
				WaterNSW Dealings received = 742	WNSW: Met	ensuring efficient resourcing is allocated to this stream of responsibility.
				Performance indicator WaterNSW = 94%		
	DCCEEW	OM75	OM75	OM75 Data	Status	OM75 Comment
	Water &		Works and Use Approvals – applications	DCCEEW: 167 out of 131	DCCEEW: Met	DCCEEW: The performance indicators have not always been met due to the complexity of applications and the
	WNSW		Forecast = Water NSW: 2,097 per year			assessment required which may include seeking additional specialist advice. The department is committed to
			NRAR: 131 per year	WaterNSW works (excluding BLR's), Use and combined = 3,597 Performance indicator = 85%	WNSW: On	implementing continuous improvement across these transaction types. In addition, the department is committed to
				Performance mulcator = 65%	track	ensuring efficient resourcing is allocated to this stream of responsibility.
						WNSW: continuing wetter conditions has resultd in less applications than forecast.
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Works and Use Approvals – applications	DCCEEW: 58% (74/127)	DCCEEW: Not	DCCEEW: The performance indicators have not always been met due to the complexity of applications and the
			determined within 65 days = 80%		met	assessment required which may include seeking additional specialist advice. The department is committed to
				WaterNSW works (excluding BLR's), Use and combined = 715 (including BLR's 2,067)  Performance indicator = 85%	WNSW: Met	implementing continuous improvement across these transaction types. In addition, the department is committed to ensuring efficient resourcing is allocated to this stream of responsibility.
				1 enormance mulcator = 6576	WINSW. Met	orisaring enticent resourcing is anocated to this stream or responsibility.
	DCCEEW	OM76	OM76	OM76 Data	Status	OM76 Comment
	Water & WNSW		Approval extensions	DCCEEW: 361	DCCEEW: Met	92% of approval extension applications determined within 25 days. Approval extension numbers received fluctuate
	WNSW		Forecast = Water NSW: 13,079 (2021–22 to 2024–25)	WaterNSW approval extensions received =9,985	WNSW: On	from year to year. Future forecasting will be undertaken with improved efficiencies developed within the reporting framework.
			NRAR: 269 per year	WaterNSW Performance indicator = 97%	track	III dillowol K.
			1			
			Defendance Indicate	Dudament Indicates Date	01-1	Defense before Comment
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Approvals extensions – applications determined within 25 days = 80%	DCCEEW: 92% (256/278)	Met	DCCEEW: 92% of approval extension applications determined within 25 days. Approval extension numbers received fluctuate from year to year. Future forecasting will be undertaken with improved efficiencies developed
				WaterNSW approval extensions received = 6,373		within the reporting framework.
				WaterNSW Performace indicator = 99%		
			January 1		1	
10-01	NRAR, DCCEEW	OM77	OM77	OM77 Data	Status	OM77 Comment
ustomer management	Water &		Number of customer enquiries received Forecast = NRAR: 6,981 calls per year and	DCCEEW: 2284 Customer interactions Water Enquiries, 832 Phone Calls, 296 Emails and Webforms	DCCEEW: Not met	DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Apr 2022. The forecast set by NRAR at the time was based on a drought year, when the number of enquiries from
l customer liaison activities; including sponding to calls to licensing and	WNSW	1	14,259 emails per year		mer	Local to the second of the Third and the time was based of a drought year, when the number of enquiries from
				Total WAMC-related Customer Contacts (to WaterNSW) in 2023-24:		customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The
			14,200 dilato per year		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each customer
ompliance information lines; and producing ommunication and education materials such			17,200 omaio per year	Total WAMC-related Customer Contacts (to WaterNSW) in 2023-24: 21,009 by phone 9,444 via email/fax/webform.	WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custome in a timely manner.
mpliance information lines; and producing mmunication and education materials such website content and participation in			14,200 diffullo per your		WNSW: Met	department LSA team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannel server answered by the department's in-house Water Enquiries team. In 2021, a new decision line 2023, a large service service services when the contract about which type of licence or
mpliance information lines; and producing mmunication and education materials such website content and participation in			14,200 Girano per Juda		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner. In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree took was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums.			The contract of the contract o		WNSW: Met	department LSA team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannel service answered by the department's in-house Water Enquiries team. In 2021, a new decision line tool was implemented to help customers understand who they should contact about which type of licence or
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. levant OM numbers:			The second secon		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manule. In 2023-24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce completly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. levant OM numbers:			The common part year		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly lewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce complexity and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the 'licensing'-associated queues and wrap up codes from the phone system, or
impliance information lines; and producing			The common part year		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce completly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the "licensing"-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails).
impliance information lines; and producing immunication and education materials such website content and participation in stomer forums.			The contains part year		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce compleidy and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to take complex enquiries, there was increased external communications about work approval renewals,
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. levant OM numbers:			The contains part year		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department is not-used Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type off licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce complexity and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the licensing-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails). Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone
npliance information lines; and producing mmunication and education materials such website content and participation in tomer forums. evant OM numbers: M77			The common part year		WNSW: Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samplify language, reduce complexity and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the "licensing"-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff Joining the phon system to take complex enquiries, there was increased external communications about work approval renewals,
ppliance information lines; and producing mumication and education materials such vebsite content and participation in tomer forums. evant OM numbers:				21,009 by phone 9,444 via email/fax/webform.		department L&A team continues to receive a large volume of enquiries and is committed to servicing each custorr in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce complexity and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the "licensing' associated queues and wrap up codes from the phone system, or category code in ServiceNOV((emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.
npliance information lines; and producing munication and education materials such website content and participation in tomer forums.  event OM numbers:  M77			Performance Indicator		WNSW: Met  Status  Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely mannier. In 2023—24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new tirce tool was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fever phone calls to the enquiry line. The tool is currently under review to simplify language, reduce compleidy and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry. WINSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOV((emails).  Note a large increase or last year's phone calls. This was due to a new cohort of Licencing Staff joining the phon system to take complex enquiries, there was increased external communications about work approval renewals, meletring and other legislative changes.  Performance Indicator Comment
npliance information lines; and producing munication and education materials such website content and participation in tomer forums.  event OM numbers:  M77			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90%	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannipular and services are asserted by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce completly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry. WINSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails). Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phon system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in AP 2022. The forecast set by NRAR at the time was based on a drought year, when the number of enquiries from
ppliance information lines; and producing mumication and education materials such vebsite content and participation in tomer forums. evant OM numbers:			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance Indicator: Data	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samplify language, reduce compleidly and shorten the completion time. It is expected that the review will increase customer usage and assist with flaster resolution of their enquiry.  WNSW: This is calculated using the 'licensing' associated queues and wrap up codes from the phone system, or category code in ServiceNOV(Wemails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phon system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Ap 2022. The forecast set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the externely laign their cise. The
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. levant OM numbers:			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90%	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custorr in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samplify language, reduce complexity and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the 'licensing' associated queues and wrap up codes from the phone system, or category code in ServiceNOV(vemails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Ap 2022. The forecast set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the externely large metric set. The department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.
npliance information lines; and producing mmunication and education materials such website content and participation in tomer forums. evant OM numbers: M77			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance Indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received.	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely manaper.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The too is currently under review to simplify language, reduce compleidy and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emats).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phon system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Ap 2022. The forecast set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The operatment L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums.			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties. The continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties. The continues the properties of the singular properties are the continues to the enquiry line. The tool is currently under review to samplify language, reduce complexly and shorten the completion time. It is expected that the review this increase customer usage and assist with faster resolution of their enquiry.  WINSW: This is calculated using the Ticensing's-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails). Note a large increase on last year's phone calls. This was due to a new cohort of Licensing Staff joining the phon system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEN: The function of the licensing and approvals team was transferred to the department from NRAN in Ap CCEEN: The function of the licensing and approvals beam was transferred to the department from NRAN in Ap CCEEN: The function of the licensing and approvals beam was transferred to the department from NRAN in Ap CCEEN: The function of the licensing and approvals beam was transferred to the department from NRAN in Ap CCEEN: The function of the licensing and approvals beam was transferred to the department from NRAN in Ap CCEEN: The function of the licensing and approvals beam was transferred to the department from NRAN in Ap CCEEN: The function of the licensing and approvals beam was transferred to the department from NRAN in Ap CCEEN: The function of the licensing and approvals beam was transferred to the beautiful and the licensing and the line device the line developed by the properties of the licensing and the line developed by the line of the licensing and the line developed by the line of the licen
npliance information lines; and producing mmunication and education materials such website content and participation in stomer forums.			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custon in a timely mannipular and a service and a service of the control of the co
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums.			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely manaper. In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The too is currently under review to simplify language, reduce compleidy and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOV((emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phon system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in AD 2022. The forecast set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type of licence or
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. Idevant OM numbers:			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannipular and several enables are asserted by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samplify language, reduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  NSWY. This is calculated using the Tionning's-associated queues and wrap up codes from the phone system, or category code in ServiceNOV(genals).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Ap 2022. The forecasts set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be made that the production to exercise a service and the process of the extremely large metric set. The department LAA theam continues to receive a large volume of enquiries and a committed to servicing each custom to approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samply! Janguage, reduce complexy and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. levant OM numbers:			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannier.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  NSWY: This is calculated using the licensing-associated queues and wrap up codes from the phone system, or category code in ServicaNOW(emails). Services are considered to the complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Ap 2022. The forecasts set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The department LAS these monthinues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree took was implemented to help customers understand who they should contact about which type of licence or 10 are 2023–24, and calls were answered by the department on their inequiries.  WNSW: Stepartment LAS externals in a result of increased enquiries around metering reform, new WAMC-related, an increase customer usage and assist with faster resolution of their enquiry.
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. Idevant OM numbers:			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The too is currently under review to simplify language, reduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the 'licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOV((emails).  Note a large increase or last year's phone calls. This was due to a new cohort of Licencing Staff joining the phon system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCSEENV: The function of the licensing and approvals team was transferred to the department from NFAR in Ap 2022. The forecast set by NFAR at the time was based on a drought year, when the number of enquirier more customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The department L&A team continues to receive a large volume of enquiries and is committed to help customers understand who they should contact about which type of licence or samply alique, reduce complexity and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: 9.444 electronic requests (emails, fax, webforms) were received that were WAMC-related, an increase of the complex to the complex to the customer was general assist with faster resolution of their enquiry.
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums. levant OM numbers:			Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannier.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  NSWY: This is calculated using the licensing-associated queues and wrap up codes from the phone system, or category code in ServicaNOW(emails). Services are considered to the complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Ap 2022. The forecasts set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The department LAS these monthinues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree took was implemented to help customers understand who they should contact about which type of licence or 10 are 2023–24, and calls were answered by the department on their inequiries.  WNSW: Stepartment LAS externals in a result of increased enquiries around metering reform, new WAMC-related, an increase customer usage and assist with faster resolution of their enquiry.
mpliance information lines; and producing mmunication and education materials such website content and participation in stomer forums.	NRAR &	OM78	Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been	Status	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  NSVY: This is calculated using the licensing-associated queues and wrap up codes from the phone system, or category code in ServicaNOW(emails).  System to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in App 2022. The forecasts set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be made and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type of licence or approval. This received in a significantly fewer phone calls to the enquiry live. The told is currently under review all increase customer usage and assist with faster resolution of their enquiry.  WNSW: 9,444 electronic requests (emails, fax, webforms) were received that wer WAMC-related, an increase of 2500 on last year. This is a result of increased enquires around meeting reform, new WAMC-related, an increase of the service of the part of the service and an increase of the contraction of their enquiry.
impliance information lines; and producing immunication and education materials such website content and participation in stomer forums.	NRAR &	OM78	Performance indicator Emails responded to within 24 hours = 90%	21,009 by phone 9,444 via email/fax/webform.  Performance Indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received.  100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.	Status Mot	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties of the propertie
impliance information lines; and producing immunication and education materials such website content and participation in stomer forums.  ilevant OM numbers:  DM77  M78  T10-01  Customer management		OM78	Performance indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW)	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.	Status Mot	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny planement to the hip customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samplify language, reduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WINSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Partomance Indicator Comment  DCCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the object to the complex for
impliance information lines; and producing immunication and education materials such website content and participation in stome forums.		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78 Number of complaints received per year	21,009 by phone 9,444 via email/fax/webform.  Performance Indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received.  100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.	Status Mot	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannipular and several enables are asserted by the department's in-house Water Enquiries team. In 2021, a new decision tree tod was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to signify language, reduce complexly and shorten the completent mus. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WINSW: This is calculated using the licensing-associated queues and wrap up codes from the phone system, or category code in ServicaNOW(gmails).  Note a large increase or last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to staff the phone of the complex of the phone calls. This was due to a new cohort of Licencing Staff joining the phone system to staff planguage and services and the staff planguage and complex of the staff planguage.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Ap 2022. The forecasts set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The department LAS that mortimises to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023—24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree took was implemented to help customers understand who they should contact about which type of licence or in 2023—24, and ca
Impliance information lines; and producing minumication and education materials such website content and participation in stomer forums.  Idevant OM numbers:  DM77  Customer management All customer liaison activities; including responding to calls to licensing and compliance information lines; and producing		OM78	Performance indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW)	21,009 by phone 9,444 via email/fax/webform.  Performance Indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received.  100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.	Status Mot	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny planement to the hip customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samplify language, reduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WINSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServiceNOW(emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Partomance Indicator Comment  DCCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the department from NRAR in Apr CCEEW: The function of the locarsing and approvals team was transferred to the object to the complex for
Immunication and education materials such website content and participation in stomer forums.  Idea of the content and participation in stomer forums.  Idea of the content and participation in stomer forums.  Idea of the content and participation in stomer forums.  Idea of the content in the content and the content a		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 389	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance Indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties of the propertie
Impliance information lines; and producing minumication and education materials such website content and participation in stomer forums.  Idevant OM numbers:  DM77  Customer management All customer liaison activities; including responding to calls to licensing and compliance information lines; and producing		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 389  Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data	Status Met Status On track	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely mannipular each service and the control of the c
Inflance information lines; and producing mmunication and education materials such website content and participation in stomer forums.  Idevant OM numbers:  DM77  Customer management  All customer liaison activities; including responding to calls to licensing and compilance information lines; and producing ommunication and education materials such as website content and participation in customer forums.		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 389  Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met Status On track	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely manny properties of the propertie
Information lines; and producing memoriation and education materials such website content and participation in stomer forums.  Ievant OM numbers:  M77  M78  Customer management  All customer ilaison activities; including responding to calls to licensing and ompliance information lines; and producing memoriation as website content and participation in customer forums.  Relevant OM numbers:		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 389  Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met Status On track	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custor in a timely manny properties of the propertie
mpilance information lines; and producing mmunication and education materials such website content and participation in stome forums.  ievant OM numbers:  MT7  MT8  Customer management All customer liaison activities; including responding to calls to licensing and ompilance information lines; and producing ommunication and education materials such as website content and participation in customer forums.		OM78	Performance indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 389  Performance indicator  Complaints resolved within 28 days = 90%	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met  Status On track  Status Not Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties of the propertie
Information lines; and producing mmunication and education materials such website content and participation in stomer forums.  Idevant OM numbers:  DM77  Customer management  All customer liaison activities; including responding to calls to licensing and compliance information lines; and producing ommunication and education materials such as website content and participation in customer forums.  Relevant OM numbers:  - OM77		ОМ78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 389  Performance Indicator	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met Status On track	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties of the propertie
Information lines; and producing mmunication and education materials such website content and participation in stomer forums.  Idevant OM numbers:  DM77  Customer management  All customer liaison activities; including responding to calls to licensing and compliance information lines; and producing ommunication and education materials such as website content and participation in customer forums.  Relevant OM numbers:  - OM77		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 399  Performance Indicator  Complaints resolved within 28 days = 90%  Achieve 68% score for 'Skylline' composite	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met  Status On track  Status Not Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties of the propertie
Information lines; and producing immunication and education materials such website content and participation in stome forums.  Information and participation in stome forums.  Information and information in section and information and information and information and information and information in section in customer forums.  Relevant OM numbers:  - OM77		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 399  Performance Indicator  Complaints resolved within 28 days = 90%  Achieve 68% score for 'Skylline' composite	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met  Status On track  Status Not Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties of the propertie
mpilance information lines; and producing mmunication and education materials such website content and participation in stomer forums.  Jevant OM numbers:  M77  M78  Customer management All customer liaison activities; including responding to calls to licensing and ompilance information lines; and producing ommunication and education materials such as website content and participation in customer forums.  Relevant OM numbers:  - OM77		OM78	Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 399  Performance Indicator  Complaints resolved within 28 days = 90%  Achieve 68% score for 'Skylline' composite	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met  Status On track  Status Not Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manny properties of the propertie
Inplance information lines; and producing munication and education materials such website content and participation in stome forums.  evant OM numbers: MT7 MT8  Customer management All customer ilaison activites; including responding to calls to licensing and ompliance information lines; and producing amunication activities including activities including a compliance information lines; and producing amunication and participation in customer forums.  Relevant OM numbers: - OM77 - OM78	WNSW		Performance Indicator Emails responded to within 24 hours = 90%  Number of complaints received per year (Water NSW) Forecast = 399 Performance Indicator Complaints resolved within 28 days = 90%  Achieve 68% score for 'Skylline' composite measure and publish regularly the results	Performance Indicator Data  DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance Indicator Data 83% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related matters.	Status Met Status On track Status Not Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to simplify language, reduce completly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: This is calculated using the licensing'-associated queues and wrap up codes from the phone system, or category code in ServicaNOV(emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff joining the phone system to take complex enquiries, here was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in Apr 2022. The forecasts set by NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The department L&A team continues to receive a large volume of enquiries and is committed to servicing each custom in a timely manner.  In 2023–24, all calls were answered by the department's in-house Water Enquiries team. In 2021, a new decision tree tool was implemented to help customers understand who they should contact about which type of licence or approval. This received in significantly fewer phone calls to the enquiry limit. The tool is currently under review is increased enquires around metering reform, new online licencing platform (WMS), and a regular reliduot of communications regarding licencing activiti
npliance information lines; and producing munication and education materials such website content and participation in tomer forums.  evant OM numbers: MT7 MT8  Customer management All customer lialson activities; including responding to calls to licensing and simpliance information lines; and producing munication activities; including responding to calls to licensing and simpliance information lines; and producing amunication activities; including customer forums.  Relevant OM numbers: - OM77 - OM78			Performance Indicator Emails responded to within 24 hours = 90%  OM78  Number of complaints received per year (Water NSW) Forecast = 399  Performance Indicator  Complaints resolved within 28 days = 90%  Achieve 68% score for 'Skylline' composite	21,009 by phone 9,444 via email/fax/webform.  Performance indicator Data DCCEEW: 90% WNSW: 9,444 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.  OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.  Performance indicator Data 33% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related	Status Met  Status On track  Status Not Met	department L&A team continues to receive a large volume of enquiries and is committed to servicing each custo in a timely manufered to the object some continues to receive a large volume of enquiries and is committed to servicing each custo in a timely manufered to the picustomers understand who they should contact about which type of licence or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to sampleful paragrap, enduce complexly and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WINSW: This is calculated using the licensing*-associated queues and wrap up codes from the phone system, octopy code in ServiceNOW(emails).  Note a large increase on last year's phone calls. This was due to a new cohort of Licencing Staff pinning the phosystem to take complex enquiries, there was increased external communications about work approval renewals, metering and other legislative changes.  Performance Indicator Comment  DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR at the time was based on a drought year, when the number of enquiries from customers is extremely high. This measure will not be met in this period due to the extremely large metric set. The department L&A elam continues to receive a large volume of enquiries and is committed to servicing each custo to approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to approval with the properties of the review will increase or approval. This resulted in significantly fewer phone calls to the enquiry line. The tool is currently under review to samplify language, reduce complexity and shorten the completion time. It is expected that the review will increase customer usage and assist with faster resolution of their enquiry.  WNSW: 9.444 electronic requests (emails, fax, welforms) were received that wer

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		39,502 accounts were billed in 23/24	Met	
		Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
		% accounts billed in the year = 95%	100% - Target Met	Met	

## TO BE COMPLETED BY DCCEEW Water

## **W06-03 Flood Plain Management Plan Development**

## Complete for 2023-24

Actions	Gwydir	Border Rivers	Macquarie	Barwon- Darling	Namoi
ROI's invited and assessment of eligibility completed	100%	100%	100%	100%	100%
2. IBQ's completed	100%	100%	100%	100%	100%
Modelling completed	100%	100%	100%	100%	100%
Draft FPH entitlements Process completed	100%	100%	100%	100%	100%
5. Draft WIP process completed	100%	100%	100%	100%	100%
6. WSWAs issued*	100%	100%	100%	100%	0%
7. Revision of floodplain harvesting policy completed	100%	100%	100%	100%	100%
Revised floodplain harvesting entitlements released	100%	100%	100%	100%	50%
Floodplain harvesting entitlements finalised	100%	100%	100%	100%	0%
10. Floodplain harvesting access licences issued	100%	100%	100%	100%	0%
Percentage (%) completed	100%	100%	100%	100%	65%

<sup>\*</sup>DCCEEW did not issue any WSWA's within this period, the percentages represent progress towards issuing WSWAs

Actions	Gwydir	Barwon Darling	Upper Namoi	Lower Namoi	Border Rivers	Macquarie
Has been to Targeted Consultation	100%	100%	100%	100%	100%	100%
2. Has IRP approval to go to Public Exhibition	100%	100%	100%	100%	100%	100%
3. Has been to Public Exhibition	100%	100%	100%	100%	100%	100%
Has Interagency Regional Panel approval to commence	100%	100%	100%	100%	100%	100%
5. Commenced	100%	100%	100%	100%	100%	100%