

Performance against WAMC Output Measures Report				2023-24 Reporting		
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 Surface water quantity monitoring The provision of a surface water quantity monitoring system; including design, station calibration, data collection, processing, encoding, quality assurance and archiving from the networks of water monitoring stations; the delivery of near real time height and/or flow data from all telemetered sites to the corporate database; and the maintenance and operation of surface water monitoring stations.	WNSW	OM1	OM1 Number of water monitoring sites: Forecast = 437	OM1 Data 420 SW sites monitored in the 2023-24 year	Status Met	OM1 Comment
			Performance Indicator Sites in acceptable condition % of replacement cost of monitoring sites in condition grade 2 or better = 95%	Performance Indicator Data 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.	Status Partially met Met	Performance indicator Comment
W01-02 Surface water data management and reporting The data management and reporting of surface water quantity, quality and biological information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	WNSW	OM2	OM2 Number of sites subject to data management: Forecast = 437	OM2 Data 420 SW sites monitored in the 2023-24 year	Status Met	OM2 Comment
			Performance Indicator % of sites where data is available within 3 hours = 90%	Performance Indicator Data 93.3% of sites had data available within 3 hrs of collection. Overall telemetered data availability was 95.4% for FY23-24	Status Met	Performance indicator Comment
W01-03 Surface water quality monitoring The provision of a surface water quality monitoring program; including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting. Relevant OM numbers: - OM3 - OM4	WNSW	OM3	OM3 Number of sites visited per year to collect water quality samples: Forecast = 125	OM3 Data 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.	Status Met	OM3 Comment
	WNSW	OM4	OM4 Number of tests undertaken per year: Forecast = 26,750	OM4 Data 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.	Status Met	OM4 Comment
			Performance Indicator % compliance against monitoring program requirements = 98%	Performance Indicator Data 99.60%	Status Met	Performance Indicator Comment
W01-04 Surface water algal monitoring The provision of a surface water algal monitoring program; including design, sample collection, laboratory analysis, algal identification and enumeration to accepted standards, and result encoding for provision to regional coordinating committees.	WNSW	OM5	OM5 Number of tests undertaken per year: Forecast = 10,080	OM5 Data 11604. Increased number of tests due to higher numbers of algae alert sampling.	Status Met	OM6 Comment
			Performance Indicator % samples collected and analysed according to current standards and within agreed timeframe = 95%	Performance Indicator Data 99.90%	Status Met	Performance Indicator Comment
W01-05 Surface water ecological condition monitoring The provision of a surface water ecological condition monitoring system to assess the health of water sources; including design and application based on the River Condition Index (RCI) for rivers, flood plains and wetlands.	DCCEEW Water	OM6	OM6 Update of River Styles database undertaken to support water sharing plan (WSP) development. Measure by number of plans: - Output = 50%	OM6 Data 50%	Status Met	OM6 Comment River styles updates have been completed on time to support WSP development. The same information is then used for WSP evaluation.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment

Relevant OM numbers: - OM6 - OM7 - OM8 - OM9 - OM10 - OM11 - OM12 - OM13 - OM14			Update of River Styles completed in time for WSP evaluation = 100%	100%	Met	River styles updates have been completed on time to support WSP development. The same information is then used for WSP evaluation.
	DCCEE Water	OM7	OM7 Update of RCI undertaken to support WSP development. Measure by number of plans: Output = 50%	OM7 Data 100%	Status Met	OM7 Comment The RCI was completed for all of state and published January 2023.
			Performance Indicator Update of RCI completed in time for WSP evaluation = 100%	Performance Indicator Data 100%	Status Met	Performance Indicator Comment The RCI was completed for all of state and published January 2023.
	DCCEE Water	OM8	OM8 Update of WaQI undertaken to support WSP development. Measure by number of plans: Output = 50%	OM8 Data 100%	Status Met	OM8 Comment The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
			Performance Indicator Update of WaQI completed in time for WSP evaluation = 100%	Performance Indicator Data 100%	Status Met	Performance Indicator Comment The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
	DCCEE Water	OM9	OM9 Coverage of river and groundwater HEVAE extended to coastal WSP areas	OM9 Data 100%	Status Met	OM9 Comment River and groundwater HEVAE have been extended to the coast, with all areas completed November 2023.
			Performance Indicator River and groundwater HEVAE extended to cover coastal WSP areas in time for plan evaluation = 100%	Performance Indicator Data 100%	Status Met	Performance Indicator Comment River and groundwater HEVAE have been extended to the coast, with all areas completed November 2023.
	DCCEE Water	OM10	OM10 Coverage of river and groundwater HEVAE extended to coastal WSP areas	NB identical to OM9 (double up of OM9)	Status N/A	OM10 Comment N/A
			Performance Indicator River and groundwater HEVAE extended to cover coastal WSP areas in time for plan evaluation = 100%		Status N/A	Performance Indicator Comment N/A
	DCCEE Water	OM11	OM11 WaQI extended to coastal WSP areas	OM11 Data 100%	Status Met	OM11 Comment The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
			Performance Indicator WaQI extended to cover coastal WSP areas in time for plan evaluation = 100%	Performance Indicator Data 100%	Status Met	Performance Indicator Comment The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP.
	DCCEE Water	OM12	OM12 WaQI incorporated into the RCI	OM12 Data 100%	Status Met	OM12 Comment The WaQI was completed for all NSW and published January 2023. It is available for evaluation of WSP. WaQI has been incorporated into the RCI.
		OM13	OM13 River Styles, WaQI, RCI and HEVAE available on DPIE website	OM13 Data 100%	Status Met	OM13 Comment All products are available on the department website and through SEED.
	DCCEE Water	OM14	OM14 Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website	OM14 Data 70%	Status On track	OM14 Comment Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.
			Performance Indicator Technical reports for HEVAE and WaQI updates peer reviewed and published on DPIE website within 3 months of completion = 100%	Performance Indicator Data 70%	Status On track	Performance Indicator Comment Draft HEVAE technical report is complete and about to undergo peer review. WaQI is near completion.

W02-01 Groundwater quantity monitoring The provision of a groundwater level, pressure and flow monitoring system; including design, site calibration, data collection, entry, audit, quality assurance, archiving, and information provision; and the maintenance and operation of groundwater monitoring bores.	WNSW	OM15	OM15 Number of water monitoring sites: Forecast = 4,384 (excludes coal seam gas monitoring sites)	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.	Status On track	OM15 Comment
			Performance Indicator Sites in acceptable condition % of replacement cost of monitoring sites in condition grade 2 or better = 95%	Performance Indicator Data 63% of bores are in good condition	Status Partially met	Performance Indicator 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. 96.2% of logged sites have data with quality code better than 40.	Met	
W02-02 Groundwater quality monitoring The provision of a groundwater quality monitoring program; including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting. Relevant OM numbers: - OM16 - OM17	WNSW	OM16	OM16 Number of sites visited per year to collect water quality samples: Forecast = 153 (excludes coal seam gas monitoring sites)	OM16 Data 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. RRA Schedule has an agreed target of 153 active sites (note there are 5 bores identified and in review that are not suitable for WQ Sampling)	Status Met	OM16 Comment
	WNSW	OM17	OM17 Number of samples undertaken per year: Forecast = 340 (excludes coal seam gas monitoring sites)	OM17 Data 332 Gound Water samples were reported for the 2023-24 water year. The new RRA schedule forecast is 340 samples per year.	Status Partially met	OM17 Comment
			Performance Indicator % compliance against monitoring program requirements = 98%	Performance Indicator Data 97.6% of scheduled site visited. 97.6% of forecasted number of samples undertaken.	Status Met	Performance Indicator Comment
	WNSW	OM18	OM18 Number of sites subject to data management: Forecast = 4,384 (excludes coal seam gas monitoring sites)	OM18 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.	Status Partially met	OM18 Comment
			Performance Indicator % of sites where data is available daily = 90%	Performance Indicator Data 91.6% of sites had data available daily (Telemetered GW)	Status Met	Performance Indicator Comment
W04-01 Surface water modelling The development, upgrade and application of surface water resource management models, for use in water planning and to assess performance in terms of statutory requirements, interstate agreements, regional water supply optimisation and third party impacts on NSW stakeholders. Relevant OM numbers: - OM19 - OM20	DCCEEW Water	OM19	OM19 Number of documented model performance reviews during the year: Output = 5 per year	OM19 Data 5	Status Met	OM19 Comment 5 model performance reviews have been completed per year of the current period.
	DCCEEW Water	OM20	OM20 Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year	OM20 Data 15	Status Met	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.
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	OM21	OM21 Number of documented model performance reviews during the year: Output = 4 per year	OM21 Data 2	Status Not Met	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 % models meeting accuracy and reliability criteria stipulated by the Australian Groundwater Modelling Guidelines = 100%	Performance Indicator Data 50%	Status Not Met	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.
	DCCEEW Water	OM22	OM22 Number of models updated with an additional year of climate and hydrologic data: Output = 2 per year	OM22 Data 1	Status Not Met	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.
W04-03 Water resource accounting The development and update of water resource accounts and information on NSW water sources, for use by external stakeholders, and for internal water planning, management and evaluation processes.	DCCEEW Water	OM23	OM23 Publication of detailed General Purpose Water Allocation Reports (GPWARs): Output = 9 (covering 11 sources) per year	OM23 Data 9	Status Met	OM23 Comment Reports for all 9 inland regulated water sources published each year. GPWAR for all water sources have been published each year on schedule.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment

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 Water	OM24	OM24	OM24 Data	Status	OM24 Comment
			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 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 - OM26 - OM27 - OM28 - OM29	DCCEEW Water	OM25	OM25 A theme-based WSP implementation program established and published.	OM25 Data n/a	Status Met	OM25 Comment Output measure is met. Theme outlines established for 12 themes covering all areas of WSP implementation. Annual review process to update theme outlines completed. Draft Implementation program manual completed, which describes the components of the program and outlines work instructions to operate the program year to year. Continuing to develop the evaluation and reporting components of the program to enable reporting on theme implementation and program performance. Commenced review of governance of implementation programs.
	DCCEEW Water	OM26	OM26 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.	OM26 Data n/a	Status Met	OM26 Comment 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 Water	OM27	OM27 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	OM27 Data n/a	Status Met	OM27 Comment LTAAEL in priority WSPs where it is exceeded has been successfully managed and 100% compliance achieved. Growth-in-use action taken for the Namoi - 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 annually for priority water sharing plans in accordance with rules set out 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.	Performance Indicator Data 100%	Status Met	Performance Indicator Comment LTAAEL in priority WSPs where it is exceeded has been successfully managed and 100% compliance achieved.Growth-in-use action taken for the Namoi - 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 Snowy licence review implemented by 2022.	OM28 Data n/a	Status Not met	OM28 Comment 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	OM29 AWDs and allocation statements released for each WSP	OM29 Data n/a	Status Met	OM29 Comment Completed on time for each water source, in each year of the current period.
			Performance Indicator AWDs published on website within 1 week of being made = 100%	Performance Indicator Data 100%	Status Met	Performance Indicator Comment Completed on time for each water source, in each year of the current period.

W05-02 Blue-green algae management The provision of an algal risk management system; including oversight, coordination and training, the issue of algal alerts and the development of algal risk management plans	WNSW	OM30	OM30 Algal risk management plans for each region are implemented.	OM30 Data The state-wide guidelines were not updated as the NHMRC Guidelines for Managing Risks in Recreational Waters have not been updated. Algal hotline has been structurally refreshed and will continue to operate.	Status Met	OM18 Comment Reviewed guidelines remain pending.
			Performance Indicator % reports meeting weekly timeframe to regional algal coordinating committees and state algal coordinator of alert levels based on algal data = 100%	Performance Indicator Data The state-wide guidelines were not updated as the NHMRC Guidelines for Managing Risks in Recreational Waters have not been updated.	Status Met	Performance Indicator Comment

			% 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 algal 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 stakeholder reports.
W05-03 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	DCCEEW Water	OM31	OM31 Prerequisite policy measures – adaptive process in place to recognise return flows from environmental water.	OM31 Data n/a	Status Met	OM31 Comment The adaptive process is in place to develop return flow accounting arrangements. This includes the annual evaluation and review process, and the Prerequisite Policy Measures (PPMs) working group (which reviews existing 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 Agreement – eWater managers, Water NSW and SCBEWC agree the process for recognising return flows.	Performance Indicator Data n/a	Status Met	Performance Indicator 1 Comment 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.	n/a	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 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.	OM32 Data n/a	Status Off track	OM32 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 W05-03.
	DCCEEW Water	OM34	OM34 Snowy licence – Investigate more flexible delivery to achieve better environmental outcomes and deliver an average annual flow consistent with the intent of SWIOD.	OM34 Data n/a	Status Met	OM34 Comment 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 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 - OM36	DCCEEW Water	OM35	OM35 WSP risk assessments prepared: Output = 25	OM35 Data 17	Status On track	OM35 Comment 17 of 25 risk assessments have been prepared as of 2023-24. All 25 will be completed by end of 2024/25.
			Performance Indicator 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 Water	OM36	OM36 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)	OM36 Data 100%	Status Met	OM36 Comment Available environmental monitoring outcomes data was compiled and supplied for all inland WSPs and 6 coastal WSPs.
			Performance Indicator WSPs with monitoring outcomes available prior to evaluation and remake date = 100%	Performance Indicator Data 100%	Status Met	Performance Indicator Comment Available environmental monitoring outcomes data was compiled and supplied for all inland WSPs and 6 coastal WSPs.
W06-01	DCCEEW Water	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:

- OM37
- OM38
- OM39
- OM40
- OM41
- OM42

DCCEE Water			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.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			Review report submitted on time = 100%	100%	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.
		OM38	OM38	OM38 Data	Status	OM38 Comment
			WSP rules are reviewed and updates 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, Towamba, Tweed, GMR Unreg, GMR GW, 2 additional plans brought forward from those due to expire in 2026.	11	On track	11 of 13 WSPs rules are revied and updated proposed as part of plan replacement. It is expected the remaining two will be completed by the end of the current period. Statewide Index will be completely updated by the end of the period.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			WSP rules reviewed and updates proposed in line with expected timing = 100%	84%	On track	11 of 13 WSPs rules are revied and updated proposed as part of plan replacement. It is expected the remaining two will be completed by the end of the current period. Statewide Index will be completely updated by the end of the period.
		OM39	OM39	OM39 Data	Status	OM39 Comment
			Public exhibition of draft replacement coastal WSPs is completed: Output = 11 Anticipated coastal WSPs that have public exhibition completed: CC, Coffs, Hunter, LNC, Bega, Murrah, Richmond, Towamba, Tweed, GMR Unreg, GMR GW.	11	Met	Public exhibition of all 11 draft replacement coastal WSPs was completed.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			Public exhibition completed in line with expected timing = 100%	100%	Met	Public exhibition of all 11 draft replacement coastal WSPs was completed.
		OM40	OM40	OM40 Data	Status	OM40 Comment
			Replacement coastal WSP submitted for approval to commence: Output = 11 Anticipated 11 coastal WSPs submitted to the Minister for approval to commence: CC, Coffs, Hunter, LNC, Bega, Murrah, Richmond, Towamba, Tweed, GMR Unreg, GMR GW.	11	Met	The replacement of 11 coastal WSPs was submitted for approval to commence.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			Replacement WSPs submitted for approval in line with expected timing = 100%	100%	Met	The replacement of 11 coastal WSPs was submitted for approval to commence.
DCCEE Water		OM41	OM41	OM41 Data	Status	OM41 Comment
			Commencement of coastal WSPs: Output = 11 Anticipated coastal WSPs approved by the Minister to commence and have been submitted to the NSW legislation website for upload: CC, Coffs, Hunter, LNC, Bega, Murrah, Richmond, Towamba, Tweed, GMR Unreg, GMR GW.	11	Met	All 11 coastal WSPs commenced.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
DCCEE Water		OM42	OM42	OM42 Data	Status	OM42 Comment
			Amendment to coastal WSPs commenced as required.	14	Met	14 coastal WSP amendments completed in 23-24 period. Further coastal amendments are in development/approvals and will be finalised in the 2024-25 period.

W06-02 Water plan development (inland) amendment, and extension or replacement of water management plans; the development of additional planning instruments to comply with the Commonwealth Water Act; and the consultation activities associated with developing these plans for the inland water sources. Relevant OM numbers include: - OM43 - OM44 - OM45 - OM46 - OM47 - OM48 - OM49 - OM50	DCCEE Water	OM43	OM43 NRC review report submitted for plans due to expire within the 2021 IPART period to Minister and Minister endorses Department recommendation for inland WSPs to be replaced or extended. Output = 13 Anticipated inland WSPs approved for replacement or extension: Castlereagh, IS, LMD, Murray, NW NSW, NSW BR, BD, Belubula, Gwydir, Lachlan, Macq Bogan, Murrumbidgee, Namoi/Peel.	OM43 Data 13	Status Met	OM43 Comment All anticipated NRC review reports have been submitted and recommendations endorsed by the Minister.
			Performance Indicator Review report submitted on time = 100%	Performance Indicator Data 100%	Status Met	Performance Indicator Comment All anticipated NRC review reports have been submitted and recommendations endorsed by the Minister.
	DCCEE Water	OM44	OM44 WSP rules are reviewed and updates 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 BR, BD, Belubula, Gwydir, Lachlan, Macq Bogan, Murrumbidgee, Namoi/Peel.	OM44 Data 6	Status On track	OM44 Comment Completed for 6 of 13 inland WSPs as of 2023/24. Work on 2024/25 replacement plans regarding this output measure is significantly progressed and will be completed by 2nd half 2024.
			Performance Indicator WSP rules reviewed and updates proposed in line with expected timing = 100%	Performance Indicator Data 46%	Status On track	Performance Indicator Comment Completed for 6 of 13 inland WSPs as of 2023/24. Work on 2024/25 replacement plans regarding this output measure is significantly progressed and will be completed by 2nd half 2024.
	DCCEE Water	OM45	OM45 Public exhibition of draft replacement inland WSPs (and any associated WRP updates) is 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, Namoi/Peel)	OM45 Data 6	Status On track	OM45 Comment 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.
			Performance Indicator Public exhibition completed in line with expected timing = 100%	Performance Indicator Data 46%	Status On track	Performance Indicator Comment 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.
	DCCEE Water	OM46	OM46 Replacement inland WSP submitted for approval to commence and amended WRP submitted for accreditation to Commonwealth: Output = 13 Anticipated up to 13 inland WSPs to be submitted to the Minister for approval to commence: Castlereagh, IS, LMD, Murray, NW NSW, NSW BR, BD, Belubula, Gwydir, Lachlan, Macq Bogan, Murrumbidgee, Namoi/Peel. Relevant WRPs are submitted to the MDBA for accreditation Comment of amendments.	OM46 Data 6	Status On track	OM46 Comment 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.
			Performance Indicator Replacement WSPs submitted for approval in line with expected timing = 100%	Performance Indicator Data 46%	Status On track	Performance Indicator Comment 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.
	DCCEE Water	OM47	OM47 Replacement inland WSP has commenced. 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, Murrumbidgee, Namoi/Peel. Relevant WRPs are accredited by the Commonwealth Minister for Water.	OM47 Data 6	Status On track	OM47 Comment 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.
			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 Amendment to inland WSPs/WRPs commenced as required (separate to those undertaken as part of plan replacement processes during the IPART period)	OM48 Data 26	Status Met	OM48 Comment 26 inland WSP amendments have been completed as of 23-24 period.
	DCCEEW Water	OM49	OM49 Water Resource Plans accredited in line with Basin Plan 2012 (Basin Plan) and Commonwealth Water Act requirements. Output = 20	OM49 Data 16	Status On track	OM49 Comment 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 WSPs accredited in line with expected timing = 100%	Performance Indicator Data 90%	Status On track	Performance Indicator Comment 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 Water	OM50	OM50 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.	OM50 Data 7	Status On track	OM50 Comment 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 Floodplain management plan development The development, review, amendment and extension or replacement of Floodplain Management Plans in collaboration with OEH. Relevant OM numbers include: - OM51 - OM52 - OM53 - OM54 - OM55 - OM56	DCCEEW Water	OM51	OM51 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	OM51 Data 10	Status Met	OM51 Comment All anticipated NRC review reports have been submitted to the Minister.
	DCCEEW Water	OM52	OM52 S43 review reports submitted in line with statutory 5-year timeframe for 3 northern FMPs. Output = 3	OM52 Data 3	Status Met	OM52 Comment All anticipated NRC review reports have been submitted to the Minister.
	DCCEEW Water	OM53	OM53 FMP rules are reviewed and updates proposed where required as part of plan replacement/amendment Output = 10 Work with staff under W06-02 for associated updates to WRPs to be identified. This is anticipated to include technical investigations of floodway network, flood behaviour and environmental, cultural, socioeconomic and existing floodplain assets. Anticipated up to 7 FMPs (and associated WRPs) to have work progressed to review and update rules where required to inform draft replacement plan/plan amendments for public exhibition (10 historic southern valley FMPs anticipated to be replaced by 3/4 FMPs, Gwydir, Barwon Darling and Upper Namoi anticipated to require amendment).	OM53 Data 10	Status Met	OM53 Comment 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.
	DCCEEW Water	OM54	OM54	OM54 Data	Status	OM54 Comment

	water		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 southern valley FMPs anticipated to be replaced by 3/4 FMPs, Gwydir, Barwon Darling and Upper Namoi anticipated to require amendment)	7	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.
	DCCEEW Water	OM55	OM55 Replacement FMP/amended FMPs submitted for approval to commence Output = 4 (Note amended WRP submitted for accreditation to Commonwealth under W06-02)	OM55 Data 4	Status Met	OM55 Comment 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 Water	OM56	OM56 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)	OM56 Data 6	Status On track	OM56 Comment 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 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: - OM57 - OM58 - OM59 - OM60 - OM61	DCCEEW Water	OM57	OM57 Regional water strategies completed and in place Output = 11	OM57 Data 8	Status On track	OM57 Comment 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 Murrumbidgee strategies are expected to be published by the end of 2024, taking total published strategies to 11 by the end of June 2025.
	DCCEEW Water	OM58	OM58 Regional water strategies implementation plans developed Output = 11 Performance Indicator Action Plan published within 3 months of each Regional Water Strategy being finalised = 100% Implementation plans reported against annually = 100%	OM58 Data 8	Status On track	OM58 Comment Eight implementation plans are complete and in place (not including the Greater Hunter). Implementation plans for the Lachlan, 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 Data 100%	Status Met	OM58 Comment Eight implementation plans are complete and in place (not including the Greater Hunter). Implementation plans for the Lachlan, 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.
				100%	Met	
	DCCEEW Water	OM59	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	OM59 Data 0	Status Not met	OM59 Comment New strategies did not fall 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 Water	OM60	OM60 Forward program for implementation and MER and public reporting published by June 2021	OM60 Data n/a	Status Not met	OM60 Comment 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 management approach to water strategies. A progress 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.
	DCCEEW Water	OM61	OM61 Completion of Greater Sydney Water Strategy in 2021, including: a water efficiency and conservation framework a performance and monitoring framework.	OM61 Data n/a	Status Met	OM61 Comment The Greater Sydney Water Strategy was completed in 2021 and published in 2022. Further, the NSW Water Efficiency Framework has been completed.

W06-06	DCCEEW Water	OM62	OM62	OM62 Data	Status	OM62 Comment
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Development of water planning and regulatory framework The development of the operational and regulatory requirements and rules for water access. Relevant OM numbers include: - OM62 - OM63 - OM64			Provide a register of regulatory and policy instruments progressed during the year. Output = 5	5	Met	Output measure exceeded in 2023-24 and is projected to be exceeded again in 2024-25.
	DCCEE Water	OM63	OM63	OM63 Data	Status	OM63 Comment
			Policies and regulations supporting the water planning and regulatory framework are developed and reviewed using a risk-based approach.	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 regulatory instruments.
	DCCEE Water	OM64	OM64	OM64 Data	Status	OM64 Comment
			Timely public access to key policies and regulatory instruments.	100%	Met	Timely public access to key policies and regulatory instruments exceeded in 2023-24.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			A risk-based framework is used 100% of the time for informing the priorities for development of water policy and regulatory instruments.	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.
			Key policies and regulatory instruments are published on the Department's website within 4 weeks of their approval = 90%	98% - Exceeded	Met	Timely public access to key policies and regulatory instruments exceeded in 2023-24.
W06-07 Cross border and national commitments The development of interstate water sharing arrangements and the implementation of operational programs to meet national and interstate commitments. Relevant OM numbers include: - OM65 - OM66	DCCEE Water	OM65	OM65	OM65 Data	Status	OM65 Comment
			DPIE Water publishes on its website an annual statement on interjurisdictional participation and performance against interstate agreements.	Murray-Darling Ministerial Council: Participation: 100% (Meetings held/attended: 2/2) Basin Officials Committee: Participation: 100% (Meetings held/attended: 7/7; Workshops held/attended: 5/5) Basin Officials Committee Principals: Participation: 100% (Meetings held/attended: 5/5) Basin Officials Committee Alternates: Participation: 100% (Meetings held/attended: 5/5; Workshops held/attended: 6/6) Environmental Watering Committee: Participation: 100% (Meetings held/attended: 3/3) River Murray Operations Committee: Participation: 100% (Meetings held/attended: 8/8) Joint Venture Budget and Performance Committee: Participation: 100% (Meetings held/attended: 7/7; Workshops held/attended: 1/1) 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 Initiative 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.	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.
	DCCEE Water	OM66	OM66	OM66 Data	Status	OM66 Comment
			Additional IPART performance indicator annual statement published.	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)
W07-01 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 - OM68	DCCEE Water	OM67	OM67	OM67 Data	Status	OM67 Comment
			Length of river remediated Output = 12km	5.54km	At risk	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	Performance Indicator Data	Status	Performance Indicator Comment
			High priority areas of erosion identified and remediated = 90%	90%	Met	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.
			Channel capacity at Tumut = >=9,200 ML/day	4,801 ML/day	At risk	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.
	DCCEE Water	OM68	OM68	OM68 Data	Status	OM68 Comment
			Rolling 3-year average of salt diverted from the Murray River system = >50,000 t/year	47,999 t/year	On track	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.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			Maintain net credit (EC) balance for NSW on the BSM2030 Salinity Register = >20 EC	26.7	Met	In 2023-24 NSW maintained a net credit (EC) on the BSM2030 Salinity Register of 26.7 compared to the target of 20.
W08-01	WNSW	N/A	Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment

Regulation systems management The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.			System availability = 95%	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.	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.
			Security and privacy of user data measured through audit = No major non-conformances	The NSW Water Register has a system availability of 99%,with minimal downtime due to system upgrades, windows patching and disaster recovery activities.	Met	
				No "major non-conformances" have been reported in relation to the security and privacy of user data within the NSW Water Register.		

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	OM69	OM69	OM69 Data	Status	OM69 Comment
			WSP rules are enforceable because the plan mandatory conditions are reflected on the licence	n/a	Met	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 Rule changes are reviewed to identify whether condition changes are necessary within 3 months of the event requiring = 100% Necessary changes to conditions are notified to the licence/approval holder within 6 months of the event requiring notification = 100%	Performance Indicator Data 100% DCCEEW: 0% WaterNSW - approval and licence holders notified within 6 months of WSP mandatory conditons being updated in licensing system	Status Met	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.

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 - OM73	NRAR	OM70	OM70	OM70 Data	Status	OM70 Comment
			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	100%	Met	NRAR has improved transparency with quarterly compliance activity published in an interactive dashboard on its website.
	NRAR	OM71	OM71	OM71 Data	Status	OM71 Comment
			Publish annual progress reports Output = 5	4	On track	NRAR publishes annual progress reports detailing its compliance work.
	NRAR	OM72	OM72	OM72 Data	Status	OM72 Comment
			Community benchmarking survey (2 yearly) Output = 2	2	Met	NRAR has collaborated with the department on the Water Sector Survey to benchmark community sentiment.
	NRAR	OM73	OM73	OM73 Data	Status	OM73 Comment
			Water licence holders audited and/or inspected each year Output = 1,722 per year	4,771 per year	Met	Performance 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.
			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%	Performance Indicator Data 76% 96%	Status Not met Met	Performance Indicator Comment As NRAR pivoted 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 timeframe. Performance indicator exceeded in FY2023-24.
			Public informants will be contacted (by letter or a telephone call) within 15 working days of lodging an alleged breach with NRAR = 90%	100%	Met	All informants are contacted with reference details on lodging a report of suspicious activity with NRAR.

W09-01 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 - OM75	DCCEEW Water & WNSW	OM74	OM74	OM74 Data	Status	OM74 Comment
			Water access licence applications Forecast = Water NSW Water access licences: 210 per year Water NSW Water access licence dealings: 862 per year NRAR Water access licences: 16 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
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment

- OM76			Water Access Licence – applications determined within 45 days = 80%	DCCEEW: 50% (13/26) WaterNSW WAL's received = 64 WaterNSW Dealings received = 742 Performance indicator WaterNSW = 94%	DCCEEW: Not met WNSW: Met	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.
	DCCEEW Water & WNSW	OM75	OM75 Works and Use Approvals – applications Forecast = Water NSW: 2,097 per year NRAR: 131 per year	OM75 Data DCCEEW: 167 out of 131 WaterNSW works (excluding BLR's), Use and combined = 3,597 Performance indicator = 85%	Status DCCEEW: Met WNSW: On track	OM75 Comment 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: continuing wetter conditions has resulted in less applications than forecast.
			Performance Indicator Works and Use Approvals – applications determined within 65 days = 80%	Performance Indicator Data DCCEEW: 58% (74/127) WaterNSW works (excluding BLR's), Use and combined = 715 (including BLR's 2,067) Performance indicator = 85%	Status DCCEEW: Not met WNSW: Met	Performance Indicator Comment 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.
	DCCEEW Water & WNSW	OM76	OM76 Approval extensions Forecast = Water NSW: 13,079 (2021–22 to 2024–25) NRAR: 269 per year	OM76 Data DCCEEW: 361 WaterNSW approval extensions received =9,985 WaterNSW Performance indicator = 97%	Status DCCEEW: Met WNSW: On track	OM76 Comment 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 within the reporting framework.
			Performance Indicator Approvals extensions – applications determined within 25 days = 80%	Performance Indicator Data DCCEEW: 92% (256/278) WaterNSW approval extensions received = 6,373 WaterNSW Performance indicator = 99%	Status Met	Performance Indicator Comment 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 within the reporting framework.

W10-01 Customer management All customer liaison activities; including responding to calls to licensing and compliance information lines; and producing communication and education materials such as website content and participation in customer forums. Relevant OM numbers: - OM77 - OM78	NRAR, DCCEEW Water & WNSW	OM77	OM77 Number of customer enquiries received Forecast = NRAR: 6,961 calls per year and 14,259 emails per year	OM77 Data DCCEEW: 2284 Customer interactions Water Enquiries, 832 Phone Calls, 296 Emails and Webforms Total WAMC-related Customer Contacts (to WaterNSW) in 2023-24: 21,009 by phone 9,444 via email/fax/webform.	Status DCCEEW: Not met WNSW: Met	OM77 Comment DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in April 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 customer 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 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 Licensing 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 Emails responded to within 24 hours = 90%	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 Met	Performance Indicator Comment DCCEEW: The function of the licensing and approvals team was transferred to the department from NRAR in April 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 customer 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 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 2,500 on last year. This is a result of increased enquiries around metering reform, new online licensing platform (WMS), and a regular rollout of communications regarding licencing activities e.g approval extensions.
W10-01 Customer management All customer liaison activities; including responding to calls to licensing and compliance information lines; and producing communication and education materials such as website content and participation in customer forums. Relevant OM numbers: - OM77 - OM78	NRAR & WNSW	OM78	OM78 Number of complaints received per year (Water NSW) Forecast = 389	OM78 Data In 2023-24, 126 complaints (including negative feedback) were received relating to WAMC activities.	Status On track	OM78 Comment As part of our continuous improvement processes, in 23-24 we began including "Negative Feedback" cases into our Complaint metrics as part of service delivery improvements for customers. This has led to a 50% increase on reported WAMC-related complaints vs last year.
			Performance Indicator Complaints resolved within 28 days = 90%	Performance Indicator Data 83% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related matters.	Status Not Met	Performance Indicator Comment 104/126 complaints were resolved within 28 days. Of those that were not resolved within 28 days, these cases relating to licenses, dealings or were through EWON that required complex investigation.
			Achieve 68% score for 'Skyline' composite measure and publish regularly the results		Not Met	

W10-03	DCCEEW Water & WNSW	OM79	OM79	OM79 Data	Status	OM79 Comment
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Billing Management The management of billing requirements and subcontracted billing, revenue collection and debtor management service delivery, and responding to queries on billing activities.	vwater		Expected number of accounts billed in each year Forecast = 38,915 pear year	39,502 accounts were billed in 23/24	Met	
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			% accounts billed in the year = 95%		Met	
				100% - Target Met		

TO BE COMPLETED BY DCCEE Water

W06-03 Flood Plain Management Plan Development

Complete for 2023-24

Actions	Gwydir	Border Rivers	Macquarie	Barwon-Darling	Namoi
1. ROI's invited and assessment of eligibility completed	100%	100%	100%	100%	100%
2. IBQ's completed	100%	100%	100%	100%	100%
3. Modelling completed	100%	100%	100%	100%	100%
4. 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%
8. Revised floodplain harvesting entitlements released	100%	100%	100%	100%	50%
9. 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%

*DCCEE did not issue any WSWA's within this period, the percentages represent progress towards issuing WSWAs

Complete for 2023-24

Actions	Gwydir	Barwon Darling	Upper Namoi	Lower Namoi	Border Rivers	Macquarie
1. 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%
4. Has Interagency Regional Panel approval to commence	100%	100%	100%	100%	100%	100%
5. Commenced	100%	100%	100%	100%	100%	100%