

Summary of Output measures

Activity		Activity description	Output Measures	Agency
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 low data from all telemetered sites to the corporate database; and the maintenance and operation of surface water monitoring stations.	Output measure (OM1)	WNSW
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.	Output measure (OM2)	WNSW
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.	Output measure (OM3) Output measure (OM4)	WNSW
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.	Output measure (OM5)	WNSW
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.	Output measure (OM6) Output measure (OM7) Output measure (OM8) Output measure (OM9) Output measure (OM10) Output measure (OM11) Output measure (OM12) Output measure (OM13) Output measure (OM14)	DCCEEW
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.	Output measure (OM15)	WNSW
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.	Output measure (OM16) Output measure (OM17)	WNSW
W02-03	Groundwater data management and reporting	The data management and reporting of groundwater quantity and quality information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	Output measure (OM18)	WNSW
W03-01			Not included in 2021 determination	
W03-02			Not included in 2021 determination	

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.	Output measure (OM19) Output measure (OM20)	DCCEEW
W04-02	Groundwater modelling	The development, upgrade and use of groundwater resource management models for water sharing and management applications, and for resource impact and balance assessments.	Output measure (OM21) Output measure (OM22)	DCCEEW
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.	Output measure (OM23) Output measure (OM24)	DCCEEW
W05-01	Systems operation and water availability management	The preparation and implementation of the procedures and systems required to deliver the provisions of water management plans; and operational oversight to ensure plan compliance, the available water determinations and the assessment of compliance with long term extraction limits.	Output measure (OM25) Output measure (OM26) Output measure (OM27) Output measure (OM28) Output measure (OM29)	DCCEEW
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.	Output measure (OM30)	WNSW
W05-03	Environmental water management	The development and collaborative governance of environmental flow strategies and assessments; and the use of environmental water to achieve environmental outcomes.	Output measure (OM31) Output measure (OM32) Output measure (OM33) Output measure (OM34)	DCCEEW
W05-04	Water plan performance assessment and evaluation	The assessment, audit and evaluation of the water management plans' appropriateness, efficiency and effectiveness in achieving economic, social and environmental objectives.	Output measure (OM35) Output measure (OM36)	DCCEEW
W06-01	Water plan development (coastal)	The development, review, amendment, and extension or replacement of water management plans, and the consultation activities associated with developing these plans for coastal water sources.	Output measure (OM37) Output measure (OM38) Output measure (OM39) Output measure (OM40) Output measure (OM41) Output measure (OM42)	DCCEEW
W06-02	Water plan development (inland)	The development, review, amendment, and extension or replacement of water management plans; the development of additional planning instruments to comply with the Commonwealth Water Act; and the consultation activities associated with developing these plans for inland water sources.	Output measure (OM43) Output measure (OM44) Output measure (OM45) Output measure (OM46) Output measure (OM47) Output measure (OM48) Output measure (OM49) Output measure (OM50)	DCCEEW
W06-03	Floodplain management plan development	The development, review, amendment, and extension or replacement of Floodplain Management Plans (FMPs), in collaboration with the Office of Environment and Heritage.	Output measure (OM51) Output measure (OM52) Output measure (OM53) Output measure (OM54) Output measure (OM55) Output measure (OM56)	DCCEEW
W06-04			Not included in 2021 determination	

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	Output measure (OM57) Output measure (OM58) Output measure (OM59) Output measure (OM60) Output measure (OM61)	DCCEEW
W06-06	Development of water planning and regulatory framework	The development of the operational and regulatory requirements and rules for water access.	Output measure (OM62) Output measure (OM63) Output measure (OM64)	DCCEEW
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.	Output measure (OM65) Output measure (OM66)	DCCEEW
W07-01	Water management	The undertaking of water management works to reduce the impacts arising from water use or remediate water courses	Output measure (OM67) Output measure (OM68)	DCCEEW
W08-01	Regulation systems management	The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.	No Output measure only performance indicator	WNSW
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.	Output measure (OM69)	DCCEEW WNSW
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.	Output measure (OM70) Output measure (OM71) Output measure (OM72) Output measure (OM73)	NRAR
W09-01	Water consents transactions	Transactions undertaken on a fee for service basis; including dealings, assessments, changes to conditions and new applications for water licences and approvals.	Output measure (OM74) Output measure (OM75) Output measure (OM76)	DCCEEW WNSW
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.	Output measure (OM77) Output measure (OM78)	DCCEEW WNSW NRAR
W10-02			Removed in 2021 determination	
W10-03	Billing management	The management of billing requirements and subcontracted billing, revenue collection and debtor management service delivery, and responding to queries	Output measure (OM79)	WNSW

Performance against WAMC Output Measures Report				2024-25 Reporting																																													
Activity	Agency	Output Measure number	Measures and Indicators	Output measure and performance indicator data -	Status	Agency assessment and comment																																											
W01-01 Surface water quantity monitoring The provision of a surface water quantity monitoring system; including design, station calibration, data collection, processing, encoding, quality assurance and archiving from the networks of water monitoring stations; the delivery of near real time height and/or flow data from all telemetered sites to the corporate database; and the maintenance and operation of surface water monitoring stations.	WNSW	OM1	OM1 Number of water monitoring sites: Forecast = 437	OM1 Data 413 SW sites monitored in the 2024-25 year	Status Partially met	OM1 Comment Of the 420 telemetered sites, seven have not been physically visited during the FY24–25 period but have continue to transmit telemetered data. There are 17 sites that are manually measured or operate as staff gauge-only sites in accordance with Schedule 6 of the RRA; these sites do not collect timeseries data as their requirement is limited to maintaining staff gauge readings.																																											
				Performance indicator 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%	Performance indicator Data 90% of the replacement cost of civil assets is in condition grade 1 or 2 96.82% of level data collected had a quality code better than 40.	Status Partially met	Performance indicator Comment <table><tr><td>Asset category</td><td>Very Good</td><td>Good</td><td>Fair</td><td>Poor</td><td>Very Poor</td></tr><tr><td>Gauges</td><td>7%</td><td>74%</td><td>18%</td><td>3%</td><td>1%</td></tr><tr><td>Benchmark</td><td>9%</td><td>65%</td><td>4%</td><td>1%</td><td>0%</td></tr><tr><td>Boiler</td><td>15%</td><td>72%</td><td>11%</td><td>1%</td><td>0%</td></tr><tr><td>Conduits / sensor mounts</td><td>4%</td><td>78%</td><td>14%</td><td>4%</td><td>0%</td></tr><tr><td>Power supply</td><td>8%</td><td>87%</td><td>3%</td><td>0%</td><td>0%</td></tr><tr><td>Instrument enclosure</td><td>18%</td><td>77%</td><td>4%</td><td>2%</td><td>0%</td></tr></table>	Asset category	Very Good	Good	Fair	Poor	Very Poor	Gauges	7%	74%	18%	3%	1%	Benchmark	9%	65%	4%	1%	0%	Boiler	15%	72%	11%	1%	0%	Conduits / sensor mounts	4%	78%	14%	4%	0%	Power supply	8%	87%	3%	0%	0%	Instrument enclosure	18%	77%	4%	2%	0%
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W01-02 Surface water data management and reporting The data management and reporting of surface water quantity, quality and biological information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	WNSW	OM2	OM2 Number of sites subject to data management: Forecast = 437	OM2 Data 413 SW sites monitored in the 2024-25year	Status Partially met	OM2 Comment Of the 420 telemetered sites, seven have not been physically visited during the FY24–25 period but have continue to transmit telemetered data. There are 17 sites that are manually measured or operate as staff gauge-only sites in accordance with Schedule 6 of the RRA; these sites do not collect timeseries data as their requirement is limited to maintaining staff gauge readings.																																											
				Performance indicator % of sites where data is available within 3 hours = 90%	Performance indicator Data Overall telemetered data availability was 99.0% for FY24-25	Status Met	Performance indicator Comment WaterNSW systems are currently unable to produce a statistic for telemetry availability within 3 hours as a network aggregate. The statistic provided is the overall success rate of telemetry communications attempts to WAMC sites for FY24-25.																																										
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 All 125 sites listed in section 3.3.5 The Surface Water Assessment and Monitoring Program in rural rivers were visited in the 2024-25 financial year aligning with the current RRA schedule.	Status Met	OM3 Comment OM3 Met 125 of 125 sites visited																																											
			OM4	OM4 Number of tests undertaken per year: Forecast = 26,750	OM4 Data 29 773 tests undertaken as per the measured analytes and stations listed in the Table 3.5 of the 3.3.1 section of the Water Monitoring Program and the RRA schedule.	Status Met	OM4 Comment Greater number of samples taken due to increased monitoring of events.																																										
				Performance Indicator % compliance against monitoring program requirements = 98%	Performance indicator Data 0.992	Status Met	Performance Indicator Comment PI of 99.20% exceeded																																										
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 10344 Increased number of tests due to higher numbers of algae alert sampling.	Status Met	OM6 Comment Greater number of samples taken due to increased monitoring of events.																																											
			Performance Indicator % samples collected and analysed according to current standards and within agreed timeframe = 95%	Performance indicator Data 96.00%	Status Met	Performance Indicator Comment PI of 96% exceeded																																											
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. Relevant OM numbers: - OM6 - OM7 - OM8 - OM9 - OM10 - OM11 - OM12 - OM13 - OM14	DCCEEW Water	OM6	OM6 Update of River Styles database undertaken to support water sharing plan (WSP) development. Measure by number of plans: - Output = 50% Performance Indicator Update of River Styles completed in time for WSP evaluation = 100%	OM6 Data 100% Performance indicator Data 100%	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.																																											
	DCCEEW Water	OM7	OM7 Update of RCI undertaken to support WSP development. Measure by number of plans: - Output = 50% Performance Indicator Update of RCI completed in time for WSP evaluation = 100%	OM7 Data 100%	Status Met	OM7 Comment The RCI was completed for all of state and published January 2023.																																											
			OM8 Update of WaQI undertaken to support WSP development. Measure by number of plans: - Output = 50% Performance Indicator Update of WaQI completed in time for WSP evaluation = 100%	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.																																											
	DCCEEW Water	OM9	OM9 Coverage of river and groundwater HEVAE extended to coastal WSP areas Performance Indicator River and groundwater HEVAE extended to cover coastal WSP areas in time for plan evaluation = 100%	OM9 Data 100%	Status Met	OM9 Comment River and groundwater HEVAE have been extended to the coast, with all areas completed November 2023.																																											
			OM10 Coverage of river and groundwater HEVAE extended to coastal WSP areas	Performance indicator Data 100%	Status N/A	OM10 Comment N/A																																											

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			Performance Indicator River and groundwater HEVAE extended to cover coastal WSP areas in time for plan evaluation = 100%	NB identical to OM9 (double up of OM9)	Status N/A	Performance Indicator Comment N/A
	DCCEEW 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.
	DCCEEW 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.
	DCCEEW Water	OM14	OM14 Technical reports for HEVAE and WaQI peer reviewed and published on DPIE website	OM14 Data 95%	Status Not met	OM14 Comment Water Quality index technical report has been reviewed and published. The HEVAE technical report has been peer reviewed and is in internal CM approval stages, expected to be published by the end of August 2025.
			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 95%	Status Not met	Performance Indicator Comment Water Quality index technical report has been peer reviewed and published. The HEVAE technical report has been peer reviewed and is in internal approval stages and is expected to be published by the end of August 2025 enabling time for internal review, approval and publication processes.
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	OM15 Data	Status	OM15 Comment
			Number of water monitoring sites: Forecast = 4,384 (excludes coal basin bore monitoring sites)	4160 actively monitored (431 telemetered, 399 Logged and 3330 manual) Ground Water sites that were reported in 2024-25, checked against the site list in new RRA Schedule.	Partially met	95% bores monitored. Note: there are 191 Bores with a status of 'Parked' in the queries register with DEECCW awaiting potential refurbishment/repair or decommissioning
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Sites in acceptable condition % of replacement cost of monitoring sites in condition grade 2 or better = 95% % of level or pressure data with a quality code better than 40 = 95%	72% of bores which have undergone condition assessment in the last 3 years are in condition grade 1 or 2 Condition grade is based on downhole camera assessments where available, otherwise is based on total bore depth relative to screen opening depths. 96.0% of telemetered sites have data with quality code better than 40	Partially met	Overall integrity of the network is significantly impacted by older bores which have exceeded their expected life. The limited budget for bore renewal and replacement requires a prioritised approach and network rationalisation. Lower priority bores continue to be monitored until they reach total failure, hence the condition-based measure is not practical to achieve.
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 in the WQDB in the 2024-25 water year, checked against the site list in the new RRA Schedule. The 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 All groundwater sites that were suitable for sampling have been sampled. The difference between the reported 148 sites and the RRA target of 153 is due to five bores identified as unsuitable for water quality sampling. These bores have been flagged through the RRA and are in the queries register with DEECCW .
		OM17	OM17 Number of samples undertaken per year: Forecast = 340 (excludes coal basin bore monitoring sites)	OM17 Data 295 Gound Water samples were reported for the 2024-25 water year. The new RRA schedule forecast is 340 samples per year.	Status Partially met	OM17 Comment See OM16 comment
			Performance Indicator % compliance against monitoring program requirements = 98%	Performance indicator Data 96.73% of scheduled sites visited. 86.76% of forecasted number of samples undertaken.	Status Not Met	Performance Indicator Comment See OM16 comment
W02-03 Groundwater data management and reporting The data management and reporting of groundwater quantity and quality information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	WNSW	OM18	OM18	OM18 Data	Status	OM18 Comment
			Number of sites subject to data management: Forecast = 4,384 (excludes coal basin bore monitoring sites)	4160 actively monitored (431 telemetered, 399 Logged and 3330 manual) Ground Water stations that were reported in 2024-25, checked against the site list in new RRA Schedule.	Partially met	95% bores monitored. Note: there are 191 Bores with a status of 'Parked' in the queries register with DEECCW awaiting potential refurbishment/repair or decommissioning
			Performance Indicator % of sites where data is available daily = 90%	Performance indicator Data 97.7% of sites had data available daily (Telemetered GW)	Status Met	Performance Indicator Comment 97.7% PI exceeded
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	OM19 Data	Status	OM19 Comment
			Number of documented model performance reviews during the year: Output = 5 per year	5	Met	5 model performance reviews have been completed per year of the current period.
		Performance Indicator % models reviewed and reported against accuracy and reliability criteria set out in modelling guidelines = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment All models have been reviewed and reported against accuracy and reliability criteria set out in modelling guidelines	
	DCCEEW Water	OM20	OM20	OM20 Data	Status	OM20 Comment
			Number of models updated with an additional year of climate and hydrologic data: Output = 15 per year	15	Met	Compliance runs have been completed
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	OM21 Data	Status	OM21 Comment
			Number of documented model performance reviews during the year: Output = 4 per year	3	Not Met	Lower Namoi, Upper Namoi, Lower Gwydir reviews have been performed. Lower Murray review was delayed but is underway and expected to be delivered by the end of the calendar year.
		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 Upper Namoi has met the guideline criteria after update with additional year of climate and hydrologic data. Lower Gwydir has an unresolved conceptual model issue.	
		DCCEEW	OM22	OM22	OM22 Data	Status

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	Water		Number of models updated with an additional year of climate and hydrologic data: Output = 2 per year	2	Met	2 models (Upper Namoi and Lower Gwydir) of the annual target of 2 have been updated for the FY24/25 reporting period. 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. Relevant OM numbers: - OM23 - OM24	DCCEE Water	OM23	OM23 Publication of detailed General Purpose Water Allocation Reports (GPWARs): Output = 9 (covering 11 sources) per year Performance Indicator GPWARs published within 12 months of the end of the water year = 100%	OM23 Data 9	Status Met	OM23 Comment All GPWARs published.
				Performance Indicator Data	Status	Performance Indicator Comment
				100%	Met	All GPWARs published.
	DCCEE Water	OM24	OM24 Reports to meet state and federal compliance reporting obligations.	OM24 Data n/a	Status Met	OM24 Comment Section S91 and Matter 9 reporting completed.
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	DCCEE 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.
	DCCEE 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 The 2023-24 Water Sharing Plan Implementation Program Annual Report has been published and is available on the department's website.
	DCCEE 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. 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 consistent with the extraction limit.	OM27 Data 2 non-compliant LTAAELs - Upper Namoi and Lower Namoi Regulated River Water Source, and the Greater Metropolitan Region Unregulated River Water Source.	Status Met	OM27 Comment It is likely that LTAAEL non-compliance will continue in the Namoi while the definition of the compliance assessment continues to include Cap as part of the assessment. The implementation of Floodplain Harvesting Licences would see increased supplementary access allocations but still less than 100% allocation. The Greater Metro Water Sharing Plan is proposed to have an amendment to the Southern Sydney management unit volume which would likely make the LTAAEL compliant.
				Performance Indicator Data	Status	Performance Indicator Comment
				100%	Met	For the Upper Namoi and Lower Namoi Regulated River, growth-in-use action was taken by reducing supplementary allocations to 0.37ML/share. Once floodplain harvesting licences are implemented, there will likely be an increase in supplementary access but still less than 100% allocation. For the Greater Sydney Metropolitan Unregulated River, the water sharing plan states that the action is for a review to be undertaken. This review has been completed and an increase to the Southern Sydney management unit is proposed to be implemented via a water sharing plan amendment.
	DCCEE Water	OM28	OM28 Snowy licence review implemented by 2022.	OM28 Data n/a	Status Not met	OM28 Comment The actions of the 10-Year Licence Review have been implemented through the Licence Review Implementation Program. The Snowy Licence Review was not implemented by 2022. - The program has included a detailed review of issues and analysis of options, including the development of a detailed interconnected model of the Snowy, Murray and Murrumbidgee systems. This is the first time modelling has been available to provide for evidence-based decision making. Modelling allowed for refinement of options. Detailed interjurisdictional discussions, alongside negotiation with Snowy Hydro, led to agreement on final solutions. - Four operating protocols have been developed to trial new operating arrangements, two of which have been implemented and the remaining two are being finalised between the department and Snowy Hydro. - As part of the Decision Package, a detailed workplan for further investigations of Mowamba Weir and flexible environmental flow deliveries has been developed - The Licence Review Outcomes Report will be developed to document the outcomes of the Licence Review. - Note this also relates to OM 33 and OM 34.
	DCCEE Water	OM29	OM29 AWDs and allocation statements released for each WSP Performance Indicator AWDs published on website within 1 week of being made = 100%	OM29 Data n/a	Status Met	OM29 Comment Water allocations and statements were issued for all NSW water sources (gw, reg, unreg) as required on 1 July. Regular resource assessments and statements have been issued on time for regulated river water sources since 1 July, incrementing the allocations where appropriate.
				Performance Indicator Data	Status	Performance Indicator Comment
				100%	Met	Completed on time for each water source, year to date. No adjustments required.
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. Performance Indicator % reports meeting weekly timeframe to regional algal coordinating committees and state algal coordinator of alert levels based on algal data = 100% % actions implemented in accordance with algal risk management plan and guidelines = 100%	OM30 Data The state-wide guidelines were not updated as the NHMRC Guidelines for Managing Risks in Recreational Waters have not been updated.	Status Met	OM18 Comment Reviewed guidelines remain pending.
				Performance Indicator Data	Status	Performance Indicator Comment
				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 stockholder reports.
W05-03	DCCEE	OM31	OM31	OM31 Data	Status	OM31 Comment

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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 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 December 2024 and will meet again in May 2025. A consultant was engaged in Q3 to progress revisions to the PPMs procedures manuals which are on track for delivery by December 2025.
			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 September 2025, the process has facilitated work to finalise 5 arrangements (Werai, new Wakool, revised Yanco, Edward River and Yanga/Tala), with 2 of those (Wakool and Edward River) occurring in this Q3 reporting period (January-March). Further progress has also been made 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.		Status Met	Performance Indicator 2 Comment The 2023-24 annual report and evaluation has been published on the Department's website.
		DCCEEW Water	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 Not met	OM32 Comment The department is currently investigating the recommendations from the Connectivity Expert Panel. The outcomes adopted from the panel's recommendations will supersede the North West unreg flow plan, and will require a different approach to implementation. Once any changes recommended by the panel are adopted in the relevant water sharing plans, work will commence on the development of procedures to implement them.
		DCCEEW Water	OM33 Snowy Licence – Evaluate using the Mowamba River to provide environmental water to the Snowy River.	OM33 Data n/a	Status Met	OM33 Comment The department undertook extensive evaluations of using the Mowamba River to provide environmental water to the Snowy River. This included ecological, social and cultural assessment that supported the proposal. A concept design was developed, that considered the complex interactions with the Snowy Water Licence. The evaluation was included in the Licence Review Decision Package, incorporating a workplan for further detailed investigations. The workplan was endorsed by all members of the the Snowy Technical Working Group other than Snowy Hydro. A revised approach was then developed in order to achieve support from Snowy Hydro and an alternative workplan has been agreed. Implementation of the workplan has commenced.
		DCCEEW Water	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 Regarding Flexible Delivery: - A three-year trial has been implemented to achieve improved flexibility of SRIF releases. This delivers up to 4 'flexible' flow events per year that are synchronised with natural flows in the Thredbo River to better mimic natural flow conditions. A similar trial for SMRIF releases has commenced with up to 4 'flexible' flow events for environmental water releases into the Upper Murrumbidgee River. - A workplan has been developed to investigate further flexible delivery options as a combined project with Mowamba Weir. Implementation of the workplan has commenced. Regarding delivering average annual flows: - Average annual flows are defined in the SWIOD and cannot be altered through an amendment to the Snowy Water Licence. - The department has requested the jurisdictions review the Snowy Water Inquiry Outcomes Implementation Deed in order to address this matter. - The Commonwealth Government has announced a review of the Snowy Water Inquiry Outcomes Implementation Deed.
		DCCEEW Water	OM35 WSP risk assessments prepared: Output = 25	OM35 Data 25	Status Met	OM35 Comment All required risk assessments have been prepared.
			Performance Indicator WSPs with risk assessments available prior to remake date = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment All WSP environmental risk assessments have met the timetable required for remake process.
		DCCEEW Water	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 6	Status Met	OM36 Comment 100% complete. Available environmental monitoring outcomes data was compiled and supplied for all inland WSPs and for 6 coastal WSPs with replacement process commencing during 2022/23. The combined environmental monitoring data reports for 22/23 and 23/24 are now complete and in approval process. The survey collects monitoring data to inform social outcome performance indicators. Published customised economic data by water sharing plan area on SEED database. This data informs economic outcome performance indicators. Draft methods for evaluation social, economic, environmental and water quality in groundwater systems delivered.
			Performance Indicator WSPs with monitoring outcomes available prior to evaluation and remake date = 100%	Performance indicator Data	Status Not met	Performance Indicator Comment During the determination period the department delivered a significant body of work to develop and establish an improved Water Sharing Plan Evaluation Framework. This included: - Water Sharing Plan Evaluation Framework - Environmental and Water Quality Outcomes evaluation methods for surface water - Environmental and Water Quality Outcomes evaluation methods for groundwater - Social and Economic Outcomes evaluation methods. Each method was tested on pilot water sharing plan evaluations including an inland regulated plan, coastal unregulated and alluvial and groundwater only. The methods are now being used to develop plan term evaluations for 18 water sharing plans that commenced in 2016. This is the first time evaluations are being completed under the draft NSW WSP Evaluation Framework. Plan term evaluations are due to be published by December 2026 before plan replacement. Limited monitoring outcomes were available for water sharing plans replaced during the determination period. This is due to resources being focused on development and testing of the Improved Framework and Methods and
W05-04 Water plan performance and evaluation. The 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 25	Status Met	OM35 Comment All required risk assessments have been prepared.
			Performance Indicator WSPs with risk assessments available prior to remake date = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment All WSP environmental risk assessments have met the timetable required for remake process.
	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 6	Status Met	OM36 Comment 100% complete. Available environmental monitoring outcomes data was compiled and supplied for all inland WSPs and for 6 coastal WSPs with replacement process commencing during 2022/23. The combined environmental monitoring data reports for 22/23 and 23/24 are now complete and in approval process. The survey collects monitoring data to inform social outcome performance indicators. Published customised economic data by water sharing plan area on SEED database. This data informs economic outcome performance indicators. Draft methods for evaluation social, economic, environmental and water quality in groundwater systems delivered.
W06-01 Water plan development (coastal) The development, review, amendment, and extension or replacement of water management plans, and the consultation activities associated with developing these plans for the coastal water sources. Relevant OM numbers include: - OM37 - OM38 - OM39	DCCEEW Water	OM37	OM37 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, PMP, PWP.	OM37 Data 7	Status Met	OM37 Comment Completed for 7 coastal WSPs. NRC is bringing forward 5 plans for 2024/2025 to stagger work commitments. This would increase the total output to 12. It has also been proposed that one more coastal WSPs could be reviewed within this reporting period. This is subject to agreement with the NRC. This would increase the total output to 13.
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment

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OM40 OM41 OM42			Review report submitted on time = 100%	100%	Met	Completed for 7 coastal WSPs. NRC is bringing forward 5 plans for 2024/2025 to stagger work commitments. This would increase the total output to 12. It has also been proposed that one more coastal WSPs could be reviewed within this reporting period. This is subject to agreement with the NRC. This would increase the total output to 13.
	DCCEEW Water	OM38	OM38 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 2025.	OM38 Data 11	Status Not met	OM38 Comment Completed for 11 coastal WSPs as of 2023/24. Work on the additional 2 plans (Clarence and Macleay) is progressing (but behind initial schedule due to refocus of resources to support inland planning to 30 June 2024 and further requirement for review of agency positions ahead of finalisation of interagency working group meetings). Additionally, work is also progressing on a further 2 plans (Nambucca and Brunswick). The draft NRC review report for these four unregulated and alluvial plans was provided to the Department at the end of Jan 2025 for feedback and has now been finalised. The draft review report for 3 coastal groundwater plans was provided for feedback in April 2025. A final report was provided on 30 June 2025.
			Performance Indicator WSP rules reviewed and updates proposed in line with expected timing = 100%	Performance indicator Data 85%	Status Not met	Performance Indicator Comment Completed for 11 coastal WSPs as of 2023/24. Work on the additional 2 plans (Clarence and Macleay) is progressing (but behind initial schedule due to refocus of resources to support inland planning to 30 June 2024 and further requirement for review of agency positions ahead of finalisation of interagency working group meetings). Additionally, work is also progressing on a further 2 plans (Nambucca and Brunswick). The draft NRC review report for these four unregulated and alluvial plans was provided to the Department at the end of Jan 2025 for feedback and has now been finalised. The draft review report for 3 coastal groundwater plans was provided for feedback in April 2025. A final report was provided on 30 June 2025.
					Status Met	OM39 Comment Completed for 11 coastal WSPs. It is now proposed that 2 coastal WSPs could have public exhibition of draft replacement plan within this reporting period (Macleay, Clarence). This is subject to agreement with the NRC. This would increase the total output to 13.
	DCCEEW Water	OM39	OM39 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.	OM39 Data 11	Status Met	OM39 Comment Completed for 11 coastal WSPs. It is now proposed that 2 coastal WSPs could have public exhibition of draft replacement plan within this reporting period (Macleay, Clarence). This is subject to agreement with the NRC. This would increase the total output to 13.
			Performance Indicator Public exhibition completed in line with expected timing = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment Completed for 11 coastal WSPs. It is now proposed that 2 coastal WSPs could have public exhibition of draft replacement plan within this reporting period (Macleay, Clarence). This is subject to agreement with the NRC. This would increase the total output to 13.
					Status Met	OM40 Comment Completed for 11 coastal WSPs. It is now proposed that 2 coastal WSPs could have public exhibition of draft replacement plan within this reporting period (Macleay, Clarence). This is subject to agreement with the NRC. This would increase the total output to 13.
	DCCEEW Water	OM40	OM40 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.	OM40 Data 11	Status Met	OM40 Comment Completed for 11 coastal WSPs. It is now proposed that 2 coastal WSPs could have public exhibition of draft replacement plan within this reporting period (Macleay, Clarence). This is subject to agreement with the NRC. This would increase the total output to 13.
			Performance Indicator Replacement WSPs submitted for approval in line with expected timing = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment Completed for 11 coastal WSPs. It is now proposed that 2 coastal WSPs could have public exhibition of draft replacement plan within this reporting period (Macleay, Clarence). This is subject to agreement with the NRC. This would increase the total output to 13.
					Status Met	OM41 Comment All 11 coastal WSPs commenced.
	DCCEEW Water	OM41	OM41 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.	OM41 Data 11	Status Met	OM41 Comment All 11 coastal WSPs commenced.
			Performance Indicator Commencement of WSPs occur in line with expected timing = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment All 11 coastal WSPs commenced.
					Status Met	OM42 Comment 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. This currently includes omnibus amendment (multiple plans) and Hunter tidal pool amendment (1 plan).
W06-02 Water plan development (inland) The development, review, amendment, and extension or replacement of water management plans; the development of additional planning instruments to comply with the Commonwealth Water Act; and the consultation activities associated with developing these plans for the inland water sources. Relevant OM numbers include: - OM43 - OM44 - OM45 - OM46	DCCEEW 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/Dart.	OM43 Data 13	Status Met	OM43 Comment Completed for 13 inland WSPs. It has been proposed that an additional 3 inland regulated WSPs could be reviewed within this reporting period. This is subject to agreement with the NRC. This would increase the total output to 16.
			Performance Indicator Review report submitted on time = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment Completed for 13 inland WSPs. It has been proposed that an additional 3 inland regulated WSPs could be reviewed within this reporting period. This is subject to agreement with the NRC. This would increase the total output to 16.
					Status Met	OM44 Comment
	DCCEEW	OM44	OM44	OM44 Data	Status	OM44 Comment

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OM47 OM48 OM49 OM50	Water		WSP rules are reviewed and updates proposed where required as part of plan replacement. Associated updates to WRP's are also identified. Output = 13 Anticipated inland WSPs (and associated WRP's) 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.	13	Met	Completed for 6 inland WSPs as of 2023/24. Completed for additional 7 inland WSPs for 2025 replacement. No further inland plans are now proposed to be progressed in this reporting report for 2026 replacement. NRC review reports are in progress for 3 of these plans with a final review report available for the Murrumbidgee Regulated River, draft for the NSW Murray and Lower Darling WSP and draft in prep for the Gwydir Regulated WSP. Work was initially commenced on BD as plan replacement. This was changed in Q2 of 21/22 period to split to initial amendment followed by replacement work for later date. This was due to related work informing the replacement being delayed. Work on this replacement plan has been completed (included in additional 7 plans). Work on 2024 replacement plans in regard to this output measure has now been completed. Work on 2025 replacement plans in regard to this output measure has now been completed. Updates to WRP are no longer part of this output given majority of SW WRP's are accredited and NSW is reviewing
			Performance Indicator WSP rules reviewed and updates proposed in line with expected timing = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment Completed for 6 inland WSPs as of 2023/24. Completed for additional 7 inland WSPs for 2025 replacement. No further inland plans are now proposed to be progressed in this reporting report for 2026 replacement. NRC review reports are in progress for 3 of these plans with a final review report available for the Murrumbidgee Regulated River, draft for the NSW Murray and Lower Darling WSP and draft in prep for the Gwydir Regulated WSP. Work was initially commenced on BD as plan replacement. This was changed in Q2 of 21/22 period to split to initial amendment followed by replacement work for later date. This was due to related work informing the replacement being delayed. Work on this replacement plan has been completed (included in additional 7 plans). Work on 2024 replacement plans in regard to this output measure has now been completed. Work on 2025 replacement plans in regard to this output measure has now been completed. Updates to WRP are no longer part of this output given majority of SW WRP's are accredited and NSW is reviewing
	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 WRP's) to have public exhibition completed (Castlereagh, IS, LMD, Murray, NW NSW, NSW BR, BD, Belubula, Gwydir, Lachlan, Macq Bogan, Murrumbidgee, Namoi/Peel).	OM45 Data 13	Status Met	OM45 Comment 6 plans due for replacement by 2024 completed their public exhibition (between June and Dec 2023). 7 plans due for replacement in 2025 completed their public exhibition (between November 2024 and January 2025) No further inland plans are now proposed to be progressed in this reporting report for 2026 replacement.
			Performance Indicator Public exhibition completed in line with expected timing = 100%	Performance indicator Data 100%	Status Met	Performance Indicator Comment 6 plans due for replacement by 2024 completed their public exhibition (between June and Dec 2023). 7 plans due for replacement in 2025 completed their public exhibition (between November 2024 and January 2025) No further inland plans are now proposed to be progressed in this reporting report for 2026 replacement.
	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 WRP's are submitted to the MDBA for accreditation Comment of amendments.	OM46 Data 6	Status Not met	OM46 Comment 6 plans due for replacement in 2024 were all submitted for approval. Commencement packages for all 7 2025 plan replacements are in approvals. The Belubula WSP was submitted for concurrence but sent back to the Department for additional content. Finalisation has been impacted by ongoing discussions with CPHR and Minister for the Environments Office. This has significantly impacted finalisation of packages and may delay replacement plans being in place for a period of months. No further inland plans are now proposed to be progressed in this reporting report for 2026 replacement.
			Performance Indicator Replacement WSPs submitted for approval in line with expected timing = 100%	Performance indicator Data 46%	Status Not met	Performance Indicator Comment 6 plans due for replacement in 2024 were all submitted for approval. Commencement packages for all 7 2025 plan replacements are in approvals. The Belubula WSP was submitted for concurrence but sent back to the Department for additional content. Finalisation has been impacted by ongoing discussions with CPHR and Minister for the Environments Office. This has significantly impacted finalisation of packages and may delay replacement plans being in place for a period of months. No further inland plans are now proposed to be progressed in this reporting report for 2026 replacement.
	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 WRP's are accredited to the Commonwealth Minister for the Environments	OM47 Data 6	Status Not met	OM47 Comment 6 replacement plans commenced 1 July 2024. Work on 2025 replacement plans regarding this output measure has unable to be met based on above preceding actions (replacements WSPs submitted for approval) not being completed.
			Performance Indicator Replacement WSPs are commenced in line with expected timing = 100%	Performance indicator Data 46%	Status Not met	Performance Indicator Comment 6 replacement plans commenced 1 July 2024. Work on 2025 replacement plans regarding this output measure has unable to be met based on above preceding actions (replacements WSPs submitted for approval) not being completed.
	DCCEE Water	OM48	OM48 Amendment to inland WSPs/WRP's commenced as required (separate to those undertaken as part of plan replacement processes during the IPART period)	OM48 Data 27	Status Met	OM48 Comment 17 inland WSP amendments were completed in 22/23 period. 9 inland WSP amendments completed to date in 23/24 period. 1 inland WSP amendment (Omnibus - multiple plans) approved Oct 24. Further inland WSP amendments currently under development/approvals including GAB (1 plan), Namoi (2 plans).
	DCCEE	OM49	OM49	OM49 Data	Status	OM49 Comment

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	Water		Water Resource Plans accredited in line with Basin Plan 2012 (Basin Plan) and Commonwealth Water Act requirements. Output = 20	16		Not met	Groundwater WRPS - in progress: 5 GW WRPs accredited in the 2022/23 period. 4 GW WRPs accredited in the 2023/24 period. Note 2 GW WRP (Namoi/Gwydir) were further withdrawn (resubmission due by Dec 2024 was deferred to Feb/March 2025 due to Gomerol Nation meeting being deferred to end Jan/start Feb for support on revised Part 14 content critical for resubmission). Further deferral required as no outcome received from Nation meeting. Follow up with Gomerol impacted by separate litigation matters which delayed circulation of First Nation report. Now progressing as of May 2025. As of 3 July 2025 the Department has only just secure support from NTSCorp to circulate information for Nation consideration. Timeframe for WRP resubmission uncertain. Surface water WRPs - in progress: 7 SW WRP accredited in the 2023/24 period. 2 SW WRPs withdrawn for accreditation assessment and pending resubmission (resubmission due by Dec 2024 deferred to Feb/March as per above re Gomerol). Additionally work on FPH content which had been anticipated to be finalised in early 2025). Work on resubmission components progressing. Delays experienced due to issues arising with Namoi model and need to remodel work which delayed issuing of regulated FPH licences. Further delays pending outcomes of litigation matters which may impact FPH licensing process. Timing now anticipated to be Nov 2025. Further unregulated licencing process needed to progress further entitlements identified. This work due Q3 2025. This will require further updates to WRP content and model review. Peer review of proposal to update BDL estimates has also been queries requiring further discussion with MDBA/DCCEEW and model reviewer. Capacity for Department to respond to questions arising in this BDL review has slowed progression with the MDBA.
			Performance Indicator WRPs accredited in line with expected timing = 100%	Performance indicator Data 80%		Status Not met	Performance Indicator Comment Groundwater WRPS - in progress: 5 GW WRPs accredited in the 2022/23 period. 4 GW WRPs accredited in the 2023/24 period. Note 2 GW WRP (Namoi/Gwydir) were further withdrawn (resubmission due by Dec 2024 was deferred to Feb/March 2025 due to Gomerol Nation meeting being deferred to end Jan/start Feb for support on revised Part 14 content critical for resubmission). Further deferral required as no outcome received from Nation meeting. Follow up with Gomerol impacted by separate litigation matters which delayed circulation of First Nation report. Now progressing as of May 2025 however to date the Department has been unable to secure support from NTSCorp to circulate information for Nation consideration. Timeframe for WRP resubmission uncertain. Surface water WRPs - in progress: 7 SW WRP accredited in the 2023/24 period. 2 SW WRPs withdrawn for accreditation assessment and pending resubmission (resubmission due by Dec 2024 deferred to Feb/March as per above re Gomerol). Additionally work on FPH content which had been anticipated to be finalised in early 2025). Work on resubmission components progressing. Delays experienced due to issues arising with Namoi model and need to remodel work which delayed issuing of regulated FPH licences. Further delays pending outcomes of litigation matters which may impact FPH licensing process. Timing now anticipated to be Nov 2025. Further unregulated licencing process needed to progress further entitlements identified. This work due Q3 2025. This will require further updates to WRP content and model review. Peer review of proposal to update BDL estimates has also been queries requiring further discussion with MDBA/DCCEEW and model reviewer. Capacity for Department to respond to questions arising in this BDL review has slowed progression with the MDBA.
	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 9		Status Met	OM50 Comment While all initial amendments to meet WRP accreditation requirements were undertaken (aside from the Namoi), further amendments have subsequently been identified and actioned which are above the output measure originally identified. As at 30 September 2024 - 2 amendments remain outstanding for final approvals including Namoi Reg, Namoi Unreg. Progress of some amendments has been impacted by factors outside the control of the planning team.
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 S43 reports for 10 southern FMPs submitted and MO supported intent to replace/amend.
	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 3 reviews undertaken for FMPs (Gwydir, Barwon-Darling and Upper Namoi FMPs). Two review reports submitted for FMPs. Upper Namoi Valley FMP review no longer required this IPART period due to legislative change.
	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	OM53 Data 10		Status Met	OM53 Comment 19 FMPs completed against OM53. Gwydir Valley FMP rules reviewed, and amendments proposed 2021/22. Two FMPs reviewed and no amendments proposed 2021/22. 10 FMPs reviewed and replacement proposed 2022/23. 6 FMPs reviewed and amendments proposed 2023/24. 10 FMPs to be reviewed and replacement anticipated 2024/25. Work is progressing well on replacement of 10 southern valley FMPs with 4 valley-wide plans under the WMA. Work includes development of large-scale flood models and mapping of floodplain assets, plus public consultation. Technical work is largely complete for Murrumbidgee, Murray and Billabong Creek valleys and public consultation is in progress. Brief regarding amendment of six FMPs in the northern Murray-Darling Basin was approved and commenced in mid 24. WRP references are not relevant to these measures.
	DCCEEW	OM54	OM54	OM54 Data		Status	OM54 Comment

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	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	Aiming for 11 FMPs to be complete against OM54. 7 FMPs completed as of 23/24 with another 4 anticipated to be complete in 24/25. Gwydir Valley FMP public exhibition of proposed amendments completed Nov 2022. Public consultation on proposed amendments for six FMPs anticipated to be completed in 2023/24. Public exhibition of four replacement FMP anticipated to be completed by 2024/25. Work has been finalised on the amendment of six FMPs in the northern Murray-Darling Basin. This included relevant consultation which was completed prior to submission of the amendment package. Work has commenced to replace the 10 southern valley FMPs with 4 valley-wide plans under the WMA. Consultation is now complete in the Murrumbidgee (Stage 1 and Stage 2). Stage 1 consultation the Murray has been completed and Stage 1 consultation for Billabong Creek will be held 8/10/2024 to 18/11/2024. Stage 2 public consultation the Boree Creek and Murrumbidgee FMPs is scheduled for 24/2025.
	DCCEE 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 6		Status Met	OM55 Comment Aiming for 9 FMPs to be complete against OM55. 7 FMPs completed as of 23/24 with another 2 anticipated to be complete by 2024/25. Work has been finalised on the amendment of six FMPs in the northern Murray-Darling Basin and these were commenced in mid 24. This output for replacement plans is pending completion of proceeding tasks.
	DCCEE 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 7		Status Met	OM56 Comment Amendment of 6 FMPs anticipated to commence completed in 2023/24. Adjustments to timing for plan replacements as follows: 1 replacement plans commenced 1 July 2025 (Murrumbidgee), Billabong Creek and Murray Valley anticipated 2026 and Lachlan anticipated 2027. Work has now been finalised on the amendment of six FMPs in the northern Murray-Darling Basin and these were commenced in mid 2024. Further amendment requirements have been identified and are progressing. This output for replacement plans is pending completion of proceeding tasks.
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	DCCEE Water	OM57	OM57 Regional water strategies completed and in place Output = 11	OM57 Data 9		Status Not met	OM57 Comment 9 strategies are complete and in place not including Greater Hunter (Nov 2018, i.e. prior to the determination period), Gwydir, Border Rivers, South Coast and North Coast (Nov 2022) Western (Dec 2022) Namoi (June 2023), Far North Coast (July 2023), Macquarie-Castlereagh (Oct 2023) and Lachlan (Dec 2024). The NSW Murray and Murrumbidgee RWSs were delayed due to funding uncertainty. Note: Development of the Fish River-Wywindy Regional Water Strategy commenced in 2023. This strategy was not forecast at the time of the previous determination and is not included in the output measure. Scope is being reconsidered in light of budget constraints.
	DCCEE Water	OM58	OM58 Regional water strategies implementation plans developed Output = 11	OM58 Data 9		Status Not met	OM58 Comment 9 implementation plans are complete and in place not including Greater Hunter (Nov 2018, i.e. prior to the determination period), Gwydir, Border Rivers, South Coast and North Coast (Nov 2022) Western (Dec 2022) Namoi (June 2023), Far North Coast (July 2023), Macquarie-Castlereagh (Oct 2023) and Lachlan (Dec 2024). The NSW Murray and Murrumbidgee RWSs were delayed due to funding uncertainty
			Performance Indicator Action Plan published within 3 months of each Regional Water Strategy being finalised = 100%	Performance Indicator Data 100%		Status Met	Performance Indicator Comment 9 implementation plans, not including Greater Hunter, are complete and in place. Implementation plans for the NSW Murray and Murrumbidgee are anticipated to be published alongside their strategies by September 2025, taking total implementation plans to 11. We are undertaking integrated reporting throughout the strategy program to provide the greatest accessibility and value for money for customers. Outstanding Implementation Plans for remaining three strategies are expected to be published alongside their associated strategy
			Implementation plans reported against annually = 100%			Status Not met	Vacancies in core staff positions to undertake monitoring, evaluation and reporting functions for the water strategies program has resulted in a delay to the publication of the water strategies program annual report for 2023/24.
	DCCEE 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 During the development of the strategies, we have reassessed the need for frequent strategy review periods. The previous suggestion to undertake a review cycle every four years is too frequent to adequately implement the strategies. Strategies will instead be reviewed in line with changing drivers such as revisions of legislation and policy (e.g. Basin Plan refresh or WSP remakes) or emerging risks or opportunities (e.g. renewable energy transition). By changing strategy review periods to an as-needs basis, there will be a reduction in costs to WAMC customers. OM59 is no longer being pursued, not applicable for the current pricing period.
	DCCEE 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 MER framework was due by June 2021 but not completed until December 2021. Whilst timeframe was not met, the measure is complete. The MER framework guides the water strategy program as a whole to provide an adaptive management approach to water strategies. A progress report on NSW Water Strategy implementation was published in 2022, and a combined progress report on all water strategies was published in 2023 and 2025. All annual reports are available on the 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 implementation plans. A process evaluation of the regional water strategies program is underway and will be finalised by 28 September 2024. The evaluation will inform future strategy delivery.
	DCCEE Water	OM61	OM61	OM61 Data		Status	OM61 Comment

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	Water		Completion of Greater Sydney Water Strategy n/a in 2021, including: a water efficiency and conservation framework a performance and monitoring framework.		Met	Greater Sydney Water Strategy completed in 2022/23 (published August 2022) to manage water resources in Sydney, the Blue Mountains and the Illawarra. Completion of the Greater Sydney Drought Response Plan was completed in 2022. Most actions under the Greater Sydney Water Strategy Implementation Plan will be implemented by 2025. To date, we have made significant contributions to the review and development of the Sydney Water and WaterNSW Long-term Capital and Operational Plan (submitted in 2023) and Sydney Water's Resilient and Reliable Water Supply Business Case (2023) to ensure that they align with the Greater Sydney Water Strategy and government policy. DCCEEW has led changes to the operating licence for the Sydney Desalination Plant (SDP) to support flexible full-time operation as well as to the processes for future expansion planning. This was a key action in the Greater Sydney Water Strategy. The NSW Water Efficiency Framework was published in 2022. A joint DPE and Sydney Water 5-year Water Conservation Plan was completed in June 2023, in alignment with the Water Efficiency Framework and the Greater Sydney Water Strategy. A monitoring, evaluation, and reporting (MER) framework for the Greater Sydney Water Strategy is in place. This guides action tracking, outcomes evaluation and review of assumptions, risks and opportunities to support adaptive management of the strategy. The first annual MER review was completed in December 2023 and covers the
W06-06 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	DCCEEW Water	OM62	OM62 Provide a register of regulatory and policy instruments progressed during the year. Output = 5	OM62 Data 7	Status Met	OM62 Comment List of regulations progressed for 24/25 FY: Provisions in the Water Management (General) Regulation 2018 establishes a new method that must be used to determine the value of water taken illegally from a water source Provisions in the Water Management (General) Regulation 2018 increases the amounts payable for penalty notices issued for certain offences against the Act Amendment to the Water Management (General) Regulation 2018 to provide exemption that allows landholders to take water for specific fire-related purposes without the need to hold a licence or certain approvals Provisions in the Water Management (General) Regulation 2018 for specific purpose access licences for dewatering Provisions in the Water Management (General) Regulation 2018 in relation to metering reform, to ensure water resources are being measured and managed fairly across the state, and ensure water users can comply with their licence obligations. Provisions in the Water Management (General) Regulation 2018 to create 3 new water access licence exemptions for groundwater Provisions in the Water Management (General) Regulation 2018 to allow Riverina Water County Council to apply
	DCCEEW Water	OM63	OM63 Policies and regulations supporting the water planning and regulatory framework are developed and reviewed using a risk-based approach. Performance Indicator A risk-based framework is used 100% of the time for informing the priorities for development of water policy and regulatory instruments.	OM63 Data Risk-based decision making used Performance indicator Data Risk-based decision making used 100% of the time	Status Met Met	OM63 Comment A risk-based framework is used 100% of the time for informing the priorities for development of water policy and regulatory instruments. A risk-based framework is used 100% of the time for informing the priorities for development of water policy and regulatory instruments.
	DCCEEW Water	OM64	OM64 Timely public access to key policies and regulatory instruments. Performance Indicator Key policies and regulatory instruments are published on the Department's website within 4 weeks of their approval = 90%	OM64 Data 100% Performance indicator Data 100%	Status Met Met	OM64 Comment Timely public access to key policies and regulatory instruments in 2024-25. Timely public access to key policies and regulatory instruments in 2024-25.
	DCCEEW Water	OM65	OM65 DPIE Water publishes on its website an annual statement on interjurisdictional participation and performance against interstate agreements.	OM65 Data • Basin Officials Committee: Participation: 100% (Meetings held/attended: 9/9. Workshops held/attended: 0/0) • Basin Officials Committee Alternates: Participation: 100% (Meetings held/attended: 8/8. Workshops held/attended: 6/6) • Environmental Watering Committee: Participation: 100% (Meetings held/attended: 4/4. Workshops held/attended: 0/0) • Joint Venture Budget and Performance Committee: Participation: 100% (Meetings held/attended: 9/9. Workshops held/attended: 0/0) • Northern Basin Project Committee: Participation: 100% (Meetings held/attended: 4/4. Workshops held/attended: 0/0) • National Water Committee: Participation: 100% (Meetings held/attended: 10/10. Workshops held/attended: 0/0) • River Murray Operations Committee: Participation: 100% (Meetings held/attended: 9/9. Workshops held/attended: 0/0) • Capacity Policy Working Group: Participation: 100% (Meetings held/attended: 2/2. Workshops held/attended: 1/1) • National Water Initiative Working Group: Participation: 100% (Meetings held/attended: 14/14. Workshops held/attended: 1/1) • Dumaresq-Barwon Border Rivers Commission: Participation: 100% (Meetings held/attended: 3/3. Workshops held/attended: 0/0) • Great Artesian Basin Senior Officials Committee: Participation: 100% (Meetings held/attended: 2/2. Workshops held/attended: 0/0) • Water Ministerial Council: Participation: N/A (No Ministerial Council meeting was held)	Status Met	OM65 Comment To meet OM65, NSW publishes an annual statement demonstrating its interjurisdictional participation and performance against interstate agreements. Annual statements have been published for 2021-22, 2022-23 and 2023-24. NSW actively and fully participates in the relevant interstate processes to manage water according to the key interstate agreements. This includes full participation in inter-jurisdictional committees to progress interstate water management, water sharing arrangements and water reform initiatives. Key committees/groups include, but are not limited to: • Basin Officials Committee: Participation: 100% • Basin Officials Committee Alternates: Participation: 100% • Environmental Watering Committee: Participation: 100% • Joint Venture Budget and Performance Committee: Participation: 100% • Northern Basin Project Committee: Participation: 100% • National Water Committee: Participation: 100% • River Murray Operations Committee: Participation: 100% • Water Ministerial Council: Participation: N/A • Murray-Darling Basin Ministerial Council: Participation: N/A • Capacity Policy Working Group: Participation: 100% • National Water Initiative Working Group: Participation: 100% • Dumaresq-Barwon Border Rivers Commission: Participation: 100% • Great Artesian Basin Senior Officials Committee: Participation: 100%
	DCCEEW Water	OM66	OM66 Additional IPART performance indicator annual statement published.	OM66 Data n/a - no performance indicators have been set by IPART for W06-07	Status Met	OM66 Comment 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).

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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 Length of river remediated Output = 12km	OM67 Data 9,294 km	Status Not met	OM67 Comment The total length of riverbank remediated over this IPART determination period is 9,294 km based on Annual Tumut River Works reports — around 2.7 km below the expected target. This is primarily due to: •The impact of high river levels and prolonged flooding during 23FY •Inability to carry over funds between years to scale up delivery •Increasing costs of delivering on-ground works, which has reduced the extent of works undertaken •Funding reallocated from on-ground works to support broader program redevelopment in both 24FY and 25FY This is reflected in the length of river able to be remediated each year - 2021–22: 3.22 km 2022–23: 1.12 km 2023–24: 1.94 km 2024–25: 2.40 km
			Performance Indicator High priority areas of erosion identified and remediated = 90%	Performance indicator Data ≥90%	Status Met	Performance Indicator Comment The proposed works program was completed in full (≥90% of endorsed works) for all years: 2020–21, 2021–22, 2022–23, 2023–24, and 2024–25. This reflects strong delivery performance across the period, noting that contingency sites are routinely included in annual works plans to provide flexibility in response to changing site conditions and access constraint.
			Channel capacity at Tumut = >=9,200 ML/day	≥ 9,200 ML/day	Met	Channel capacity has been maintained this FY and throughout the reporting period.
	DCCEE Water	OM68	OM68 Rolling 3-year average of salt diverted from the Murray River system = >50,000 t/year	OM68 Data ≥ 50,000 t/year	Status Met	OM68 Comment Three-year rolling average is forecast to meet the 50,000 tonnes of salt diverted, however final figures cannot be confirmed until 2024/25 data has been fully analysed. Performance over the 3-year period has been impacted by the 2022/23 floods and major upgrades being undertaken to address safety issues related to existing infrastructure and age of components. Works are being undertaken using a staged approach to minimise impact on BSM2030 salinity targets, but there is expected to be a reduction in tonnes of salt being diverted as a result of these works. Activities impacting run time of SIS in 2024/25 included: •Two pumps offline at Buronga SIS for the duration of the year undergoing major maintenance. •Upper Darling SIS shut down for 8 weeks under the Operating rules when flows are above 4500 ML/d where impact of the scheme in reducing salt inflow is negligible. •Mallee Cliffs SIS bore field pumping rates have been reduced under Hydrogeologist advice, to extend the pumping time of the scheme due to reduced holding capacity at the disposal basin.
			Performance Indicator Maintain net credit (EC) balance for NSW on the BSM2030 Salinity Register = >20 EC	Performance indicator Data >20 EC	Status Met	Performance Indicator Comment In 2023/24 NSW maintained a net credit on the BSM2030 Salinity Register of 26.7 EC. It is expected that NSW credit balance for the 2024/25 salinity registers will remain similar to 2023/24, well above the performance target of 20 EC. The Salinity Registers are a key BSM2030 accountability element and register balances are reported through the MDBA BSM2030 annual reports and published on the MDBA website.
W08-01 Regulation systems management The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.	WNSW	N/A	Performance Indicator System availability = 95% Security and privacy of user data measured through audit = No major non-conformances	Performance indicator Data 99% 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.	Status Met Met	Performance Indicator Comment 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.
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.	DCCEE Water & WNSW	OM69	OM69 WSP rules are enforceable because the plan mandatory conditions are reflected on the licence	OM69 Data n/a WaterNSW - approval and licence holders notified within 6 months of WSP mandatory conditions being updated in licensing system	Status Met	OM69 Comment As of 2024-25, 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%	Performance indicator Data 100%	Status Met	Performance Indicator Comment We reviewed all WSPs which were remade or amended in 2021-2025 (including those in 2024-25), to identify whether condition changes were necessary. All of these were reviewed within 3 months of the remake or amendment event.
			Necessary changes to conditions are notified to the licence/approval holder within 6 months of the event requiring notification = 100%	DCCEEW: 0% WaterNSW - approval and licence holders notified within 6 months of WSP mandatory conditons being updated in licesning system	DCCEEW: Not met WNSW: Met	In 2024-25, we notified licence and approval holders in 16 WSPs of updated conditions. All of these licence and approval holder notifications occurred more than 6 months after the remake or amendment event. In the 2021-2025 period, we notified licence and approval holders in 27 WSPs of updated conditions. Seven WSP amendment events were notified within 6 months. The remainder of amendments and all remakes were notified more than 6 months after the event. In the 2021-2025 period we also notified licence and approval holders in 23 northern inland WSPs and 13 southern inland WSPs of new metering conditions, required under the Water Management (General) Regulation 2018. The southern inland WSPs were notified twice, due to an amendment to the Regulation.
						All notifications of conditions related to metering requirements were prioritised and were completed before the 6 month deadline.
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 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	OM70 Data 100%	Status Met	OM70 Comment NRAR has improved transparency with quarterly compliance activity published in an interactive dashboard on its website. Compliance activity dashboard NSW Dept of Natural Resources Access Regulator
	NRAR	OM71	OM71 Publish annual progress reports Output = 5	OM71 Data 5	Status Met	OM71 Comment Final progress report published. Progress reports NSW Dept of Natural Resources Access Regulator
	NRAR	OM72	OM72 Community benchmarking survey (2 yearly) Output = 2	OM72 Data 2	Status Met	OM72 Comment Community benchmark survey target met last already. A pulse survey was conducted in July 2024.
	NRAR	OM73	OM73	OM73 Data	Status	OM73 Comment

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			Water licence holders audited and/or inspected each year	3,185	Met	Due to the transition to a new case management system, KPI figures may reflect system adjustments this quarter.
			Output = 1,722 per year			
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			Incoming public reports assessed and prioritised within 5 working days of receipt = 90%	95%	Met	Due to the transition to a new case management system, KPI figures may reflect system adjustments this quarter.
			High priority cases assigned to an investigator within 15 working days of receipt = 90%	76%	Not met	NRAR is working to a caseload of up to 10 cases per investigator and cannot assign cases beyond that number as it will impact effectiveness. As a result cases are backlogged/ not assigned and we are not actively working to meet this KPI, as it will negatively impact overall effectiveness. We are however actively working on resource strategies to ensure that we can carry the current caseload
			Public informants will be contacted (by letter or a telephone call) within 15 working days of lodging an alleged breach with NRAR = 90%	95%	Met	Due to the transition to a new case management system, KPI figures may reflect system adjustments this quarter.

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 - OM76	DCCEE Water & WNSW	OM74	OM74	OM74 Data	Status	OM74 Comment
			Water access licence applications Forecast = Water NSW Water access licences: 210 per year	DCCEE: 37 out of 16	DCCEE: Met	DCCEE: 24 Zero Share WAL; 1 SPAL; 12 CAO
			Water NSW Water access licence dealings: 862 per year	WaterNSW WAL's received = 69	WNSW: Partially met	WNSW: In our opinion the lower volume of applications received continues to be due to wetter than forecast weather conditions, although both WAL and dealing applications increase slightly in 24/25
			NRAR Water access licences: 16 per year	2021-22 to 2024-25 period: WaterNSW WAL's received = 445		
	DCCEE Water & WNSW	OM75	Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Water Access Licence – applications determined within 45 days = 80%	DCCEE: 68%	DCCEE: Not met	DCCEE: 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.
				19 of 25 Zero Share WALS	WNSW: Met	
				0 of 5 SPALS		
	DCCEE Water & WNSW	OM76		4 of 4 CAO		
				Performance indicator WaterNSW = 94%		
			OM75 Data	OM75 Data	Status	OM75 Comment
			Works and Use Approvals – applications Forecast = Water NSW: 2,097 per year	DCCEE: 135 out of 131	DCCEE: Met	DCCEE: 25 Surface Water, 9 Inactive Works, 96 Groundwater and/or Dewatering, 5 SDLAM Project
	DCCEE Water & WNSW	OM76	NRAR: 131 per year	WaterNSW works (excluding BLR's), Use and combined = 861	WNSW: Partially met	WNSW: continuing wetter conditions has resulted in less applications than forecast.
				2021-22 to 2024-25 period: WaterNSW works (excluding BLR's), Use and combined = 4,458		
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Works and Use Approvals – applications determined within 65 days = 80%	DCCEE: 47%	DCCEE: Not met	DCCEE: 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.
	DCCEE Water & WNSW	OM76		Performance indicator = 89%	WNSW: Met	WNSW: Performance indicator met and increased from 85% in 23/24
				2021-22 to 2024-25 period: Performance indicator = 85%		
			OM76 Data	OM76 Data	Status	OM76 Comment
			Approval extensions Forecast =	DCCEE: 322	DCCEE: Met	
	DCCEE Water & WNSW	OM76	Water NSW: 13,079 (2021–22 to 2024–25)	WaterNSW approval extensions received =2,291	WNSW: Met	
			NRAR: 269 per year	WaterNSW approval extensions received =12,976 (2021-22 to 2024-25 period)		
			Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Approvals extensions – applications determined within 25 days = 80%	DCCEE: 86%	Met	DCCEE: 86% 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.
	DCCEE Water & WNSW	OM76		WaterNSW Performance indicator = 96%		WNSW: WaterNSW actual was only 0.78% shy of 21-25
				WaterNSW Performance indicator = 97% ((2021-22 to 2024-25 period)		

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, DCCEE Water & WNSW	OM77	OM77	OM77 Data	Status	OM77 Comment
			Number of customer enquiries received Forecast = NRAR: 6,981 calls per year and 14,259 emails per year	DCCEE: 878 Customer Interactions and 944 emails/phone calls/web enquiries	DCCEE: Not met	DCCEE: 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.
				Total WAMC-related Customer Contacts (to WaterNSW) in 2024-25:	WNSW: Met	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. These figures are year to date and reflect the volume of enquiries received by the DCCEE Water Enquiries team. These do not match the forecast from NRAR but are a direct result of customers making enquiries of the Department. The volume of complaints has decreased due to the increased focus on customer service. Improved FAQs and information for the public facing team allows faster resolution of enquiries. Recently, the L&A team received training on using the Water Group's CRM application, Borealis. It is expected that this will further improve operational efficiency by increasing visibility of enquiries.
				23,543 by phone 11,196 via email/fax/webform.		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.
	DCCEE Water & WNSW	OM77	Performance Indicator	Performance indicator Data	Status	Performance Indicator Comment
			Emails responded to within 24 hours = 90%	DCCEE: Water Enquiries email responses within 24hours >90%	Met	DCCEE: Emails to the Water Enquiries team receive an auto response giving expected timeframes to the customer. This is followed up by a more detailed response when the team deals with the email. The auto response is generated regardless of what time of day/week the email is received, so provides confirmation that the email has been received.
				WNSW: 11,196 electronic requests (emails, fax, webforms) were received. 100% of Customers are provided with an acknowledgement within 24 hours once their enquiry has been received.		WNSW: 11,196 electronic requests (emails, fax, webforms) were received that were WAMC-related, an increase of 2,700 on last year. This is a result of increased enquiries around metering reform, new online licencing platform (WMS), and a regular rollout of communications regarding licencing activities e.g approval extensions.
W10-01	WNSW	OM78	OM78	OM78 Data	Status	OM78 Comment

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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			Number of complaints received per year (Water NSW) Forecast = 389	In 2024-25, 313 complaints (including negative feedback) were received relating to WAMC activities.	Partially met	Complaints were significantly higher than last year due to increased activity in licencing and dealings, including 34 relating to the new WMS licencing portal rolled out during the period.
			Performance Indicator	Performance Indicator Data	Status	Performance Indicator Comment
			Complaints resolved within 28 days = 90%	85% of complaints received were resolved within 28 days, excluding ministerial and ombudsman related matters.	Not Met	There were a number of cases relating to billing and licenses/dealings that required complex investigation and as a result went past the 28 day target.
			Achieve 68% score for 'Skyline' composite measure and publish regularly the results			NA
W10-03	WNSW	OM79	OM79	OM79 Data	Status	OM79 Comment
Billing Management The management of billing requirements and subcontracted billing, revenue collection and debtor management service delivery, and responding to queries on billing activities.			Expected number of accounts billed in each year Forecast = 38 915 per year	39,709 accounts were billed in 24/25	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 2024-25

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%

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

Complete for 2024-25

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%