

Water Industry Licence Management Application (WILMA)



What is WILMA for?

IPART is implementing a system to support the compliance needs of the Water Industry Competition Act (WICA Act) regulatory framework.

WILMA is being introduced to improve data integrity and streamline information management practices for WICA compliance processes.

WILMA will:

- Facilitate data management: WILMA is a centralised database for all audit and incident report documentation for licensees and auditors. It will make it easier for IPART to maintain the information it holds about licences, compliance and auditing activity
- Improve visibility: licensees can log into the database to view compliance information relating to their licence including the status of their audit or incident notification.
- Improve document management: The database manages the allocation of documentation, and ensures documentation is attached to the relevant licence, audit or action and can be easily retrieved when required.



Who will use WILMA?

Licensees and auditors will use WILMA to manage compliance communications and submission of documents for audits, notifications, incident reports and compliance actions.



Further information

Contact the WICA team via email: WICA@IPART.nsw.gov.au

IPART Information page: <https://www.ipart.nsw.gov.au/Home/Industries/Water/WILMA>

WILMA URL: <https://wilma.ipart.nsw.gov.au>



Frequently Asked Questions

What information will WILMA contain?

WILMA is a secure web-based portal, it will store and display compliance data for WICA Licensees. It will collect key audit data, notifications, incident reports and compliance actions submitted by auditors and Licensees in relation to their licence and provide a portal for communication between IPART and Licensees and Auditors.

What are the audit and compliance tasks WILMA will be used for?

- Sending audit initiation letters and audit scopes to Licensees.
- Submission of all notifications by licensees, including: incidents, operational change notifications required by a licence, insurance changes etc.
- Submission of audit data by auditors/licensees including proposals, deed polls and draft and final audit reports.
- Responding to compliance actions raised by IPART.

How do I log into the system?

Log in details for nominated users will be provided prior to launch on 1 July 2020.

The web address to access WILMA is: <https://wilma.ipart.nsw.gov.au>

Instruction videos and information sheets available at

<https://www.ipart.nsw.gov.au/Home/Industries/Water/WILMA>

How do I add or remove a user of WILMA?

If you would like to add or remove users to WILMA, please email WICA@IPART.nsw.gov.au

What if there is an open audit when the system becomes operational?

You may complete the current audit following the Audit Guidelines dated September 2018. You should email all correspondence, proposals and reports to the IPART analyst working on your audit.

Any future audits will be processed through WILMA.

What does the system not do?

WILMA has been developed to manage WICA compliance activities. It does not have any functionality to manage any of the application process or maintain any application data.

Will I still communicate with my key contact?

You can continue to communicate with your key contact by phone or email. We are here to answer questions and discuss any issues you would like to raise.

Furthermore, WILMA will allow all analysts within the Regulation and Compliance team to attend to any open actions in WILMA, which means if your contact is unavailable, your compliance activity will not stall.

How can we be sure our data will be kept safe?

WILMA has been tested by an external security company, to ensure all data in the system is kept securely, and the system meets all government data management policies. If you have any security concerns, please contact us to discuss system security in more detail.