

## Performance against WAMC Output Measures for 2018-19 – Partial Report

In our 2016 Final Report on the Water Administration Ministerial Corporation's (WAMC) maximum prices we decided to require WAMC to report against a set of output measures for each year of the 2016 Determination period beginning 2016-17.

These output measures relate to a range of activities including surface water and groundwater quantity and quality monitoring, floodplain management plan development and compliance, customer and billing management.

These measures are intended to:

- ▼ Ensure WAMC is held accountable for delivering the water management services paid for by water entitlement holders through regulated prices
- ▼ Provide transparency to stakeholders in terms of the water management services delivered, and activities undertaken, by WAMC
- ▼ Inform future expenditure and price reviews.

This report details performance against the WAMC Output Measures for the 2018-19 period. The Department of Planning, Industry & Environment, the Natural Resources Access Regulator and WaterNSW (ie, the agencies that deliver water management services on behalf of WAMC) have reported against these output measures for the 2018-19 period.

An explanation of the terminology in the 'IPART comment' column is provided in the following table.

IPART comment	Explanation
<b>Targets have been met.</b>	All targets detailed in the column 'Measures and Indicators' for the WAMC activity have been met.  We note the agency's considerable efforts in meeting the targets in 2018-19, prior to the target date of 2019-20.
<b>Targets have been partially met.</b>	One or more of the targets detailed in the column 'Measures and Indicators' for the WAMC activity have been met. The IPART comment specifies which target(s) have been met and which have not yet been met.  We note the agency's considerable efforts in working towards meeting the targets in 2018-19, prior to the target date of 2019-20.
<b>Targets have not yet been met.</b>	None of the targets detailed in the column 'Measures and Indicators' for the WAMC activity have yet been met.  We note that the reported data is for 2018-19 and the target date is 2019-20.
<b>2018-19 data is yet to be reported by WaterNSW.</b>	WaterNSW expects to provide a response to this output measure in December 2019.  IPART will publish an updated output measures report following receipt of information from WaterNSW.
<b>This WAMC activity does not have a target.</b>	No target was specified for the WAMC activity.

Activity	Outputs	Measures and Indicators <sup>1</sup>	2018-19 reported data	IPART comment <sup>2</sup>
<b>W01-01 Surface water quantity monitoring</b> The provision of a surface water quantity monitoring system; including design, station calibration, data collection, processing, encoding, quality assurance and archiving from the networks of water monitoring stations; the delivery of near real time height and/or flow data from all telemetered sites to the corporate database; and the maintenance and operation of surface water monitoring stations.	A maintained monitoring network of hydrometric stations providing the necessary data for surface water management.  Provision of validated water data from the network of surface water hydrometric stations.	<b>Output measure (OM1)</b> Number of stations for water management charges: ▼ Target: – DoI Water: 430 – BRC: 29  <b>Performance indicator</b> ▼ Number of visits per year per station: – Target: average 5	<b>Reported by WaterNSW</b> <b>Output Measure</b> ▼ DPIE: 272 Water Quality Sites, 320 Hydrometric Sites (some overlaps present) ▼ BRC: 30  <b>Performance Indicator</b> Number of visits per year per station: ▼ Current: Average 5.4 visits	<b>Targets have been met.</b>
<b>W01-02 Surface water data management and reporting</b> The data management and reporting of surface water quantity, quality and biological information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	Surface water quantity and quality information compiled, securely stored, managed and published to stakeholders and general public.	<b>Output measure (OM2)</b> Number of surface water sites subject to data management meeting specific criteria: ▼ Target: 1,245  <b>Performance indicators</b> Percentage telemetered sites with data available on internet 9am each day: ▼ Target: 95%  Percentage of DoI Water <sup>3</sup> funded sites telemetered ▼ Target: 90%	<b>Reported by WaterNSW</b> <b>Output measure</b> ▼ Current: 1,241  <b>Performance indicators</b> Percentage telemetered sites with data available on internet 9am each day: ▼ Mean Data Availability (Provisional Files at 9am): 97% ▼ Number of days meeting 95% KPI: 119/123 ▼ Percent of days meeting 95% KPI: 98% (WaterNSW noted that metropolitan sites are not available on the internet)  Percentage of DPIE funded sites telemetered ▼ 20.78% of funded sites telemetered	<b>Targets have been partially met.</b>  <i>Output measure (OM2)</i> ▼ Target has not yet been met.  <i>Performance indicators</i> Percentage telemetered sites with data available on internet 9am each day: ▼ Target has been met.  Percentage of DPIE funded sites telemetered ▼ Target has not been met.

<sup>1</sup> Where timeframes for achievement of output measures or targets (formerly 'forecasts') have not been listed, the targets relate to the last year of the 2016 Determination, 2019-20 (refer IPART, *Review of prices for the Water Administration Ministerial Corporation – Final Report*, June 2016, p 194).

<sup>2</sup> The IPART comment compares the 2018-19 reported data against the targets for each output measure. The 2018-19 reported data has not been audited by IPART. An explanation of the IPART comment is detailed in page 1 of this report.

<sup>3</sup> Department of Industry (DoI) – Water is now the Department of Planning, Industry and Environment (DPIE)

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W01-03 Surface water quality monitoring</b> The provision of a surface water quality monitoring program; including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting.	Provision of validated water quality test information.	<b>Output measure (OM3)</b> Number of tests per year: ▼ Target: – DoI Water: 30,120 per year – Murray Darling Basin Authority (MDBA): 5,144 per year – Border Rivers Commission (BRC): 4,800 per year  <b>Performance indicators</b> Tests meeting quality standards (percentage acceptable tests/total tests): ▼ Target: 90%  Speed of reporting of results (percentage of tests taken, processed, quality assurance approved and coded for publication within 90 days): ▼ Target: 90%	<b>Reported by WaterNSW</b>  <b>Output measure</b> ▼ DPIE: 36,096 (>100%) ▼ Murray Darling Basin: 7,467 (>100%) ▼ Border rivers: 5,676 (>100%)  <b>Performance indicators</b> ▼ 100%  ▼ 100%	Targets have been met.
<b>W01-04 Surface water algal monitoring</b> The provision of a surface water algal monitoring program; including design, sample collection, laboratory analysis, algal identification and enumeration to accepted standards, and result encoding for provision to regional coordinating committees.	Provision of algal data on the presence and extent of potentially toxic algal blooms.	<b>Output measure (OM4)</b> Number of sites monitored and tested for blue green algae: ▼ Target: average 73 sites per month (DoI Water and MDBA). Increased frequency when conditions require.  <b>Performance indicator</b> Percentage of samples collected and analysed according to current standards and within agreed timeframe: ▼ Target: 95%	<b>Reported by WaterNSW</b> <b>Output measure</b> 73 routine sites were sampled on average 97 times per month. Up to 10 additional sites were monitored on ad hoc basis in response reports from adjoining landholders. Ad hoc sampling was completed as required in response to algal blooms.  <b>Performance indicator</b> Achieved 96% conformance. Some sample testing was delayed due to logistics and need for lab prioritisation.	Targets have been met.

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W01-05 Surface water ecological condition monitoring</b> The provision of a surface water ecological condition monitoring system to assess the health of water sources; including design and application based on the River Condition Index for rivers, flood plains and wetlands.	Provision of the information for the six components of the River Condition Index: <ul style="list-style-type: none"> <li>▼ Hydrology</li> <li>▼ Geomorphology</li> <li>▼ Riparian</li> <li>▼ Biota</li> <li>▼ Disturbance</li> <li>▼ Water quality.</li> </ul>	<b>Output measure (OM5)</b> River condition index updated: <ul style="list-style-type: none"> <li>▼ Target: an updated report completed each year, outlining the attributes updated and the proportion of the state/water sources covered.</li> </ul> <b>Performance indicator</b> Percentage of the state for which the River Condition Index (RCI) is completed in current year: <ul style="list-style-type: none"> <li>▼ Target:               <ul style="list-style-type: none"> <li>- 10% completed each year.</li> <li>- 100% of all RCI completed for the state by the end of 10 years.</li> </ul> </li> </ul>	<b>Reported by DPIE</b> <b>Output measure</b> <ul style="list-style-type: none"> <li>▼ Technical reports on water quality completed for inland WSP valleys, including new Water Quality Index (WaQI).</li> <li>▼ Data from the water quality technical reports was used to develop inland (Basin) water quality management plans.</li> <li>▼ The RCI is currently being updated to provide a completed NSW update by the end of the reporting period (ie, 2019-20). No update was published in the 2018-19 reporting period.</li> </ul> <b>Performance indicator</b> In 2018-19 the following updates were undertaken to cover 10% of the RCI: <ul style="list-style-type: none"> <li>▼ Work commenced on updating River Styles for the Hawkesbury-Nepean valley</li> <li>▼ Work commenced on updating River Styles for the Sydney Metro region</li> <li>▼ The NSW River Styles database was published</li> </ul> <b>DPIE is on track to complete 100% of the RCI for the state by the end of the 10 year period (2014-2024)</b>	<b>Targets have been met.</b>
<b>W02-01 Groundwater quantity monitoring</b> 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.	A maintained network of monitoring bores providing the data necessary for groundwater management.  Provision of validated quantity and other physical resource data from groundwater monitoring bores.	<b>Output measure (OM6)</b> The number of pipes from which data are collected (in the last 2 years): <ul style="list-style-type: none"> <li>▼ Target: 4,800</li> </ul> <b>Performance indicator</b> Percentage of pipes monitored according to their scheduled frequency: 90%	<b>Reported by WaterNSW</b> <b>Output measure:</b> 4,583 (95%)  <b>Performance indicator:</b> 95%	<b>Targets have been partially met.</b> <b>Output measure (OM6)</b> <ul style="list-style-type: none"> <li>▼ Target has not been met.</li> </ul> <b>Performance indicator</b> <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul>
<b>W02-02 Groundwater quality monitoring</b> The provision of validated 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.	The provision of validated groundwater quality information.	<b>Output measure (OM7)</b> The number of pipes from which water quality data are collected (in the last 2 years): <ul style="list-style-type: none"> <li>▼ Target: 495</li> </ul> <b>Performance indicator</b> Percentage of pipes monitored according to their scheduled frequency: <ul style="list-style-type: none"> <li>▼ Target: 90%</li> </ul>	<b>Reported by WaterNSW</b> <b>Output measure</b> The Groundwater DPI schedule Site List specifies 163 groundwater sites monitored for water quality. Of these 163 sites, we have data for 122.  <b>Performance indicator:</b> 81%	<b>Targets have not yet been met.</b> <b>Output measure (OM7)</b> <ul style="list-style-type: none"> <li>▼ Targets have not yet been met.</li> </ul> <b>Performance indicator</b> <ul style="list-style-type: none"> <li>▼ Targets have not yet been met.</li> </ul>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W02-03 Groundwater data management and reporting</b> The data management and reporting of groundwater quantity and quality information; including compilation, secure storage, management and publishing of data to customers, stakeholders and the general public.	Groundwater quantity and quality information compiled, securely stored, managed and published to stakeholders and general public.	<i>Output measure (OM8)</i> Number of active pipes subject to data management: ▼ Target: 5,000  <i>Performance indicator</i> Percentage of active sites subject to data management: ▼ Target: 98%	<b>Reported by WaterNSW</b> <i>Output measure</i> 4,587 (4,487+100)  <i>Performance indicator: 92%</i>	Targets have not yet been met.
<b>W03-01 Water take data collection</b> The electronic and manual collection, transmission and initial recording of water take data from licence holders for unregulated and groundwater sources; and the operation and maintenance of government owned meter and telemetry facilities.	Government owned meters operated and maintained. Volume of water take is collected.	<i>Output measure (OM9)</i> Number of government owned and maintained meters: ▼ Target: 1,200 – Unregulated river: 600 – Groundwater: 600  Number of sites with agency water take reading/assessments charged: ▼ Target: 3,300 – Unregulated river: 200 – Groundwater: 3,100  <i>Performance indicator</i> Percentage government owned meters operational: ▼ Target: 95%	No data reported yet. To be provided on early 2020.	2018-19 data is yet to be reported by WaterNSW.
<b>W03-02 Water take data management and reporting</b> The data management and reporting of water take for unregulated and groundwater sources including compilation, secure storage, management and publishing of data to authorised parties.	Water take measurement information quality assured, compiled, managed and made available to stakeholders.	<i>Output measure (OM10)</i> Issued entitlement metered: ▼ Target: 3,495,000 – Unregulated river: 2,017,000 shares – Groundwater: 1,478,000 shares  The number of licence holders switching from a 1-part to a 2-part tariff each year (and the number of licence holder in total, subject to each tariff type), by water source.  <i>Performance indicator</i> Percentage of issued entitlement metered: ▼ Target: 70% – Unregulated river: 65% – Groundwater: 78%	No data reported yet. To be provided on early 2020.	2018-19 data is yet to be reported by WaterNSW.

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<p><b>W04-01 Surface water modelling</b></p> <p>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.</p>	<p>Models developed for NSW River basins for:</p> <ul style="list-style-type: none"> <li>▼ Reporting on model conceptualisation and structure, processes, calibration, data sources for stakeholder information.</li> <li>▼ Long-term extraction limits.</li> <li>▼ Reliability and sequencing of water take.</li> <li>▼ Reliability and sequencing of water availability for entitlement types.</li> <li>▼ Time series and statistical analysis of river flows and floodplain/wetland watering.</li> <li>▼ On-farm water management.</li> <li>▼ Daily stream salinity.</li> <li>▼ Modelling to support water planning at a regional scale, including hydrologic/economic optimisation models for regional water strategies and metro water planning.</li> </ul>	<p><i>Output measure (OM11)</i></p> <p>Number of models/analyses annually:</p> <ul style="list-style-type: none"> <li>▼ Target: 26/2,800</li> </ul> <p><i>Performance indicators</i></p> <p>The percentage of surface water share component in NSW covered by models subject to annual assessments:</p> <ul style="list-style-type: none"> <li>▼ Target: 95% <ul style="list-style-type: none"> <li>- Regulated river: 100%</li> <li>- Unregulated river: 50%</li> </ul> </li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><u>Output measure</u></b></p> <p>Number of models/analyses annually:</p> <ul style="list-style-type: none"> <li>▼ Current: 26 models available/3,000 model runs undertaken scenario development, testing and reporting</li> <li>▼ Forecast: 26 models upgraded/3,500 model analysis undertaken</li> </ul> <p><b><u>Performance indicators</u></b></p> <p>The percentage of surface water share component in NSW covered by models subject to annual assessments:</p> <ul style="list-style-type: none"> <li>▼ Current: <ul style="list-style-type: none"> <li>- Regulated river: 100%</li> <li>- Unregulated river: 50%</li> </ul> </li> <li>▼ Forecast: <ul style="list-style-type: none"> <li>- Regulated river: 100%</li> <li>- Unregulated river: 50%</li> </ul> </li> </ul>	<p><b>Targets have been met.</b></p>
<p><b>W04-02 Groundwater modelling</b></p> <p>The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance assessments.</p>	<p>Regional groundwater models for groundwater sources covered by water management plans that are capable of providing:</p> <ul style="list-style-type: none"> <li>▼ Long-term sustainable extraction limits.</li> <li>▼ Details of aquifer interference.</li> <li>▼ Local water table details.</li> <li>▼ Water balance details.</li> <li>▼ Technical assessment of development proposals.</li> </ul>	<p><i>Output measure (OM12)</i></p> <p>Number of models/major aquifer analyses annually:</p> <ul style="list-style-type: none"> <li>▼ Target: 22/2,200</li> </ul> <p><i>Performance indicator</i></p> <p>Percentage of volume of groundwater share component subject to modelling assessment annually:</p> <ul style="list-style-type: none"> <li>▼ Target: 50%</li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><u>Output measure</u></b></p> <p>Number of models/major aquifer analyses annually:</p> <ul style="list-style-type: none"> <li>▼ Current: 22/2,320 (maintained work effort for model testing, Water Resource Plan (WRP) analysis and for water accounting)</li> <li>▼ Forecast for 2019-2020 :22/2,200: (model upgrades and re-assessment)</li> </ul> <p><b><u>Performance indicator</u></b></p> <p>Percentage of volume of groundwater share component subject to modelling assessment annually:</p> <ul style="list-style-type: none"> <li>▼ Current: 50% (maintained for 2017-18)</li> <li>▼ Forecast 2019-2020: 50%</li> </ul>	<p><b>Targets have been met.</b></p>
<p><b>W04-03 Water resource accounting</b></p> <p>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.</p>	<ul style="list-style-type: none"> <li>▼ General purpose water accounting reports.</li> <li>▼ Reporting and analysis of water resource accounting obligations.</li> <li>▼ Miscellaneous analysis and reporting.</li> </ul>	<p><i>Output measure (OM13)</i></p> <p>Number of outputs for water accounting reports, reporting obligations and required ad hoc:</p> <ul style="list-style-type: none"> <li>▼ Target: <ul style="list-style-type: none"> <li>- 17 valleys</li> <li>- 17 analysis reports</li> <li>- 20 miscellaneous studies</li> </ul> </li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><u>Output measure</u></b></p> <p>Specific series of reports/products being produced and published:</p> <p>The requirements of this function changed since the original submission with an increasing requirement for a much broader range of information provision to support policy, planning, management and reporting obligations. The following were produced in 2018-19:</p> <ul style="list-style-type: none"> <li>▼ 9 General Purpose Water Accounting Reports covering 11 regulated water sources and water balances for 8 major groundwater alluvial water sources</li> <li>▼ 50 miscellaneous analysis reports</li> <li>▼ 35 water accounting reports for state and federal compliance reporting obligations</li> </ul>	<p><b>Targets have been met.</b></p>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
		<p><i>Performance indicators</i> Percentage of entitlement by water type covered by the water accounting reports:</p> <ul style="list-style-type: none"> <li>▼ Target: <ul style="list-style-type: none"> <li>- Regulated river: 100%</li> <li>- Unregulated river: 60%</li> <li>- Groundwater: 95%</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▼ Release of 4 on-line dashboards containing detailed analysis of Trade, Usage, Utilisation and Allocations</li> <li>▼ Historical available water determination reports for all 14 regulated water sources published and updated monthly</li> </ul> <p><b>Please note</b> <i>During the current determination period the requirements of this function evolved from that detailed in the original submission with more emphasis now on the analysis and provision of water accounting data and advice through analysis reports, detailed water accounting reports/information products, and meeting statutory reporting obligations at both state and federal level. The water resource accounting evolved requirements include those originally set under both the output measures and performance indicators and are now integrated into the operational and statutory functions of the department.</i></p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>▼ Percentage of entitlement by water type for which detailed water accounting information/reports is provided <ul style="list-style-type: none"> <li>- Regulated river: 100%</li> <li>- Unregulated river: 100%</li> <li>- Groundwater: 100%</li> </ul> </li> </ul>	
<p><b>W05-01 Systems operation and water availability management</b> 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.</p>	<ul style="list-style-type: none"> <li>▼ Implementation procedures and systems.</li> <li>▼ Water availability determinations.</li> <li>▼ WaterNSW operations compliance monitoring and annual reporting.</li> <li>▼ Audit of Water Sharing Plan operations.</li> </ul>	<p><i>Output measure (OM14)</i> Annual compliance review on WaterNSW work approval conditions. Available Water Determinations (AWD) issued:</p> <ul style="list-style-type: none"> <li>▼ Target: <ul style="list-style-type: none"> <li>- Regulated river: at least monthly AWD for all licence categories for all water sources</li> <li>- Unregulated river and groundwater: annual AWD for each water source</li> </ul> </li> </ul> <p><i>Performance indicator</i> Annual compliance review on WaterNSW submitted within 3 months of receiving input data from Dol Water.</p> <p>Timeliness of AWDs:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by DPIE</b> <b>Output measure</b></p> <ul style="list-style-type: none"> <li>▼ Annual compliance review on WaterNSW work approval conditions: <ul style="list-style-type: none"> <li>- Each year, as a condition of their work approvals, WaterNSW submit Annual Compliance Reports for review to NRAR.</li> <li>- DPIE Water provides advice to NRAR regarding the compliance reports and whether the conditions of the work approvals are being met.</li> <li>- The annual compliance 2017-18 review was submitted to NRAR within 3 months of receiving input data (21/12/2018).</li> </ul> </li> <li>▼ Available Water Determinations (AWD) issued: <ul style="list-style-type: none"> <li>- DPIE Water issued water allocations to all regulated river, groundwater and unregulated river licence categories on 1 July 2018.</li> <li>- DPIE Water provided a spreadsheet to WaterNSW of allocation determinations to allow automated upload of 1 July allocations to its accounting system.</li> <li>- Where a full allocation was not possible, conditions were monitored and allocations incremented by DPIE Water as soon as water became available during the year.</li> <li>- Over 1,400 allocations were determined in 2018-19 (most on 1 July).</li> <li>- Water availability outlooks were provided in the NSW Murray and Murrumbidgee valleys to assist water users to plan their seasons.</li> <li>- All water allocations were determined in accordance with the rules in respective water sharing plans.</li> </ul> </li> </ul> <p><b>Performance indicator</b> Annual compliance review on WaterNSW submitted within 3 months of receiving input data from DPIE Water. Annual compliance for 2017-18 review submitted to NRAR within 3 months of receiving input data (21/12/2018)</p> <ul style="list-style-type: none"> <li>▼ Timeliness of AWDs: 95% of water allocations announced within time.</li> </ul>	<p><b>Targets have been partially met.</b> <i>Output measure (OM14)</i></p> <ul style="list-style-type: none"> <li>▼ Targets have been met.</li> </ul> <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> <li>▼ Targets have not yet been met.</li> </ul>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W05-02 Blue-green algae management</b> 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.	<ul style="list-style-type: none"> <li>▼ Algal risk management framework for fresh and marine waters managed appropriately.</li> <li>▼ Issue of algal alerts as required, provision of regular updates to stakeholders and maintenance of the algal website and information line.</li> </ul>	<p><i>Output measure (OM15)</i> Algal risk management plans for each region are implemented:</p> <ul style="list-style-type: none"> <li>▼ Target: All risk management plans reviewed and updated as required</li> </ul> <p><i>Performance indicator</i> Percentage of reports meeting weekly timeframe to regional algal coordinating committees and state algal coordinator of alert levels based on algal data:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul> <p>Actions implemented in accordance with algal risk management plan and guidelines:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by WaterNSW</b></p> <p><u><i>Output measure</i></u> All RACC Guideline documents have been updated and approved by relevant stakeholder committees.</p> <p><u><i>Performance indicator</i></u> 100% of updates provided to stakeholders and State Algal Coordinator.</p> <p><b>99.2% of actions implemented in timely manner (media - 100%, hotline - 98%, increased monitoring - 100%).</b></p>	<p><b>Targets have been partially met.</b></p> <p><i>Output measure (OM15)</i></p> <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul> <p><i>Performance indicators</i> Percentage of reports meeting weekly timeframe to regional algal coordinating committees and state algal coordinator of alert levels based on algal data:</p> <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul> <p>Actions implemented in accordance with algal risk management plan and guidelines:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul>
<b>W05-03 Environmental water management</b> The development and collaborative governance of environmental flow strategies and assessments; and the use of environmental water to achieve environmental outcomes.	<ul style="list-style-type: none"> <li>▼ Collaborative management of planned environmental water in regulated and unregulated rivers.</li> <li>▼ Collaborative management of adaptive and held environmental water in regulated rivers.</li> <li>▼ Measurement of the outcomes of environmental water delivery (in selected valley(s)).</li> <li>▼ Snowy River and Murray River increased flows.</li> <li>▼ Cold Water Pollution (CWP) management and science development.</li> </ul>	<p><i>Output measure (OM16)</i></p> <ul style="list-style-type: none"> <li>▼ Delivery of Snowy and Snowy Mountain River increased flows.</li> <li>▼ Conditions on major dam work approvals to implement environmental watering plans and to mitigate cold water pollution impacts on receiving waters.</li> <li>▼ Monitor and evaluate water resource plans to determine environmental outcomes.</li> </ul> <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> <li>▼ Percentage of occasions that Snowy and Snowy Mountain River daily flow target achieved: 98% of occasions.</li> </ul>	<p><b>Reported by DPIE</b></p> <p><u><i>Output measures</i></u></p> <ul style="list-style-type: none"> <li>▼ Conditions are on works approvals to mitigate the impacts of Cold Water Pollution (CWP), however the implementation of any required major Capital works is subject to funding availability. A monitoring program to assess the effectiveness of the floating curtain at Burrendong (in addressing CWP) is ongoing.</li> <li>▼ Valley-specific monitoring, evaluation and reporting plans were developed for each inland valley in collaboration with DPI Fisheries and DPIE-Biodiversity &amp; Conservation Division. These will provide key evidence for future water sharing plan rule evaluation and adaptive management responses. These plans have been published on the DPIE website as part of each inland valley Water Resource Plan.</li> </ul> <p><u><i>Performance indicator</i></u></p> <ul style="list-style-type: none"> <li>▼ Snowy River and Snowy Mountain River Increased Flows (SRIF, SMRIF) successfully delivery with flow targets met 96% of the time.</li> <li>▼ There was an infrastructure problem (rusty valve) at the dam which meant a couple of extra days where flows were off-target.</li> </ul>	<p><b>Targets have been partially met.</b></p> <p><i>Output measure (OM16)</i></p> <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul> <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> <li>▼ Target has not been met.</li> </ul>



Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W05-04 Water plan performance assessment and evaluation</b> The assessment, audit and evaluation of the water management plans' appropriateness, efficiency and effectiveness in achieving economic, social and environmental objectives.	<ul style="list-style-type: none"> <li>▼ Performance and assessment strategy document.</li> <li>▼ Identification of key knowledge gaps related to assessment of plan management rules, followed by an integrated research program to resolve the knowledge gap.</li> <li>▼ Publication of ecosystem response conceptual models and preliminary reports that describe ecology/flow management outcomes and provide adequate advice.</li> <li>▼ Assessment of water plan amendment provisions.</li> <li>▼ Outputs – evaluation.</li> <li>▼ Assessment of level of plan achievement of:               <ul style="list-style-type: none"> <li>– Economic objectives</li> <li>– Environmental objectives</li> <li>– Social/cultural objectives</li> </ul> </li> <li>▼ Audit and assessment of the level of implementation of provisions in plans.</li> <li>▼ Each WSP audited every 5 years to determine if its provisions are being actioned.</li> <li>▼ Completion of evaluation reports for the WSPs as they expire.</li> </ul>	<p><i>Output measure (OM17)</i></p> <p>Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> <li>▼ Target: 24</li> </ul> <p>Number of plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> <li>▼ Target: 32</li> </ul> <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> <li>▼ Target: 17</li> </ul> <p><i>Performance indicators</i></p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul> <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul> <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><u>Output measure</u></b></p> <p>Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> <li>▼ As at 30 June 2019, 23 valleys were assessed under the performance and assessment strategy. By end of June 2020 it is anticipated that there will be 27 valleys assessed.           <ul style="list-style-type: none"> <li>– Number of Section 44 plan audits completed (5 yearly):</li> </ul>           In July 2018 the Minister appointed a new Audit Panel responsible for delivering 25 S44 audits on water sharing plans overdue since 2015. These audits are underway and will be completed by 31 December 2019.</li> </ul> <p>Formal audits will be executed by accredited third party auditors under the direction of the Audit Panel NRAR, DPIE Water and Water NSW will participate in audits.</p> <ul style="list-style-type: none"> <li>▼ Current: 25 S44 audits due for completion by end December 2019.</li> </ul> <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> <li>▼ WSP evaluations are clustered into 2 reports covering 13 WSPs. These reports are in final draft with an anticipated release at the end of the 2019 calendar year. Publication of these reports has been delayed to allow stakeholder feedback to be sought during WRP development. This feedback is being considered in the finalisation of these documents which are expected to become available on the DPIE website during 2019/20. The reports will cover the six major inland alluvial groundwater systems (Lower Murray, Lower Murrumbidgee, Lower Lachlan, Lower Macquarie, Upper and Lower Namoi, Lower Gwydir groundwater WSPs) and the 7 major inland regulated rivers (NSW Murray and Lower Darling, Murrumbidgee, Lachlan, Macquarie, Namoi, Gwydir, NSW Border Rivers Regulated River WSPs).</li> <li>▼ 4 WSP's have come to term without an evaluation being done. This work will continue over the 2019-20 reporting period. The current focus on WRP's has limited the Department's capacity to meet the target of 17.</li> </ul> <p><b><u>Performance indicators</u></b></p> <p><i>Percentage of plans incorporated into ecological performance and assessment programs:</i></p> <ul style="list-style-type: none"> <li>▼ We do not have 'ecological performance and assessment programs' per se. We do have a NSW Monitoring and Evaluation Reporting (MER) Framework, and valley-specific Monitoring Evaluation and Reporting Plans. These documents coordinated monitoring and evaluation activities for surface water and groundwater throughout the inland valleys. DPIE-Water will be developing similar MER Plans for coastal regions over the next few years.</li> <li>▼ Current for 2018-19: 64%</li> <li>▼ Forecast for completion by 2019-20: 73% of inland valley regulated and unregulated, groundwater and surface water sources to have a MER Plan.</li> </ul> <p><i>Percentage of plans audited within statutory requirement:</i></p> <ul style="list-style-type: none"> <li>▼ Current for 2018-19: 0% Audits have commenced for all outstanding WSP areas and are expected to be complete by 31 December 2019</li> <li>▼ Forecast for period 2016-17 to 2019-20: 100%</li> </ul> <p><i>Percentage plans evaluated that have come to term:</i></p> <ul style="list-style-type: none"> <li>▼ Current for 2018-19: 76%</li> </ul>	<p><b>Targets have not yet been met.</b></p> <p><i>Output measure (OM17)</i></p> <p>Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul> <p>Number of plan audits completed:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met</li> </ul> <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul> <p><i>Performance indicators</i></p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul> <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul> <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W06-01 Water plan development (coastal)</b> 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.	<ul style="list-style-type: none"> <li>▼ WSPs completed for all non-MDB water sources.</li> <li>▼ Implementation of the WSP ecosystem performance and assessment strategy.</li> <li>▼ Review and remake or extension of each WSP as it expires.</li> </ul>	<p><i>Output measure (OM18)</i></p> <ul style="list-style-type: none"> <li>▼ 5 WSPs will be reviewed and replaced/extended.</li> <li>▼ 7 WSPs will be reviewed.</li> <li>▼ 1 WSP will be reviewed and merged into an existing WSP.</li> </ul> <p><i>Performance indicator</i></p> <p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><u>Output measure</u></b></p> <ul style="list-style-type: none"> <li>▼ 1 WSP commenced (Hastings)</li> <li>▼ 1 WSP replaced (Paterson) - A decision was made not to merge with the Hunter Regulated WSP</li> <li>▼ Preparation of plan replacement for Bellinger WSP (no longer to be merged with Coffs Area based on preliminary recommendations from the NRC review of the Coffs WSP)</li> <li>▼ Preliminary work on the review of the Central Coast WSP.</li> <li>▼ The targets for 2018-19 were only partially met because of prioritisation of MDBA Water Resource Plans (WRPs).</li> </ul> <p><b><u>Performance indicator</u></b></p> <ul style="list-style-type: none"> <li>▼ Forecast by 2020: 80% of target</li> </ul> <p>The targets for 2020 will only partially be achieved due to prioritisation of MDBA Water Resource Plans (WRPs).</p>	<p><b>Targets have not yet been met.</b></p>
<b>W06-02 Water plan development (inland)</b> 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.	<ul style="list-style-type: none"> <li>▼ Water Resource Plans development for MDB water sources.</li> <li>▼ Implementation of the WSP Ecosystem Performance and Assessment Strategy.</li> <li>▼ Each WSP audited every 5 years to determine its provisions are being actioned.</li> <li>▼ Completion of evaluation reports for the WSPs as they expire.</li> <li>▼ Remake or extension of each WSP as it expires.</li> <li>▼ WRP assessment tasks.</li> </ul>	<p><i>Output measure (OM19)</i></p> <ul style="list-style-type: none"> <li>▼ 8 WSPs will be reviewed and replaced/extended.</li> <li>▼ 2 WSPs will be reviewed.</li> <li>▼ 3 WSPs will be reviewed and merged into an existing WSP.</li> <li>▼ 22 WRPs will be completed.</li> </ul> <p><i>Performance indicators</i></p> <p>Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul> <p>Cumulative percentage of forecast WRPs completed:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><u>Output measure</u></b></p> <ul style="list-style-type: none"> <li>▼ 13 WSPs replaced (cumulative)</li> <li>▼ 8 WSPs reviewed and merged into an existing WSP (cumulative)</li> <li>▼ 0 WRPs completed. While no WRP's have been completed to date, 17 WRP's have finished public exhibition and are pending Commonwealth accreditation. A further 3 WRP's are on public exhibition and close in October 2019.</li> </ul> <p><b><u>Performance indicators</u></b></p> <p><i>Cumulative percentage of forecast WSPs replaced/extended or merged: 190%</i></p> <ul style="list-style-type: none"> <li>▼ The number of WSPs replaced or merged greatly exceed the original forecast because of the approach adopted under the water resource planning process. This grouped like groundwater source plans into singular plans e.g. all Darling Alluvium previous across a number of water sharing plans now in one alluvial plan for the Darling. In undertaking the water resource planning process it also provided an opportunity to replace a number of plans earlier than anticipated, for example all groundwater and some surface water plans.</li> </ul> <p><i>Cumulative percentage of forecast WRPs completed: 0%.</i></p> <ul style="list-style-type: none"> <li>▼ While no WRP's have been completed to date, it is anticipated that all NSW WRPs will be submitted by December 2019 for accreditation. Some plans may require resubmission before accreditation is recommended to the Commonwealth Minister and this may mean that the WRP finalisation process extends beyond June 30 2020.</li> </ul>	<p><b>Targets have been partially met.</b></p> <p><i>Output measure (OM19)</i></p> <ul style="list-style-type: none"> <li>▼ 8 WSPs will be reviewed and replaced/extended.             <ul style="list-style-type: none"> <li>- Target has been met.</li> </ul> </li> <li>▼ 2 WSPs will be reviewed.             <ul style="list-style-type: none"> <li>- Target has been met.</li> </ul> </li> <li>▼ 3 WSPs will be reviewed and merged into an existing WSP.             <ul style="list-style-type: none"> <li>- Target has been met.</li> </ul> </li> <li>▼ 22 WRPs will be completed.             <ul style="list-style-type: none"> <li>- Target has not yet been met.</li> </ul> </li> </ul> <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> <li>▼ Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:             <ul style="list-style-type: none"> <li>- Target has been met.</li> </ul> </li> <li>▼ Cumulative percentage of forecast WRPs completed:             <ul style="list-style-type: none"> <li>- Target has not yet been met.</li> </ul> </li> </ul>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment																																																																								
<b>W06-03 Floodplain management plan development</b> The development, review, amendment and extension or replacement of Floodplain Management Plans in collaboration with OEH.	<ul style="list-style-type: none"> <li>▼ Floodplain Management Plan (FMP) development.</li> <li>▼ Remake of each FPH as it expires.</li> </ul>	<i>Output measure (OM20)</i> Number of FMP completed or remade: <ul style="list-style-type: none"> <li>▼ 5 new FMPs will be developed</li> </ul> Progress in implementing floodplain harvesting licensing.	<b>Reported by DPIE</b> <u>Output measure</u> <ul style="list-style-type: none"> <li>▼ The number of FMPs has increased to 6, higher than the forecast number of 5 in the output measure. 3 of 6 plans have been completed. The status of the remaining plans is reflected in the table: Floodplain Management Plans – progress update (percentage (%) completed). See table below "Floodplain Management Plans".</li> <li>▼ Regulated - Gwydir 1 plan (Gwydir Valley FMP commenced 10/08/2016) Unregulated - Far West 1 plan (Barwon-Darling Valley FMP commenced 29/06/2017) Regulated - Namoi 1 plan (Upper Namoi Valley FMP commenced 7/06/2019)</li> <li>▼ No licences have been issued for Floodplain Harvesting. However licensing in the five Northern Valleys is due to be complete by 30 June 2021. The five Northern Valleys are Border, Gwydir, Namoi, Macquarie, Barwon-Darling</li> </ul> <p><b>Floodplain Management Plans – progress update (percentage (%) completed)</b></p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Gwydir</th> <th>Border Rivers</th> <th>Macquarie</th> <th>Barwon-Darling</th> <th>Namoi</th> </tr> </thead> <tbody> <tr> <td>1. ROI's invited and assessment of eligibility completed</td> <td>10</td> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> <tr> <td>2. IBQ's completed</td> <td>10</td> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> <tr> <td>3. Modelling completed</td> <td>10</td> <td>10</td> <td>8</td> <td>8</td> <td>5</td> </tr> <tr> <td>4. Draft FPH entitlements Process completed</td> <td>8</td> <td>8</td> <td>6</td> <td>8</td> <td>3</td> </tr> <tr> <td>5. Draft WIP process completed</td> <td>10</td> <td>10</td> <td>6</td> <td>9</td> <td></td> </tr> <tr> <td>6. WSWAs issued</td> <td>5</td> <td>5</td> <td>3</td> <td>5</td> <td></td> </tr> <tr> <td>7. Revision of floodplain harvesting policy completed</td> <td>10</td> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> <tr> <td>8. Revised floodplain harvesting entitlements released</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>9. Floodplain harvesting entitlements finalised</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>10. Floodplain harvesting access licences issued</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>Percentage (%) completed</b></td> <td><b>63</b></td> <td><b>63</b></td> <td><b>55</b></td> <td><b>62</b></td> <td><b>38</b></td> </tr> </tbody> </table>	Actions	Gwydir	Border Rivers	Macquarie	Barwon-Darling	Namoi	1. ROI's invited and assessment of eligibility completed	10	10	10	10	10	2. IBQ's completed	10	10	10	10	10	3. Modelling completed	10	10	8	8	5	4. Draft FPH entitlements Process completed	8	8	6	8	3	5. Draft WIP process completed	10	10	6	9		6. WSWAs issued	5	5	3	5		7. Revision of floodplain harvesting policy completed	10	10	10	10	10	8. Revised floodplain harvesting entitlements released						9. Floodplain harvesting entitlements finalised						10. Floodplain harvesting access licences issued						<b>Percentage (%) completed</b>	<b>63</b>	<b>63</b>	<b>55</b>	<b>62</b>	<b>38</b>	<b>Targets have been partially met.</b> <i>Output measure (OM20)</i> Number of FMP completed or remade <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul> Progress in implementing in implementing floodplain harvesting licensing <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul>
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<p><b>W06-04 Drainage plan development</b></p> <p>The development, review, amendment, and extension or replacement of Drainage Management Plans, to address water quality problems associated with drainage systems.</p>	<ul style="list-style-type: none"> <li>▼ Drainage Management Plan (DMP) development.</li> <li>▼ Remake of each DMP as it expires.</li> </ul>	<p><i>Output measure (OM21)</i></p> <p>Number of DMPs completed or remade:</p> <ul style="list-style-type: none"> <li>▼ 0 new DMPs will be developed.</li> </ul> <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> <li>▼ N/A</li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><i>Output measure</i></b></p> <p>DOI Water has been in discussions with a number of government agencies regarding the potential development of Drainage Management Plans under the Marine Estate management strategy. As at October 2019 no Drainage Management Plans have been developed.</p>	<p><b>This WAMC activity does not have a target.</b></p>																																										
<p><b>W06-05 Regional planning and management strategies</b></p> <p>The development, evaluation and review of regional water strategies, metropolitan water plans and other planning instruments, including the associated stakeholder engagement.</p>	<ul style="list-style-type: none"> <li>▼ Development of regional water strategies, which integrate and set priorities for related special-purpose plans (for example water sharing plans).</li> <li>▼ Evaluation and ongoing adaptive management of the metropolitan water plans for greater Sydney and the lower Hunter.</li> <li>▼ Development, assessment and review of planning instruments.</li> </ul>	<p><i>Output measure (OM22)</i></p> <ul style="list-style-type: none"> <li>▼ 2 regional water strategies (metropolitan water plans) will be reviewed.</li> <li>▼ 6 new regional water strategies will be completed.</li> </ul> <p><i>Performance indicator</i></p> <p>Cumulative percentage of forecast metropolitan water plans being reviewed:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul> <p>Cumulative percentage of forecast regional water strategies completed:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by DPIE</b></p> <p><b><i>Output measure</i></b></p> <ul style="list-style-type: none"> <li>▼ The review of the Metropolitan Water Plan (MWP) was completed in 2017, with a focus on drought based measures. The MWP has moved into implementation of drought measures included in the Metropolitan Water Plan 2017.</li> <li>▼ The water strategy for Greater Sydney is being developed in collaboration with the utilities to plan for Greater Sydney's long term water security &amp; resilience. The strategy is planned to be developed by December 2020.</li> <li>▼ Development of a regional water strategy for: <ul style="list-style-type: none"> <li>- Lachlan, Macquarie and Gwydir Regional Water Strategies will now be published in 2020.</li> <li>- The remaining 8 Regional Water Strategies, including Far North Coast and South Coast planned to be completed by the end of 2020.</li> </ul> </li> </ul> <p><b><i>Performance indicator</i></b></p> <ul style="list-style-type: none"> <li>▼ <i>Cumulative percentage of forecast metropolitan water plans being reviewed: 100%.</i> <ul style="list-style-type: none"> <li>- The review of the Metropolitan Water Plan was completed in 2017. As per the adaptive drought management measures in the Metropolitan Water Plan 2017 (MWP), all drought measures from the MWP are being adaptively implemented in the current drought as included in the Drought Management Options Study to increase the drought resilience of Greater Sydney.</li> <li>- The development of Greater Sydney Water Strategy is underway with a target delivery date of December 2020.</li> </ul> </li> </ul>	<p><b>Targets have been partially met.</b></p> <p><i>Output measure (OM22)</i></p> <p>2 regional water strategies (metropolitan water plans) will be reviewed:</p> <ul style="list-style-type: none"> <li>▼ Target has been partially met.</li> </ul> <p>6 new regional water strategies will be completed:</p> <ul style="list-style-type: none"> <li>▼ Target has been partially met.</li> </ul> <p><i>Performance indicator</i></p> <p>Cumulative percentage of forecast metropolitan water plans being reviewed:</p> <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul> <p>Cumulative percentage of forecast regional water strategies completed:</p> <ul style="list-style-type: none"> <li>▼ Target has been partially met.</li> </ul>																																										

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
			<ul style="list-style-type: none"> <li>- The review of the Lower Hunter Water Plan is well underway however project teams in DPIE Water and Hunter Water have agreed on a revised delivery date of 2021. Delays in the project delivery are due to limited human resources, more robust and detailed supply and demand modelling and a shift of focus to the implementation of the drought response plan.</li> <li>▼ <i>Cumulative percentage of forecast regional water strategies completed:</i></li> <li>- The Greater Hunter Regional Water Strategy has been completed is available on the DPIE website: <a href="https://www.industry.nsw.gov.au/water/plans-programs/water-mgmt-strategies/greater-hunter-region">https://www.industry.nsw.gov.au/water/plans-programs/water-mgmt-strategies/greater-hunter-region</a></li> <li>- The 12 Regional Water Strategies are planned to be completed by the end of 2020.</li> </ul>	
<p><b>W06-06 Development of water planning and regulatory framework</b> The development of the operational and regulatory requirements and rules for water access.</p>	<ul style="list-style-type: none"> <li>▼ Developed, amended and refined regulatory instruments and policies putting in place an improved regulatory framework for water management planning.</li> <li>▼ Requirements for issuing new water licences clearly defined and understood by users.</li> <li>▼ Requirements for equitable water take defined and improved.</li> </ul>	<p><i>Output measure (OM23)</i> Number of regulatory instruments and policies developed or amended according to an annual forecast:</p> <ul style="list-style-type: none"> <li>▼ Target: forecast on an annual basis</li> </ul> <p><i>Performance indicator</i> Percentage of annual forecast frameworks and regulatory instruments delivered according to schedule:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by DPIE</b> <b><u>Output measure:</u></b></p> <ul style="list-style-type: none"> <li>▼ No annual forecast made, however, 2018-19 outputs include: <ul style="list-style-type: none"> <li>- Developed, published and implemented a new Extreme Events Policy covering the NSW Murray-Darling Basin area.</li> <li>- Developed interim thresholds for water interception by commercial forestry plantations to complement the Commonwealth Government's Emissions Reduction Fund process.</li> <li>- Finalised resolution of NSW planning assumptions under the Murray-Darling Basin Plan.</li> <li>- Managed DPIE-Water's involvement in the Indigenous Land Use Agreement negotiations with the Bandjalang, Yaegl and Barkindji Native Title holders and preparations for imminent Native Title claims.</li> <li>- Conducted analysis of options for changing harvestable rights on the coast.</li> <li>- Undertook a further tender process under the Controlled Allocation Order 2017.</li> <li>- Amended the Access Licence Dealing Principles Order 2004 to facilitate new licensing arrangements relating to the Broken Hill pipeline and nominate of works by local water utilities.</li> <li>- Development of floodplain management plans.</li> <li>- Development of new Regulations relating to water metering in NSW.</li> </ul> </li> </ul> <p><b><u>Performance indicator</u></b></p> <ul style="list-style-type: none"> <li>▼ Percentage of annual forecast frameworks and regulatory instruments delivered according to schedule:</li> <li>▼ No annual forecast made as changes to Departmental structure and staffing affected the capacity to plan and forecast work under this program, however a new prioritisation framework being developed will enable and inform a future policy/regulatory work plan.</li> </ul>	<p><b>Targets have not yet been met.</b></p> <p><i>Output measure (OM23)</i></p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul> <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul>
<p><b>W06-07 Cross border and national commitments</b> The development of interstate water sharing arrangements and the implementation of operational programs to meet national and interstate commitments.</p>	<ul style="list-style-type: none"> <li>▼ Development and implementation of operational programs to meet NWI commitments.</li> <li>▼ Biennial assessments on progress with implementing NWI agreements on water reform agenda.</li> <li>▼ Participation in relevant interstate committees progressing NWI and COAG water reform initiatives.</li> <li>▼ Development of interstate water sharing arrangements through MDB and Border Rivers agreements, and Snowy and ACT arrangements.</li> </ul>	<p><i>Output measure (OM24)</i> Full participation in interstate processes to manage water.</p> <p><i>Performance indicator</i> Compliance with key interstate agreements:</p> <ul style="list-style-type: none"> <li>▼ Target: 100%</li> </ul>	<p><b>Reported by DPIE</b> <b><u>Output measure:</u></b></p> <p>NSW actively and fully participates in the relevant interstate processes to manage water according to the key interstate agreements. This includes participation in inter-jurisdictional committees to progress interstate water sharing arrangements and water reform initiatives. Relevant committees include:</p> <ul style="list-style-type: none"> <li>▼ Basin Officials Committee</li> <li>▼ National Water Reform Initiative Committee</li> <li>▼ Border Rivers Commission</li> <li>▼ Great Artesian Basin (GAB) Senior Officials Committee.</li> </ul> <p><b><u>Performance indicator</u></b></p> <ul style="list-style-type: none"> <li>▼ <i>DPIE Water is compliant with 100%</i> of key interstate agreements for 2018-19.</li> </ul>	<p><b>Targets have been met.</b></p>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<p><b>W07-01 Water management works</b></p> <p>The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.</p>	<p>Water management works to mitigate resource impacts:</p> <ul style="list-style-type: none"> <li>▼ Riverbank protection</li> <li>▼ Salt interception schemes.</li> </ul>	<p><i>Output measure (OM25)</i></p> <p>High priority areas of erosion identified and remediated:</p> <ul style="list-style-type: none"> <li>▼ Target: 90%</li> </ul> <p>Maintain salinity (EC) credits for NSW.</p> <p><i>Performance indicator</i></p> <p>Channel output capacity at Tumut maintained at 9,200ML/day.</p>	<p><b>Reported by DPIE</b></p> <p><b><u>Output measure</u></b></p> <p>80% of high priority areas of erosion identified where remediated. This included:</p> <ul style="list-style-type: none"> <li>▼ Tumut River bank rock work – 851 metres, 339m of which was rock repair of pre-existing work</li> <li>▼ Upper Murray River bank rock work – 929 metres</li> <li>▼ Tumut River bank re: vegetation – 2,095 metres</li> <li>▼ Upper Murray River bank re: vegetation – 1,155 metres</li> <li>▼ Willow Management</li> <li>▼ Snag management</li> <li>▼ Solve anabranh issues</li> </ul> <p>Although the target of 90% was not achieved, the works listed above assisted to provide a stable main channel capable of suiting the needs of irrigation and power generation. This also enabled the Performance Indicator to be met (see below).</p> <p>NSW maintained a credit balance on the Salinity Register in 2018-19 (-36.4EC). The operation and maintenance of the three Salt Interception Schemes in NSW generates 19.4EC in salinity credits that are shared between the Basin States and the Commonwealth, contributing to meeting the Basin Salinity Target (&lt;800 EC at Morgan, 95% of the time) as prescribed in Schedule B of the Murray-Darling Basin Agreement.</p> <p><b><u>Performance indicator</u></b></p> <p>Channel output capacity at Tumut was maintained at 9,200 ML/day.</p>	<p><b>Targets have been partially met.</b></p> <p><i>Output measure (OM25)</i></p> <p>High priority areas of erosion identified and remediated:</p> <ul style="list-style-type: none"> <li>▼ Target has not yet been met.</li> </ul> <p>Maintain salinity (EC) credits for NSW:</p> <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul> <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul>
<p><b>W08-01 Regulation systems management</b></p> <p>The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.</p>	<p>Management and operation of public register for access licence approvals, trading and environmental water.</p> <p>Systems development:</p> <ul style="list-style-type: none"> <li>▼ Online tools</li> <li>▼ Online applications</li> <li>▼ Online payments</li> <li>▼ Smart phone tracking of applications.</li> </ul>	<p><i>Output measure (OM26)</i></p> <p>Number of applications received online:</p> <ul style="list-style-type: none"> <li>▼ Target: 2,500</li> </ul> <p><i>Performance indicator</i></p> <p>Percentage of all applications received online:</p> <ul style="list-style-type: none"> <li>▼ Target: 42%</li> </ul>	<p><b>Reported by WaterNSW</b></p> <p>(The following numbers include WaterNSW &amp; NRAR)</p> <p><b><u>Output measure</u></b></p> <ul style="list-style-type: none"> <li>▼ 3,773 applications received online</li> </ul> <p><b><u>Performance indicator</u></b></p> <p>51% of Applications received online</p>	<p><b>Targets have been met.</b></p>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W08-02 Consents management and licence conversion</b> The transcribing of water sharing provisions into licence conditions and the conversion of licences to the Water Management Act.	<ul style="list-style-type: none"> <li>▼ Licences cleansed for conversion to WMA.</li> <li>▼ Volumetric licence conversions.</li> <li>▼ Water sharing provisions transcribed into licence conditions.</li> <li>▼ Development of discretionary conditions.</li> </ul>	<p><i>Output measure (OM27)</i> Annual number of licences recorded on the public register plus number of access licence and approvals with updated conditions:</p> <ul style="list-style-type: none"> <li>▼ Target: All licences recorded on public register – the number varies from year to year.</li> </ul> <p><i>Performance indicator</i> Percentage of access licences and changes to licence details recorded on the public register within two months of implementation or update of sharing plan:</p> <ul style="list-style-type: none"> <li>▼ Target: 90%</li> </ul>	<p><b>Reported by WaterNSW</b> (The following numbers include WaterNSW &amp; NRAR)</p> <p><b>Output measure</b></p> <ul style="list-style-type: none"> <li>▼ Target: All licences recorded on public register - 951 licences recorded 2018-19 year</li> </ul> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>▼ Percentage of access licences and changes to licence details recorded on the public register within two months of implementation or update of sharing plan:</li> <li>▼ Target – Nil – no WSP commenced in the 2018-19 year</li> <li>▼ Expecting another 400 new WAL's to be created when Hastings WSP commences</li> </ul>	<b>Targets have been met.</b>
<b>W08-03 Compliance management</b> The on-ground and remote monitoring activities (including investigations and taking statutory actions) to ensure compliance with legislation, including licence and approval conditions.	Compliance education, monitoring and breach management/ enforcement/ investigation.	<p><i>Output measure (OM28)</i> Number of breach reports received:</p> <ul style="list-style-type: none"> <li>▼ Target: 600</li> </ul> <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> <li>▼ Percentage of non-basic landholder rights approvals audited each year: 2%</li> <li>▼ Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): 90%</li> <li>▼ Percentage of breach reports risk assessed within 14 days of receipt: 90%</li> <li>▼ Percentage of all cases finalised within 6 months: 70%</li> </ul>	<p><b>Reported by DPIE</b></p> <p><b>Output Measure</b></p> <ul style="list-style-type: none"> <li>▼ Current: 1,293</li> <li>▼ Forecast: 2,088</li> </ul> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>▼ Percentage of non-basic landholder rights approvals audited each year: 100%</li> <li>▼ Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): 0 Audits conducted.               <ul style="list-style-type: none"> <li>- No formal audits to determine compliance with licence and approval conditions were conducted in the reporting period, as NRAR focused its resources on the monitoring of environmental watering events.</li> <li>- This reflected NRAR's compliance priorities in response to current climatic conditions. NRAR's published Regulatory Framework explains how operational plans are developed from compliance priorities and is available at <a href="https://www.industry.nsw.gov.au/__data/assets/pdf_file/0018/212517/NRAR-regulatory-framework.pdf">https://www.industry.nsw.gov.au/__data/assets/pdf_file/0018/212517/NRAR-regulatory-framework.pdf</a>.</li> <li>- NRAR Compliance monitoring during the reporting period has focused on the protection of environmental water flows which is a commitment under the Murray-Darling Basin Compliance Compact. This prioritisation of resources has resulted in delays to the development of audit priorities.</li> <li>- NRAR is currently developing business plans that incorporate monitoring and audit projects. These plans will be available in the near future.</li> <li>- Routine monitoring and audit programs are currently being established and results of audits will be published in the future.</li> </ul> </li> <li>▼ Percentage of breach reports risk assessed within 14 days of receipt: 91.79%</li> <li>▼ Percentage of all cases finalised within 6 months: 76%</li> </ul>	<b>Targets have been partially met.</b>  <i>Output measure (OM28)</i> Number of breach reports received: <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul> <p><i>Performance indicators</i>            Percentage of non-basic landholder rights approvals audited each year:  <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul>           Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach):  <ul style="list-style-type: none"> <li>▼ Target has not been met.</li> </ul>           Percentage of breach reports risk assessed within 14 days of receipt:  <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul>           Percentage of all cases finalised within 6 months:  <ul style="list-style-type: none"> <li>▼ Target has been met.</li> </ul> </p>
<b>W08-99 Water consents overhead</b>	Overhead support and facilities for consent transactions.	<p>(OM29) – Overhead charge associated with consent transactions.</p>	<p><b>Reported by WaterNSW</b></p> <p><b>Output Measure</b> WaterNSW has applied its own methodology of apportioning corporate wide and WAMC specific overhead to the WAMC cost codes, which does not require the creation of a specific cost code for water consents overhead.</p>	<b>This WAMC activity does not have a target.</b>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<p>The administrative overhead costs associated with water consent transactions, which are passed on to customers in the water management tariff.</p>			<p><b>Reported by DPIE</b>  <u>Output measure for DPIE Water:</u>            This activity is the overhead cost associated with processing water consent transactions and paid for by government. It has no output measures or performance indicators, and is included here for transparency.</p> <p><u>Performance indicator:</u> N/A</p>	
<p><b>W09-01 Water consents transactions</b>            Transactions undertaken on a fee for service basis; including dealings, assessments, changes to conditions and new applications for water licences and approvals.</p>	<ul style="list-style-type: none"> <li>▼ Water consents transactions processed.</li> <li>▼ Licences in compliance with regulatory requirements.</li> </ul>	<p><i>Output measure (OM30)</i>            Number of applications processed:</p> <ul style="list-style-type: none"> <li>▼ Target: Process all applications received</li> </ul> <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> <li>▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: 90%</li> <li>▼ Percentage of applications for new access licences processed within 40 days: 80%</li> <li>▼ Percentage of applications for water management work and use approvals processed within 60 days: 80%</li> <li>▼ Percentage of applications to extend a water management work approval processed within 20 days: 90%</li> <li>▼ Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: 90%</li> <li>▼ Percentage of legal searches completed within the preferred processing time frame: 95%</li> </ul>	<p><b>Reported by DPIE</b>  <u>Output Measure</u></p> <ul style="list-style-type: none"> <li>▼ Number of applications processed by NRAR: Received 3,279 and issued 2,140</li> </ul> <p><b>Reported by WaterNSW</b>  <u>Output Measure</u></p> <ul style="list-style-type: none"> <li>▼ Applications processed - 7,392 (Numbers includes WaterNSW &amp; NRAR)</li> </ul> <p><b>Reported by DPIE</b>  <u>Performance indicators</u></p> <ul style="list-style-type: none"> <li>▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: NA for NRAR</li> <li>▼ Percentage of applications for new access licences processed within 40 days: 68% within 40 working days</li> <li>▼ Percentage of applications for water management work and use approvals processed within 60 days: 79% within 60 working days</li> <li>▼ Percentage of applications to extend a water management work approval processed within 20 days: 63.8% within 20 working days</li> </ul> <p>The drought has significantly increased the number of applications and enquiries received by NRAR during the 2018-19 financial year and consequently the ability to process all applications. Most recently NRAR has had to focus resources in working with councils to ensure adequate town water supply is maintained. Significant organisational change and review of business functions over the past three years has also impacted resourcing and NRAR's capacity process applications within the targeted processing times.</p> <p><b>Reported by WaterNSW</b> (Numbers includes WaterNSW &amp; NRAR)  <u>Performance indicators</u></p> <ul style="list-style-type: none"> <li>▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: 98%</li> <li>▼ Percentage of applications for new access licences processed within 40 days: 93%</li> <li>▼ Percentage of applications for water management work and use approvals processed within 60 days: 80%</li> <li>▼ Percentage of applications to extend a water management work approval processed within 20 days: 90%</li> <li>▼ Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: 89%</li> <li>▼ Percentage of legal searches completed within the preferred processing time frame: 100%</li> </ul>	<p><b>Targets have been partially met.</b>  <i>Output measure (OM30)</i></p> <ul style="list-style-type: none"> <li>▼ Target has not been met.</li> </ul> <p><i>Performance indicators</i>            Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days:</p> <ul style="list-style-type: none"> <li>▼ Not applicable for DPIE/NRAR.</li> <li>▼ WaterNSW – Target has been met.</li> </ul> <p>Percentage of applications for new access licences processed within 40 days:</p> <ul style="list-style-type: none"> <li>▼ DPIE – Target has been not met.</li> <li>▼ WaterNSW – Target has been met.</li> </ul> <p>Percentage of applications for water management work and use approvals processed within 60 days:</p> <ul style="list-style-type: none"> <li>▼ DPIE – Target has not been met.</li> <li>▼ WaterNSW – Target has been met.</li> </ul> <p>Percentage of applications to extend a water management work approval processed within 20 days:</p> <ul style="list-style-type: none"> <li>▼ DPIE – Target has not been met.</li> <li>▼ WaterNSW – Target has been met.</li> </ul> <p>Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days:</p> <ul style="list-style-type: none"> <li>▼ DPIE – No information provided.</li> <li>▼ WaterNSW – Target has not been met.</li> </ul>



Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
<b>W10-01 Customer management</b> 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.	Timely responses to customer enquiries.	<i>Output measure (OM31)</i> Number of enquiries: ▼ Target: 10,000	<p><b>Reported by DPIE</b>  <u>Output measure</u>            Number of enquiries: Total number of enquiries 11,799.            Telephone calls are first received by DPIE's Customer Service Portal (CS Connect) and then transcribed and forwarded to NRAR for actioning.            The number of CS Connect enquiries logged by the Department and sent to NRAR for actioning in 2018-19 was 5,463. NRAR received a further 6,336 email enquiries from customers other than CS Connect (Councils, Dept. Planning, WaterNSW, Developers).</p> <p><b>Reported by WaterNSW</b>  <u>Output measure</u>            Our first call resolution tracked above 90% for the first 9 months of the year however this dropped to below 90% for the last three months. This was a result of both resourcing issues and more complex enquiries that needed further investigation and a call back to the customer.</p> <p>Number of enquiries: 30,000 approximately (total calls and emails received). These are the customer contacts managed by our Advisory Service Centre which focus on the WAMC activity. This number is about 10% less than the previous year. The number of enquiries has reduced as compliance activity has now moved to NRAR and that that an old email has been decommissioned. We anticipate that whilst this level of activity will be consistent moving forward, we anticipate that given the current external environment more complex enquiries will be received which may continue to impact on first call resolution. Key activity that has kept customer contacts at this level include an increase in enquiries regarding bore applications and approval extensions.</p> <p><b>Reported by DPIE</b>  <u>Performance indicators</u>            ▼ Percentage of enquiries directly responded to at the time of the call/email between = 0%*            - *Calls to the NRAR hotline are answered by the Department of Industry's Customer Service Portal and are then transcribed and forwarded to NRAR for actioning. The 2018 OMR response mentioned bringing the hotline in house. The project has been scoped and costed and is pending Departmental consolidation of call centres.            - The performance indicator could more accurately read "percentage of enquiries responded to within processing times prescribed in NRAR's Service Level Agreement. Target: Maintain or improve on 90%"            - NRAR maintains a 90% response rate within the processing times prescribed (between 48 hours and 5 working days for various application classifications).</p> <p><b>Reported by WaterNSW</b>  <u>Performance Indicator</u></p>	Percentage of legal searches completed within the preferred processing time frame: ▼ DPIE – No information provided. ▼ WaterNSW – Target has been met.  <b>Targets have been met.</b>
		<i>Performance indicator</i> Percentage of enquiries directly responded to at the time of the call/email: ▼ Target: Maintain or improve on 90%		

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
			<p>We implemented a new telephony system in December 2017 which has allowed us to manage all calls on the same platform. We upgraded the IVR with more options allowing customers to self-select their preference however customers are pressing the wrong option and end up having to be transferred internally. During the year the end of call surveys reduced in terms of the number completed as a percentage of calls received due to the level of stress customers have been experiencing as a result of the drought. After the end of the reporting period we have transitioned our end of call surveys with customers to an automatic survey which continue to indicate a very high score in relation to customer satisfaction.</p> <p>In terms of email interactions all emails received either receive an answer to their query or their query is forwarded to a more qualified colleague. Over 90% of emails are responded to in one of these two ways within two days of being received. The complex matters are usually referred to local water regulation officers whose specialised local knowledge is required to assist the customer. Depending on the complexity of the matter, these enquiries can take longer to resolve. Customers are made aware of this at the time they are referred to the local office.</p> <p>We are constantly measuring our performance against these metrics to improve the customer experience.</p>	
<p><b>W10-02 Business governance and support</b> The business systems and processes that support organisation-wide activities; including asset management, annual reporting and pricing submissions to IPART.</p>	<p>Business systems, processes and administration for commercial operation of government monopoly water services.</p>	<p><i>Output measure (OM32)</i></p> <ul style="list-style-type: none"> <li>▼ Annual reporting to IPART and ACCC.</li> <li>▼ Annual performance reporting to customers.</li> </ul> <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> <li>▼ Annual reporting within agreed timeline from end of financial year:</li> <li>▼ Reporting to IPART and ACCC: 4 months.</li> <li>▼ Reporting to customers: 6 months.</li> </ul>	<p><b>Reported by DPIE</b> <u><b>Output measure</b></u> IPART Financial reporting is completed at an Activity Code level. Cost driver information from WaterNSW is necessary for calculating the revenue and other financial information at the detail level requested by both ACCC &amp; IPART. DPIE Water has agreed timelines for submission of the detailed Financial Spreadsheet component of the WAMC AIR to align with WaterNSW timelines for providing cost driver information. ACCC financial reporting will be submitted at the timelines agreed above to align with WaterNSW timelines for providing cost driver information.</p> <p><b>Reported by WaterNSW</b> For IPART reporting, WaterNSW is on track to provide a response by the agreed submission dates, as shown below:</p> <ul style="list-style-type: none"> <li>▼ WaterNSW-GS AIR – maintain current 30 October 2019 submission date.</li> <li>▼ WaterNSW-Rural AIR – extended to 31 January 2020.</li> <li>▼ WAMC AIR performance indicators (excluded billing performance indicators – maintain current 30 October 2019).</li> <li>▼ WAMC AIR (excluding performance indicators provided on 30 October 2019) - extended to 31 January 2020.</li> </ul> <p>For ACCC reporting:</p> <ul style="list-style-type: none"> <li>▼ ACCC Water Monitoring Report Bulk RFI 2018-19 - WaterNSW submitted a response to the ACCC on the 15<sup>th</sup> of October.</li> <li>▼ ACCC WPM Information Request – The ACCC has granted an extension to the submission date for the WPM information return to 31 January 2020 to align with the submission date for the IPART WAMC AIR.</li> </ul> <p><b>Reported by DPIE</b> <u><b>Performance indicator</b></u></p> <ul style="list-style-type: none"> <li>▼ DPIE Water Annual reporting to IPART and ACCC completed within the agreed timeframes.</li> <li>▼ Timely performance reporting to IPART facilitated reporting to customers within 6 months of the financial year.</li> </ul>	<p><b>Targets have been met.</b></p>
<p><b>W10-03 Billing management</b></p>	<p>Water billing and payment processing.</p>	<p><i>Output measure (OM33)</i> Number of bills issued:</p>	<p>No data reported yet. To be provided on early 2020.</p>	<p><b>2018-19 data is yet to be reported by WaterNSW.</b></p>

Activity	Outputs	Measures and Indicators	2018-19 reported data	IPART comment
The management of billing requirements and subcontracted billing, revenue collection and debtor management service delivery, and responding to queries on billing activities.		▼ Target: 65,000  <i>Performance indicators</i> Percentage of billing revenue collected within 3 months of the bills being issued: ▼ Target: 95%		