

Performance against WAMC Output Measures for 2017-18 – Complete 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 2017-18. The Department of Industry, including 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 2017-18.

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

IPART comment	Explanation
Targets have been met.	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 2017-18, prior to the target date of 2019-20.
Targets have been partially met.	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 2017-18, prior to the target date of 2019-20.
Targets have not yet been met.	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 2017-18 and the target date is 2019-20.
2017-18 data is yet to be reported by WaterNSW.	WaterNSW expects to provide a response to this output measure in December 2018. IPART will publish an updated output measures report following receipt of information from WaterNSW.
This WAMC activity does not have a target.	No target was specified for the WAMC activity.

Activity	Outputs	Measures and Indicators ¹	2017-18 reported data	IPART comment ²
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.	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.	Output measure (OM1) Number of stations for water management charges: ▼ Target: – DoI Water: 430 – BRC: 29 Performance indicator ▼ Number of visits per year per station: – Target: average 5	Reported by WaterNSW Output Measure ▼ DoI Water: 432 – numbers checked and include secondary client sites where WAMC funds WQ parameters etc. ▼ BRC: 30 – as per budget forecasts to BRC. Performance Indicator No of visits per year per station: ▼ Current: average 4.8 *KPI Monthly Report – Visit number (not gauging number as per previous – value of 5.6 gauging's average for equivalent period)	Targets have been met.
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.	Surface water quantity and quality information compiled, securely stored, managed and published to stakeholders and general public.	Output measure (OM2) Number of surface water sites subject to data management meeting specific criteria: ▼ Target: 1,245 Performance indicators Percentage telemetered sites with data available on internet 9am each day: ▼ Target: 95% Percentage of DoI Water funded sites telemetered ▼ Target: 90%	Reported by WaterNSW Output measure ▼ Current: 1,245 Performance indicators Percentage telemetered sites with data available on internet 9am each day: ▼ Current: 97% *KPI Monthly report average over several months – June report lower than standard at 95.2% Percentage of DoI Water funded sites telemetered ▼ Current: 91% *410 telemetered of 432 current	Targets have been met.

¹ 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).

² The IPART comment compares the 2017-18 reported data against the targets for each output measure. The 2017-18 reported data has not been audited by IPART. An explanation of the IPART comment is detailed in Appendix A of this report.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
W01-03 Surface water quality monitoring The provision of a surface water quality monitoring program; including design, sample collection, laboratory testing and analysis, test result quality assurance to accepted standards, and test result encoding to make it available for data management and reporting.	Provision of validated water quality test information.	Output measure (OM3) 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 Performance indicators 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%	Reported by WaterNSW Output measure ▼ DoI Water: 30,688 ▼ MDBA: 3,366 ▼ BRC: 2,104 Current agreements require a maximum number of tests of: ▼ DoI Water: 30,072 ▼ MDBA: 3,456 ▼ BRC: 2,304 Performance indicators Tests meeting quality standards (percentage acceptable tests/total tests) = 32,355/35,832 = 90%. Speed of reporting of results (percentage of tests taken, processed, quality assurance approved and coded for publication within 90 days): 30,239/35,832 = 84% Transition of analytical services and associated databases delayed quality coding of results.	Targets have been partially met. Output measure (OM3) Number of tests per year: – Targets have not yet been met for MDBA and BRC. Performance indicators Tests meeting quality standards (percentage acceptable tests/total tests): – Target has been met. Speed of reporting of results (percentage of tests taken, processed, quality assurance approved and coded for publication within 90 days): – Target has not yet been met.
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.	Provision of algal data on the presence and extent of potentially toxic algal blooms.	Output measure (OM4) 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. Performance indicator Percentage of samples collected and analysed according to current standards and within agreed timeframe: ▼ Target: 95%	Reported by WaterNSW Output measure 70 sites monitored regularly. 111 sites monitored in total in response to blue-green algal conditions. Reduced number of samplings at some routine monitoring sites due to drought conditions. Performance indicator Number of samples collected and analysed within agreed timeframes = 1,271 / 1,361 = 93%	Targets have not yet been met.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
W01-05 Surface water ecological condition monitoring The provision of a surface water ecological condition monitoring system to assess the health of water sources; including design and application based on the River Condition Index 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"> ▼ Hydrology ▼ Geomorphology ▼ Riparian ▼ Biota ▼ Disturbance ▼ Water quality. 	Output measure (OM5) River condition index updated: <ul style="list-style-type: none"> ▼ Target: an updated report completed each year, outlining the attributes updated and the proportion of the state/water sources covered. Performance indicator Percentage of the state for which the River Condition Index (RCI) is completed in current year: <ul style="list-style-type: none"> ▼ Target: <ul style="list-style-type: none"> - 10% completed each year. - 100% of all RCI completed for the state by the end of 10 years. 	Reported by DoI Water Output measure <ul style="list-style-type: none"> ▼ DoI will provide an update for River Condition Index (RCI) changes for 2016/17 and 2017/18 on the DoI Water website in November 2018. ▼ The NSW RCI map will be updated in 2018/19 based on the 2016/17 and 2017/18 changes as advised on the DoI Water website. Performance indicator Updates on data for over 10% of the state has been completed as per the following: <ol style="list-style-type: none"> 1. A revision of all of NSW Riverstyles has been undertaken, and a consistent statewide mapping product has been developed. Revisions were completed for the Gwydir Basin, and part of the Barwon. The updated statewide Riverstyles layer will be made publicly available in 2018/19. 2. A water quality index has been developed for all Murray Darling Basin Valleys. 3. An analysis of hydrology condition has been completed for all Murray Darling Basin valleys. 4. DoI is on track to complete 100% of all RCI by the end of the 10 year period. 	Targets have been met.
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.	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.	Output measure (OM6) The number of pipes from which data are collected (in the last 2 years): <ul style="list-style-type: none"> ▼ Target: 4,800 Performance indicator Percentage of pipes monitored according to their scheduled frequency: 90%	Reported by WaterNSW Output measure 4,727 pipes were visited during this period. This includes time series and manually read sites.	Targets have been partially met. Output measure (OM6) The number of pipes from which data are collected (in the last 2 years): <ul style="list-style-type: none"> - Target has not yet been met. Performance indicator Percentage of pipes monitored according to their scheduled frequency: <ul style="list-style-type: none"> - Target has been met.
W02-02 Groundwater quality monitoring 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.	Output measure (OM7) The number of pipes from which water quality data are collected (in the last 2 years): <ul style="list-style-type: none"> ▼ Target: 495 Performance indicator Percentage of pipes monitored according to their scheduled frequency: <ul style="list-style-type: none"> ▼ Target: 90% 	Reported by WaterNSW Output measure 663 pipes had water quality data collected from them during this period.	Targets have been met.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART 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.	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%	Reported by WaterNSW <i>Output measure</i> 4,727 pipes subjected to data management during this period. <i>Performance indicator: 94.54%</i>	Targets have not yet been met.
W03-01 Water take data collection 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%	Reported by WaterNSW Number of government owned and maintained meters: ▼ Total: 1,543 - Unregulated river: 946 - Groundwater: 597 Number of sites with agency water take reading/ assessments charged: ▼ Total: 2,436 - Unregulated river: 244 - Groundwater: 2,192 <i>Performance indicator</i> Percentage government owned meters operational: ▼ No data reported. The 829 meters installed in the Hawkesbury Nepean System have not been condition audited since being transferred from DPI Water to WaterNSW in 2016/17 and hence WaterNSW is unable to report on the percentage of these meters which are operational until this audit has been carried out. Therefore, WaterNSW is also unable to report the total percentage of Government owned meters that are operational.	Targets have been partially met. <i>Output measure (OM9)</i> Number of government owned and maintained meters: Total: - Target has been met. Unregulated river: - Target has been met. Groundwater: - Target has not yet been met. Number of sites with agency water take reading/ assessments charged: Total: - Target has not yet been met. Unregulated river: - Target has been met. Groundwater: - Target has not yet been met. <i>Performance indicator</i> Percentage government owned meters operational: - Target has not yet been met.
W03-02 Water take data management and reporting 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.	Reported by WaterNSW Issued entitlement metered: ▼ Total: 3,652,000 - Unregulated river: 2,318,027 shares - Groundwater: 1,333,994 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 is detailed in the following tables.	Targets have been partially met. <i>Output measure (OM10)</i> Issued entitlement metered: Total: - Target has been met. Unregulated river: - Target has been met. Groundwater: - Target has not yet been met.

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		<p><i>Performance indicator</i> Percentage of issued entitlement metered: ▼ Target: 70%</p> <ul style="list-style-type: none"> - Unregulated river: 65% - Groundwater: 78% 	<p><i>Performance indicator</i> Percentage of issued entitlement metered: ▼ Actual 17/18: 71%</p> <ul style="list-style-type: none"> - Unregulated river: 73% - Groundwater: 67% 		<p><i>Performance indicator</i> Percentage of issued entitlement metered: Total: - Target has been met. Unregulated river: - Target has been met. Groundwater: - Target has not yet been met.</p>																																																																																																					

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
W04-01 Surface water modelling The development, upgrade and application of surface water resource management models, for use in water planning and to assess performance in terms of statutory requirements, interstate agreements, regional water supply optimisation and third party impacts on NSW stakeholders.	Models developed for NSW River basins for: <ul style="list-style-type: none"> ▼ Reporting on model conceptualisation and structure, processes, calibration, data sources for stakeholder information. ▼ Long-term extraction limits. ▼ Reliability and sequencing of water take. ▼ Reliability and sequencing of water availability for entitlement types. ▼ Time series and statistical analysis of river flows and floodplain/wetland watering. ▼ On-farm water management. ▼ Daily stream salinity. ▼ Modelling to support water planning at a regional scale, including hydrologic/economic optimisation models for regional water strategies and metro water planning. 	<i>Output measure (OM11)</i> Number of models/analyses annually: <ul style="list-style-type: none"> ▼ Target: 26/2,800 <i>Performance indicators</i> The percentage of surface water share component in NSW covered by models subject to annual assessments: <ul style="list-style-type: none"> ▼ Target: 95% <ul style="list-style-type: none"> - Regulated river: 100% - Unregulated river: 50% 	Reported by DoI – Water <i>Output measure</i> Number of models/analyses annually: <ul style="list-style-type: none"> ▼ Current: 26/2,800 ▼ Forecast: 26/2,800 (achieved in 2017/18) ▼ Forecast for 2018/2019: 26/2,800 <i>Performance indicators</i> The percentage of surface water share component in NSW covered by models subject to annual assessments: <ul style="list-style-type: none"> ▼ Current: 92% achieved 2017/18 <ul style="list-style-type: none"> - Regulated river: 95% achieved in 2017/18 - Hunter added - Unregulated river: 50% achieved 2017/18 with Flood Plain Harvesting analysis ▼ Forecast: 95% <ul style="list-style-type: none"> - Regulated river: 100% - Unregulated river: 50% 	Targets have been partially met. <i>Output measure (OM11)</i> Number of models/analyses annually: <ul style="list-style-type: none"> - Target has been met. <i>Performance indicator</i> The percentage of surface water share component in NSW covered by models subject to annual assessments: <ul style="list-style-type: none"> - Target has not yet been met.
W04-02 Groundwater modelling The development and upgrade and use of groundwater resource water sharing and management applications, and for resource impact and balance assessments.	Regional groundwater models for groundwater sources covered by water management plans that are capable of providing: <ul style="list-style-type: none"> ▼ Long-term sustainable extraction limits. ▼ Details of aquifer interference. ▼ Local water table details. ▼ Water balance details. ▼ Technical assessment of development proposals. 	<i>Output measure (OM12)</i> Number of models/major aquifer analyses annually: <ul style="list-style-type: none"> ▼ Target: 22/2,200 <i>Performance indicator</i> Percentage of volume of groundwater share component subject to modelling assessment annually: <ul style="list-style-type: none"> ▼ Target: 50% 	Reported by DoI – Water <i>Output measure</i> Number of models/major aquifer analyses annually: <ul style="list-style-type: none"> ▼ Current: 22/2,200 (forecast achieved early in 2017/2018) ▼ Forecast for 2018/2019: 22/2,200 <i>Performance indicator</i> Percentage of volume of groundwater share component subject to modelling assessment annually: <ul style="list-style-type: none"> ▼ Current: 50% (forecast achieved early in 2017/2018) ▼ Forecast 2018-2019: 50% 	Targets have been met.
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.	<ul style="list-style-type: none"> ▼ General purpose water accounting reports. ▼ Reporting and analysis of water resource accounting obligations. ▼ Miscellaneous analysis and reporting. 	<i>Output measure (OM13)</i> Number of outputs for water accounting reports, reporting obligations and required ad hoc: <ul style="list-style-type: none"> ▼ Target: <ul style="list-style-type: none"> - 17 valleys - 17 analysis reports - 20 miscellaneous studies 	Reported by DoI – Water Specific series of reports/products being produced and published: <ul style="list-style-type: none"> ▼ 9 General Purpose Water Accounting Reports were produced in 2017-18 covering 11 regulated water sources and included an expanded suite of data analysis products and modelled water balances for 8 major groundwater alluvial water sources (https://www.industry.nsw.gov.au/water/allocations-availability/water-accounting/gpwar) ▼ Historical available water determination reports for all 14 regulated water sources published and updated monthly (https://www.industry.nsw.gov.au/water/allocations-availability/water-accounting/historical-available-water-determination-data) 	Targets have been met.

Activity	Outputs	Measures and Indicators	2017-18 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"> ▼ Target: <ul style="list-style-type: none"> - Regulated river: 100% - Unregulated river: 60% - Groundwater: 95% 	<ul style="list-style-type: none"> ▼ Environmental water register expanded and continually maintained (https://ewp.water.dpi.nsw.gov.au/ewr/main/ewrHome). <p>The requirements of this function have changed since the original submission with more emphasis now on the analysis and provision of water accounting data through analysis reports, detailed water accounting reports/information products, reporting obligations at both state and federal level. In summary, delivered:</p> <ul style="list-style-type: none"> ▼ Approximately 50 miscellaneous analysis reports were completed under this activity in 2017-18 ▼ 35 water accounting reports input for state and federal compliance reporting obligations. <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> ▼ Percentage of entitlement by water type for which detailed water accounting information /reports is provided <ul style="list-style-type: none"> - Regulated river: 100% - Unregulated river: 100% - Groundwater: 100% 	
<p>W05-01 Systems operation and water availability management</p> <p>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"> ▼ Implementation procedures and systems. ▼ Water availability determinations. ▼ WaterNSW operations compliance monitoring and annual reporting. ▼ Audit of Water Sharing Plan operations. 	<p><i>Output measure (OM14)</i> Annual compliance review on WaterNSW work approval conditions.</p> <p>Available Water Determinations (AWD) issued:</p> <ul style="list-style-type: none"> ▼ Target: <ul style="list-style-type: none"> - Regulated river: at least monthly AWD for all licence categories for all watersources - Unregulated river and groundwater: annual AWD for each water source <p><i>Performance indicator</i> Annual compliance review on WaterNSW submitted within 3 months of receiving input data from DoI Water.</p> <p>Timeliness of AWDs:</p> <ul style="list-style-type: none"> ▼ Target: 100% 	<p>Reported by DoI – Water</p> <p><i>Output measure</i> Annual compliance review on WaterNSW work approval conditions:</p> <ul style="list-style-type: none"> ▼ DoI Water issued water allocations to all regulated river, groundwater and unregulated river licence categories on 1 July 2017. ▼ DoI Water provided a spreadsheet to WaterNSW of allocation determinations to allow automated upload of 1 July allocations to its accounts system. ▼ Where a full allocation was not possible, conditions were monitored and allocations incremented by DoI Water as soon as water became available during the year. ▼ Over 1,400 allocations were determined in 2017-18, (most on 1 July), all within time and without error. ▼ In addition, water availability outlooks were provided in the NSW Murray and Murrumbidgee valleys to assist water users to plan their seasons. ▼ All water allocations were determined in accordance with the rules in respective water sharing plans. <p><i>Performance indicator</i> 14 Annual compliance reports were submitted by Water NSW in September 2018 and are currently with DoI Water Allocations Team for review.</p> <p>Please note that the performance indicator could be revised to describe the involvement of NRAR in 2018/19. It would be more accurate to read “Annual compliance review sent to Water NSW by NRAR within 3 months of receiving the review from DoI Water”.</p>	<p>Targets have been met.</p>
<p>W05-02 Blue-green algae management.</p> <p>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.</p>	<ul style="list-style-type: none"> ▼ Algal risk management framework for fresh and marine waters managed appropriately. 	<p><i>Output measure (OM15)</i> Algal risk management plans for each region are implemented:</p> <ul style="list-style-type: none"> ▼ Target: All risk management plans reviewed and updated as required 	<p>Reported by WaterNSW</p> <p><i>Output measure</i> Review and rebadging of all regional plans were started with a view to stakeholder endorsement and finalisation before the next algae season.</p>	<p>Targets have been met.</p>

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
	<ul style="list-style-type: none"> ▼ Issue of algal alerts as required, provision of regular updates to stakeholders and maintenance of the algal website and information line. 	<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"> ▼ Target: 100% <p>Actions implemented in accordance with algal risk management plan and guidelines:</p> <ul style="list-style-type: none"> ▼ Target: 100% 	<p><i>Performance indicator</i> Red alert levels were identified, and media release issued – 100% conformance All reports were issued to stakeholders in a timely manner – 100% conformance</p>	
<p>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.</p>	<ul style="list-style-type: none"> ▼ Collaborative management of planned environmental water in regulated and unregulated rivers. ▼ Collaborative management of adaptive and held environmental water in regulated rivers. ▼ Measurement of the outcomes of environmental water delivery (in selected valley(s)). ▼ Snowy River and Murray River increased flows. ▼ Cold Water Pollution (CWP) management and science development. 	<p><i>Output measure (OM16)</i></p> <ul style="list-style-type: none"> ▼ Delivery of Snowy and Snowy Mountain River increased flows. ▼ Conditions on major dam work approvals to implement environmental watering plans and to mitigate cold water pollution impacts on receiving waters. ▼ Monitor and evaluate water resource plans to determine environmental outcomes. <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> ▼ Percentage of occasions that Snowy and Snowy Mountain River daily flow target achieved: 98% of occasions. 	<p>Reported by DoI – Water</p> <p><i>Output measures</i></p> <ul style="list-style-type: none"> ▼ Snowy and Snowy Mountain River increased flows were released ▼ 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. ▼ Monitoring commenced in most inland river valleys (see W05-04) <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> ▼ In 2017/18, the flows achieved a 98.5% compliance rate against the daily flows for the Snowy River Increased Flows (only 5 days non-compliant out of 365). ▼ Monthly target volumes were 98.4% compliant and the annual target volume was 99.4% compliant. 	<p>Targets have been met.</p>
<p>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.</p>	<ul style="list-style-type: none"> ▼ Performance and assessment strategy document. ▼ Identification of key knowledge gaps related to assessment of plan management rules, followed by an integrated research program to resolve the knowledge gap. ▼ Publication of ecosystem response conceptual models and preliminary reports that describe ecology/flow management outcomes and provide adequate advice. 	<p><i>Output measure (OM17)</i> Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> ▼ Target: 24 <p>Number of plan audits completed (5 yearly):</p> <ul style="list-style-type: none"> ▼ Target: 32 <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> ▼ Target: 17 	<p>Reported by DoI – Water</p> <p><i>Output measure</i> Number of valleys being assessed under the performance and assessment strategy.</p> <ul style="list-style-type: none"> ▼ 16 valleys are currently being assessed. This includes all Basin valleys, the Hunter and Central Coast valleys on the coast, and the six major inland alluvial areas. ▼ A draft MER plan was completed for the Gwydir Valley, and a Groundwater MER plan (covering the major six inland alluvial aquifers) has been completed. MER plans for all inland surface water areas will be published in 18/19 and 19/20. ▼ A draft set of indicators for social and economic metrics for inland surface water and groundwater plans has been developed. ▼ Current: 16; Forecast: 24. <p>Number of Section 44 plan audits (conduct at year 5 of a WSP) In 2017/18 activities were:</p> <ul style="list-style-type: none"> ▼ review and update existing s44 reports which have not been approved to be ready for publication. ▼ reformation of the S44 audit panel. 	<p>Targets have been partially met.</p> <p><i>Output measure (OM17)</i> Number of valleys being assessed under the performance and assessment strategy:</p> <ul style="list-style-type: none"> - Target has not yet been met. <p>Number of plan audits completed:</p> <ul style="list-style-type: none"> - Target has not yet been met. <p>Number of plan evaluations completed:</p> <ul style="list-style-type: none"> - Target has not yet been met.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
	<ul style="list-style-type: none"> ▼ Assessment of water plan amendment provisions. ▼ Outputs – evaluation ▼ Assessment of level of plan achievement of: <ul style="list-style-type: none"> – Economic objectives – Environmental objectives – Social/cultural objectives ▼ Audit and assessment of the level of implementation of provisions in plans. ▼ Each WSP audited every 5 years to determine if its provisions are being actioned. ▼ Completion of evaluation reports for the WSPs as they expire. 	<p><i>Performance indicators</i></p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> ▼ Target: 100% <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> ▼ Target: 100% <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> ▼ Target: 100% 	<p>Most work on this activity is planned for 2018/19.</p> <ul style="list-style-type: none"> ▼ In July 2018 the Minister appointed a new Audit Panel responsible for delivering 25 S44 audits on water sharing plans overdue since 2015. ▼ Formal audits will be executed by accredited third party auditors under the direction of the Audit Panel. ▼ NRAR, DoI Water and Water NSW will participate in audits. ▼ Audits will commence 1 Feb 2019 and conclude 1 June 2019. ▼ An audit schedule is available and can be provided. ▼ Current: 25. ▼ Forecast: TBC - responsibility for audits will be transferred to the Natural Resources Commission in 2018/19. <p>Number of plan evaluations completed</p> <ul style="list-style-type: none"> ▼ A major focus of 2017/18 has been preparing Water Resource Plans for the Basin. There will be a shift back to the coast in 19/20. ▼ Draft evaluations have been completed for the six major inland alluvial aquifers and the seven major inland regulated rivers. Publication was 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 DoI website during 2018/2019. ▼ Guidelines for conducting WSP evaluations have been developed and are expected to become available on the DoI website during 2018/2019. ▼ Status and issues reports have been published for Basin surface water valleys and groundwater areas seeking stakeholder input on issues for each valley and WSP. Stakeholder responses are being considered as part of the development of replacement WSPs. ▼ A scoping review of transparency and translucency rules was completed and is at: https://www.industry.nsw.gov.au/_data/assets/pdf_file/0004/169249/Translucency-rules-in-NSW-inland-rivers.pdf ▼ The Great Artesian Basin WSP has had a review re its implementation status. <p>Please note: original forecasts have been altered to reflect improved reporting information. Forecasts are correct at time of writing but may change after review to align NSW and Basin Plan reporting requirements and following amendments to the <i>Water Management Act 2000</i>.</p> <p><i>Performance indicators</i></p> <p><i>Percentage of plans incorporated into ecological performance and assessment programs</i> Current for 2017/18: 52%(based on target of 24). Forecast for period 2016/17 - 2019/20: 100% (based on target of 24).</p> <p><i>Percentage of plans audited within statutory requirement:</i> Current for 2017/18: 0% Forecast for period 2016/17-2019/20: 100%.</p> <p><i>Percentage plans evaluated that have come to term:</i> Current for 2017/18: 0% Forecast for period 2016/17 - 2019/20: 100%*.</p> <p>*Note the forecast may be impacted by the timing of changes to water sharing plans associated with the implementation of the Basin Plan, the availability of information from section 44 Audits and the transfer of evaluation responsibilities to the Natural Resources Commission.</p>	<p><i>Performance indicators</i></p> <p>Percentage of plans incorporated into ecological performance and assessment programs:</p> <ul style="list-style-type: none"> – Target has been met. <p>Percentage of plans audited within statutory requirement:</p> <ul style="list-style-type: none"> – Target has not yet been met. <p>Percentage plans evaluated that have come to term:</p> <ul style="list-style-type: none"> – Target has not yet been met.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
<p>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.</p>	<ul style="list-style-type: none"> ▼ WSPs completed for all non-MDB water sources. ▼ Implementation of the WSP ecosystem performance and assessment strategy. ▼ Review and remake or extension of each WSP as it expires. 	<p><i>Output measure (OM18)</i></p> <ul style="list-style-type: none"> ▼ 5 WSPs will be reviewed and replaced/extended. ▼ 7 WSPs will be reviewed. ▼ 1 WSP will be reviewed and merged into an existing WSP. <p><i>Performance indicator</i> Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:</p> <ul style="list-style-type: none"> ▼ Target: 100% 	<p>Reported by DoI – Water</p> <p><i>Output measure</i></p> <ul style="list-style-type: none"> ▼ 1 WSP approved by minister, concurrence received from Minister for the Environment in June 2018 (Hastings). ▼ 1 WSP review complete (Bellinger). ▼ 1 WSP extended - Bellinger Plan extended for up to two years to allow for merger with Coffs coast, in accordance with recommendations of review. ▼ Preparation of plan replacement for 2 plans commenced (Paterson, Bellinger). ▼ Preparations underway to merge two sets of WSP (Bellinger/Coffs Coast, Paterson/ Hunter regulated). ▼ Review of a number of plans in relation to amendment provisions underway. ▼ Paterson Plan review underway - for remake by June 2019. <p><i>Performance indicator</i></p> <ul style="list-style-type: none"> ▼ Forecast by 2020: 100% 	<p>Targets have been met.</p>
<p>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.</p>	<ul style="list-style-type: none"> ▼ Water Resource Plans development for MDB water sources. ▼ Implementation of the WSP Ecosystem Performance and Assessment Strategy. ▼ Each WSP audited every 5 years to determine its provisions are being actioned. ▼ Completion of evaluation reports for the WSPs as they expire. ▼ Remake or extension of each WSP as it expires. ▼ WRP assessment tasks. 	<p><i>Output measure (OM19)</i></p> <ul style="list-style-type: none"> ▼ 8 WSPs will be reviewed and replaced/extended. ▼ 2 WSPs will be reviewed. ▼ 3 WSPs will be reviewed and merged into an existing WSP. ▼ 22 WRPs will be completed. <p><i>Performance indicators</i> Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:</p> <ul style="list-style-type: none"> ▼ Target: 100% <p>Cumulative percentage of forecast WRPs completed:</p> <ul style="list-style-type: none"> ▼ Target: 100% 	<p>Reported by DoI – Water</p> <p><i>Output measure</i></p> <ul style="list-style-type: none"> ▼ 8 WSPs have been reviewed and replaced/extended. ▼ 2 WSPs have been reviewed. ▼ 8 WSPs have been reviewed and merged into an existing WSP. No additional WSP's have been reviewed and merged into an existing WSP in 2016-17. ▼ 0 WRP's are completed. However, two draft WRP's have been completed and are on public exhibition with three WSP's. A further six draft WRP's are due to be released for public exhibition before the end of 2018. This includes 11 WSP's. ▼ As a result of the Basin Plan amendments in June the number of WRPs to be delivered has been adjusted to 20. The coverage has stayed the same. <p><i>Performance indicators</i> Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged: 138%.</p> <p>Cumulative percentage of forecast WRPs completed: No WRPs are complete to date. Two of 20 WRPs are in the final draft stage with a further 6 due for public consultation by the end of 2018.</p>	<p>Targets have been partially met.</p> <p><i>Output measure (OM19)</i></p> <ul style="list-style-type: none"> ▼ 8 WSPs will be reviewed and replaced/extended. <ul style="list-style-type: none"> - Target has been met. ▼ 2 WSPs will be reviewed. <ul style="list-style-type: none"> - Target has been met. ▼ 3 WSPs will be reviewed and merged into an existing WSP. <ul style="list-style-type: none"> - Target has been met. ▼ 22 WRPs will be completed. <ul style="list-style-type: none"> - Target has not yet been met. <p><i>Performance indicators</i> Cumulative percentage of forecast WSPs reviewed, replaced/extended or merged:</p> <ul style="list-style-type: none"> - Target has been met. <p>Cumulative percentage of forecast WRPs completed:</p> <ul style="list-style-type: none"> - Target has been met.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment																																																																								
W06-03 Floodplain management plan development The development, review, amendment and extension or replacement of Floodplain Management Plans in collaboration with OEH.	<ul style="list-style-type: none"> ▼ Floodplain Management Plan (FMP) development. ▼ Remake of each FPH as it expires. 	<i>Output measure (OM20)</i> Number of FMP completed or remade: <ul style="list-style-type: none"> ▼ 5 new FMPs will be developed Progress in implementing floodplain harvesting licensing.	Reported by DoI – Water <i>Output measure</i> The number of FMPs has increased to 6, higher than the forecast number of 5 in the output measure. Two of the six plans have been completed. The status of the remaining plans is reflected in the below table. Regulated - Gwydir 1 plan (Gwydir Valley FMP commenced 10 August 2016). Unregulated - Far West 1 plan (Barwon-Darling Valley FMP commenced 29 June 2017). Over the period 1 July 2017 to 30 June 2018 DoI Water did not commence any new floodplain management plans under the Water Management Act 2000 (NSW). No licences have been issued for floodplain harvesting. Percentage of licensing completed for floodplain harvesting: 50%. Floodplain Management Plans – progress update (percentage (%) completed) <table border="1" style="width: 100%; border-collapse: collapse;"> <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>8</td> </tr> <tr> <td>3. Modelling completed</td> <td>10</td> <td>10</td> <td>8</td> <td>8</td> <td>2.5</td> </tr> <tr> <td>4. Draft FPH entitlements Process completed</td> <td>10</td> <td>10</td> <td>5</td> <td>6</td> <td></td> </tr> <tr> <td>5. Draft WIP process completed</td> <td>9</td> <td>9</td> <td>4</td> <td>8</td> <td></td> </tr> <tr> <td>6. WSWAs issued</td> <td></td> <td></td> <td></td> <td></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>Percentage (%) completed</td> <td>59</td> <td>59</td> <td>47</td> <td>52</td> <td>30.5</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	8	3. Modelling completed	10	10	8	8	2.5	4. Draft FPH entitlements Process completed	10	10	5	6		5. Draft WIP process completed	9	9	4	8		6. WSWAs issued						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						Percentage (%) completed	59	59	47	52	30.5	Targets have been partially met. <i>Output measure (OM20)</i> Number of FMP completed or remade: <ul style="list-style-type: none"> - Target has not yet been met. Progress in implementing floodplain harvesting licensing: <ul style="list-style-type: none"> - Target has been met.
Actions	Gwydir	Border Rivers	Macquarie	Barwon-Darling	Namoi																																																																							
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		<i>Performance indicator</i> ▼ Cumulative percentage of forecast FMPs completed: - Target: 100%	<i>Performance indicator</i> Cumulative percentage of plans completed: 75% (40% in 2016-17) <table border="1"> <thead> <tr> <th>Actions</th> <th>Gwydir</th> <th>Barwon Darling</th> <th>Upper Namoi</th> <th>Lower Namoi</th> <th>Border Rivers</th> <th>Macquarie</th> </tr> </thead> <tbody> <tr> <td>1. Has been to Targeted Consultation</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2. Has IRP approval to go to Public Exhibition</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>50</td> </tr> <tr> <td>3. Has been to Public Exhibition</td> <td></td> <td></td> <td></td> <td>60</td> <td>60</td> <td></td> </tr> <tr> <td>4. Has Interagency Regional Panel approval to commence</td> <td></td> <td></td> <td>90</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5. Commenced</td> <td>100 (2017)</td> <td>100 (2017)</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Actions	Gwydir	Barwon Darling	Upper Namoi	Lower Namoi	Border Rivers	Macquarie	1. Has been to Targeted Consultation							2. Has IRP approval to go to Public Exhibition						50	3. Has been to Public Exhibition				60	60		4. Has Interagency Regional Panel approval to commence			90				5. Commenced	100 (2017)	100 (2017)					<i>Performance indicator</i> ▼ Cumulative percentage of forecast FMPs completed: - Target has not yet been met.
Actions	Gwydir	Barwon Darling	Upper Namoi	Lower Namoi	Border Rivers	Macquarie																																								
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W06-04 Drainage plan development. The development, review, amendment, and extension or replacement of Drainage Management Plans, to address water quality problems associated with drainage systems.	▼ Drainage Management Plan (DMP) development. ▼ Remake of each DMP as it expires.	<i>Output measure (OM21)</i> Number of DMPs completed or remade: ▼ 0 new DMPs will be developed. <i>Performance indicator</i> ▼ N/A	Reported by DoI – Water 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 July 2018, No Drainage Management Plans have been developed.	This WAMC activity does not have a target.																																										
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.	▼ Development of regional water strategies, which integrate and set priorities for related special-purpose plans (for example water sharing plans). ▼ Evaluation and ongoing adaptive management of the metropolitan water plans for greater Sydney and the lower Hunter. ▼ Development, assessment and review of planning instruments.	<i>Output measure (OM22)</i> ▼ 2 regional water strategies (metropolitan water plans) will be reviewed. ▼ 6 new regional water strategies will be completed. <i>Performance indicator</i> Cumulative percentage of forecast metropolitan water plans being reviewed: ▼ Target: 100% Cumulative percentage of forecast regional water strategies completed: ▼ Target: 100%	Reported by DoI – Water <i>Output measure</i> Development of a regional water strategy for: ▼ the Hunter Region is scheduled to be published in 2018. ▼ the Lachlan, Macquarie and Gwydir has commenced and will be completed in 2019. ▼ the Far North Coast and South Coast has commenced and will be completed by the end of the funding cycle. <i>Performance indicator</i> The review of the Metropolitan Water Plan for Greater Sydney is complete and the activity is with Planning and Environment – 100%. The review of the Lower Hunter Water Plan is currently underway and is expected to be completed in 2020. The cumulative percentage of the six regional water strategies that have been completed to date is 0%. However the forecast of 100% completion of all six strategies by 2019/20 is expected to be achieved.	Targets have been partially met. <i>Output measure (OM22)</i> ▼ 2 regional water strategies (metropolitan water plans) will be reviewed: - Target has not yet been met. ▼ 6 new regional water strategies will be completed: - Target has not yet been met. <i>Performance indicator</i> Cumulative percentage of forecast metropolitan water plans being reviewed: - Target has been met. Cumulative percentage of forecast regional water strategies completed: - Target has not yet been met.																																										

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
<p>W06-06 Development of water planning and regulatory framework</p> <p>The development of the operational and regulatory requirements and rules for water access.</p>	<ul style="list-style-type: none"> ▼ Developed, amended and refined regulatory instruments and policies putting in place an improved regulatory framework for water management planning. ▼ Requirements for issuing new water licences clearly defined and understood by users. ▼ Requirements for equitable water take defined and improved. 	<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"> ▼ Target: forecast on an annual basis. <p><i>Performance indicator</i> Percentage of annual forecast frameworks and regulatory instruments delivered according to schedule:</p> <ul style="list-style-type: none"> ▼ Target: 100%. 	<p>Reported by DoI – Water</p> <p>Output measure:</p> <ul style="list-style-type: none"> ▼ The making of regulations under the Natural Resources Access Regulator Act 2017 ('Natural Resources Access Regulator Regulation' 2018). ▼ Concluded statutory review of the Water Management (General) Regulation 2011 and finalised public consultation process and drafting of new instrument. ▼ Draft Water Take Measurement Policy. ▼ Remake of temporary water restrictions order for Botany Sands aquifer. ▼ Developed new regulatory requirements to support the operation of section 91I of the WM Act. ▼ Floodplain Harvesting Monitoring Policy. ▼ Controlled allocation order 2017. <p><i>Performance indicator</i> Percentage of annual forecast frameworks and regulatory instruments delivered according to schedule: 71%.</p>	<p>Targets have been partially met.</p> <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"> - Target has been met. <p><i>Performance indicator</i> Percentage of annual forecast frameworks and regulatory instruments delivered according to schedule:</p> <ul style="list-style-type: none"> - Target has not yet been met.
<p>W06-07 Cross border and national commitments</p> <p>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"> ▼ Development and implementation of operational programs to meet NWI commitments. ▼ Biennial assessments on progress with implementing NWI agreements on water reform agenda. ▼ Participation in relevant interstate committees progressing NWI and COAG water reform initiatives. ▼ Development of interstate water sharing arrangements through MDB and Border Rivers agreements, and Snowy and ACT arrangements. 	<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"> ▼ Target: 100% 	<p>Reported by DoI – Water</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"> ▼ Basin Officials Committee ▼ National Water Reform Initiative Committee ▼ Border Rivers Commission ▼ Great Artesian Basin (GAB) Senior Officials Committee. <p>NSW are present on the GAB Strategic Management Plan Committee and were involved the development of the draft GAB Strategic Management Plan 2018.</p> <p>DoI Water managed the recent appointment of the Snowy Water Advisory Committee and is overseeing the 10 year review of the Snowy Water Licence with the aid of an inter-jurisdictional project group. A draft report for public consultation was released in May 2018.</p> <p>As a party to the Murray-Darling Basin Compliance Compact, NSW has made good progress with implementing its commitments under the Compliance Compact including actions specified in the NSW work program. NSW has also worked co-cooperatively with other jurisdictions to progress joint priority actions.</p> <p>NSW continues to collaborate with the ACT Government on the potential for development of future NSW / ACT water trade arrangements. NSW continues to collaborate with MDBA and Basin States on the Flexible Trade Adjustments Project which is looking to improve processes relating to bulk trade accounting adjustments for interstate trade. NSW are currently involved in the Border Rivers Institutional Reform and are progressing the development of 20 Water Resource Plans as a requirement under the Basin Plan.</p> <p><i>Performance indicator</i> DoI Water is compliant with all (100%) key interstate agreements for 2017/2018.</p>	<p>Targets have been met.</p>

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
W07-01 Water management works The undertaking of water management works to reduce the impacts arising from water use or remediate water courses.	Water management works to mitigate resource impacts: <ul style="list-style-type: none"> ▼ Riverbank protection ▼ Salt interception schemes. 	<i>Output measure (OM25)</i> High priority areas of erosion identified and remediated: <ul style="list-style-type: none"> ▼ Target: 90%. Maintain salinity (EC) credits for NSW.	Reported by DoI – Water <i>Output measure</i> 80% of high priority areas of erosion identified where remediated. This included: <ul style="list-style-type: none"> ▼ Tumut River bank rock work – 780 metres, 200m of which was rock repair of pre-existing work ▼ Upper Murray River bank rock work – 565 metres ▼ Tumut River bank re: vegetation – 2,103 metres ▼ Upper Murray River bank re: vegetation – 3,065 metres ▼ Willow Management ▼ Snag management ▼ Solve anabranch issues 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). Salinity credits (EC) were maintained across the NSW Accountable Actions register items. This was achieved through operating and maintaining 3 Salt Interception Schemes in NSW on behalf of Basin States, to contribute to the Basin Salinity Target (of 800 EC at Morgan, 95% of the time).	Targets have been partially met. <i>Output measure (OM25)</i> High priority areas of erosion identified and remediated: <ul style="list-style-type: none"> - Target has not yet been met. Maintain salinity (EC) credits for NSW: <ul style="list-style-type: none"> - Target has been met. <i>Performance indicator</i> Channel output capacity at Tumut maintained at 9,200ML/day: <ul style="list-style-type: none"> - Target has been met.
W08-01 Regulation systems management The management, operation, development and maintenance of the register for access licences, approvals, trading and environmental water.	Management and operation of public register for access licence approvals, trading and environmental water. Systems development: <ul style="list-style-type: none"> ▼ Online tools ▼ Online applications ▼ Online payments ▼ Smart phone tracking of applications. 	<i>Output measure (OM26)</i> Number of applications received online: <ul style="list-style-type: none"> ▼ Target: 2,500 <i>Performance indicator</i> Percentage of all applications received online: <ul style="list-style-type: none"> ▼ Target: 42% 	Reported by WaterNSW <i>Output measure – WaterNSW</i> <ul style="list-style-type: none"> ▼ Current: 3,663 <i>Performance indicator</i> Percentage of Applications received online <ul style="list-style-type: none"> ▼ Current: 45% 	Targets have been met.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
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.	<ul style="list-style-type: none"> ▼ Licences cleansed for conversion to WMA. ▼ Volumetric licence conversions. ▼ Water sharing provisions transcribed into licence conditions. ▼ Development of discretionary conditions. 	<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"> ▼ Target: All licences recorded on public register – the number varies from year to year. <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"> ▼ Target: 90% 	<p>Reported by WaterNSW</p> <ul style="list-style-type: none"> ▼ Current: All licences recorded on public register 41,952. ▼ Forecast: All licences recorded on public register – the number varies from year to year – 42,302. <p>Expecting another 350 new WAL's to be created when Hastings WSP commences (WSP currently on hold).</p> <p><i>Performance indicator</i> Current – Nil – no WSP commenced in the 17-18 year. Forecast - 90% for WSP Hastings (if commenced in the 18-19 year).</p> <p>Note: Re point 3 & 4 in outputs column WaterNSW facilitated the issue of approximately 68,000 notices to Customers during the reporting period on behalf of DOIW / NRAR.</p>	Targets have been met.
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.	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"> ▼ Target: 600 <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> ▼ Percentage of non-basic landholder rights approvals audited each year: 2% ▼ Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): 90% ▼ Percentage of breach reports risk assessed within 14 days of receipt: 90% ▼ Percentage of all cases finalised within 6 months: 70% 	<p>All Water Regulation Compliance activities have transferred to NRAR from 30 April 2018.</p> <p>WaterNSW reports between 1 July 2017 to 29 April 2018:</p> <p><i>Output Measure</i></p> <ul style="list-style-type: none"> ▼ Current: 351 (From 1 July 2017 to 29 April 2018). ▼ Forecast: 0 – (All Water Regulation Compliance activities have transferred to NRAR from 30 April 2018). <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> ▼ Percentage of non-basic landholder rights approvals audited each year: 0% ▼ Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): 0% <p>Whilst there was no formal program of extensive compliance-specific approval audit during the period, experienced WaterNSW field officers conducted in excess of 9000 physical on-site water-meter reads at various locations across the state. The primary purpose of these visits is to record water usage (via reading the meter), however, these field officers have a good general knowledge of applicable conditions and will lodge an Alleged Breach Notification if they conclude the circumstances observed may not be in compliance with the approval conditions. 51 Alleged Breach Notices were lodged by these field officers as a result of their activities.</p> <ul style="list-style-type: none"> ▼ Percentage of breach reports risk assessed within 14 days of receipt: 74%. ▼ Percentage of all cases finalised within 6 months: 50%. <p>NRAR reports between 30 April 2018 and 30 June 2018:</p> <p><i>NRAR output measure</i> Number of breach reports received between 30 April 2018 and 30 June 2018: 131.</p> <p><i>NRAR Performance indicators</i></p> <ul style="list-style-type: none"> ▼ Percentage of non-basic landholder rights approvals audited between 30 April and 30 June 2018: 0.17%¹ (equivalent to 1% per annum) 	<p>Targets have been partially met.</p> <p><i>Output measure (OM28)</i> Number of breach reports received:</p> <ul style="list-style-type: none"> - Target has not yet been met. <p><i>Performance indicators</i></p> <ul style="list-style-type: none"> ▼ Percentage of non-basic landholder rights approvals audited each year: - Target has not yet been met. ▼ Percentage of properties audited that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): - Target has been met by NRAR. - Target has not yet been met by WaterNSW. ▼ Percentage of breach reports risk assessed within 14 days of receipt: - Target has not yet been met. ▼ Percentage of all cases finalised within 6 months: - Target has been met by NRAR. - Target has not yet been met by WaterNSW.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
			<ul style="list-style-type: none"> ▼ Percentage of properties audited between 30 April and 30 June 2018 that are in compliance with licence and approval conditions (excluding those audited as part of investigating an alleged breach): 100%² ▼ Percentage of breach reports received between 30 April 2018 and 30 June 2018 that were risk assessed within 14 days of receipt: 53.7% ▼ Percentage of all cases finalised between 30 April and 30 June 2018 that were finalised within 6 months of receipt: 80% <p>¹Pre-water sharing plan conversion data was used in calculating the number of non-basic landholder rights approvals.</p> <p>²This figure includes audits that specifically targeted water take during a temporary water restrictions order.</p>	
W08-99 Water consents overhead The administrative overhead costs associated with water consent transactions, which are passed on to customers in the water management tariff.	Overhead support and facilities for consent transactions.	(OM29) – Overhead charge associated with consent transactions.	Reported by WaterNSW: <i>Output measure</i> 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. <i>Performance indicator: N/A</i> Reported by DoI – Water: 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.	This WAMC activity does not have a target.
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.	<ul style="list-style-type: none"> ▼ Water consents transactions processed. ▼ Licences in compliance with regulatory requirements. 	<i>Output measure (OM30)</i> Number of applications processed: <ul style="list-style-type: none"> ▼ Target: Process all applications received <i>Performance indicators</i> <ul style="list-style-type: none"> ▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: 90% ▼ Percentage of applications for new access licences processed within 40 days: 80% ▼ Percentage of applications for water management work and use approvals processed within 60 days: 80% ▼ Percentage of applications to extend a water management work approval processed within 20 days: 90% 	Reported by WaterNSW <i>Output measure</i> Numbers include WaterNSW & DoI: Applications processed YTD – 8,183 <i>Performance indicators</i> <ul style="list-style-type: none"> ▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: 96% ▼ Percentage of applications for new access licences processed within 40 days: 86% ▼ Percentage of applications for water management work and use approvals processed within 60 days: 80% ▼ Percentage of applications to extend a water management work approval processed within 20 days: 84% ▼ Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: 88% ▼ Percentage of legal searches completed within the preferred processing time frame: 100% 	Targets have been partially met. <i>Output measure (OM30)</i> Number of applications processed: <ul style="list-style-type: none"> - Target has been met. <i>Performance indicators</i> <ul style="list-style-type: none"> ▼ Percentage of applications for licence dealings assignment of shares (71Q) processed within 20 days: <ul style="list-style-type: none"> - Target has been met. ▼ Percentage of applications for new access licences processed within 40 days: <ul style="list-style-type: none"> - Target has been met. ▼ Percentage of applications for water management work and use approvals processed within 60 days: <ul style="list-style-type: none"> - Target has been met. ▼ Percentage of applications to extend a water management work approval processed within 20 days: <ul style="list-style-type: none"> - Target has not yet been met.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
		<ul style="list-style-type: none"> ▼ Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: 90% ▼ Percentage of legal searches completed within the preferred processing time frame: 95% 		<ul style="list-style-type: none"> ▼ Percentage of applications for an approval for a bore for domestic and stock rights processed within 10 days: <ul style="list-style-type: none"> - Target has not yet been met. ▼ Percentage of legal searches completed within the preferred processing time frame: <ul style="list-style-type: none"> - Target has been met.
<p>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.</p>	Timely responses to customer enquiries.	<p><i>Output measure (OM31)</i> Number of enquiries:</p> <ul style="list-style-type: none"> ▼ Target: 10,000 <p><i>Performance indicator</i> Percentage of enquiries directly responded to at the time of the call/email:</p> <ul style="list-style-type: none"> ▼ Target: Maintain or improve on 90% 	<p>Reported by WaterNSW</p> <p><i>Output measure</i> Our first call resolution current tracks above 90% which is also reviewed on a monthly basis. Number of enquiries: 32,000 approximately (total calls and emails received). These are the customer contacts through our Advisory Services which focus on the WAMC activity. This number is about 10% less than the previous year, however we anticipate that this level will be consistent moving forward given the current external environment. Key activity that has kept customer contacts at this level include customer enquiries regarding the conditions mail out, an increase in enquiries regarding bore applications, consistent volumes of 71M transfers and approval extensions.</p> <p><i>Performance indicators</i> We implemented a new telephony system in December 2017 which allowed us to manage all calls on the same platform. We upgraded the IVR with more options allowing customers to self-select their preference. We have continued to conduct end of call surveys with customers which continue to indicate a very high score (9/10) in relation to customer satisfaction. We have been planning to automate these but the vendor has not been able to deliver a robust cost effective solution at present and we are exploring other options. 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. We are constantly measuring our performance against these metrics to improve the customer experience.</p> <p>NRAR reports between 30 April 2018 and 30 June 2018:</p> <p><i>NRAR Output measure</i> Number of enquiries between 30 April and 30 June 2018: 341</p> <p><i>NRAR Performance indicator</i> Percentage of enquiries directly responded to at the time of the call/email between 30 April and 30 June 2018: 0%¹</p> <p>¹This figure reflects calls to the NRAR hotline, which are answered by the Department of Industry's Customer Service Portal and are then transcribed and forwarded to NRAR for actioning. NRAR will consider bringing the NRAR hotline in house once NRAR is fully established.</p>	<p>Targets have been partially met.</p> <p><i>Output measure (OM31)</i> Number of enquiries:</p> <ul style="list-style-type: none"> - Target has been met. <p><i>Performance indicator</i> Percentage of enquiries directly responded to at the time of the call/email:</p> <ul style="list-style-type: none"> - Target has been met by WaterNSW. - Target has not yet been met by NRAR.

Activity	Outputs	Measures and Indicators	2017-18 reported data	IPART comment
W10-02 Business governance and support The business systems and processes that support organisation-wide activities; including asset management, annual reporting and pricing submissions to IPART.	Business systems, processes and administration for commercial operation of government monopoly water services.	Output measure (OM32) <ul style="list-style-type: none"> ▼ Annual reporting to IPART and ACCC. ▼ Annual performance reporting to customers. Performance indicators <ul style="list-style-type: none"> ▼ Annual reporting within agreed timeline from end of financial year: ▼ Reporting to IPART and ACCC: 4 months. ▼ Reporting to customers: 6 months. 	Reported by WaterNSW <i>Output measure</i> In 2017-2018 WaterNSW made the following requests: <u>ACCC</u> An extension until the end of November as the required information would not be available until then. The ACCC acknowledged WaterNSW's request as follows: <i>As you will not be in a position to return the request for information until late November 2018, I will adjust our records accordingly. However, if you do find yourself in a position to return the information request earlier, it would be greatly appreciated.</i> <u>IPART</u> An extension for the Revenue tab and billing components of the non-financials tab of the WAMC AIR spreadsheet by 20 December was granted. WaterNSW reports to customers on its annual performance.	Targets have been met.
W10-03 Billing management The management of billing requirements and subcontracted billing, revenue collection and debtor management service delivery, and responding to queries on billing activities.	Water billing and payment processing.	Output measure (OM33) Number of bills issued: <ul style="list-style-type: none"> ▼ Target: 65,000 Performance indicators Percentage of billing revenue collected within 3 months of the bills being issued: <ul style="list-style-type: none"> ▼ Target: 95% 	Output measure (OM33) Number of bills issued: <ul style="list-style-type: none"> ▼ 2017-18 Actual: 70,615 Performance indicators Percentage of billing revenue collected within 3 months of the bills being issued: <ul style="list-style-type: none"> ▼ 2017-18 Actual: 96% 	Targets have been met.