



Department of Water regulatory performance report card as at March 2017

The regulatory activities of the Department of Water are delivered under its REFOCUS program. This program aims to provide faster and more effective services for its customers in line with our *Strategic plan 2015–2020* (September 2015).

The following improved services were introduced in 2015 to create greater efficiencies in our regulatory activities:

- Water Online: enables customers to electronically apply for a licence and submit statutory referrals and other land planning related requests for water advice.
- Business support unit: provides customer assistance for the department’s online services.
- Integrated performance evaluation and reporting: utilises shared reporting resources for licensing and statutory referrals.

Water licensing

Our service

We currently manage around 12969 licences and permits state-wide. These are distributed between groundwater and surface water licences, licences to construct a well and surface water permits as shown in figure 1.

Figure 1: Total licences and permits state-wide at 31 March 2017

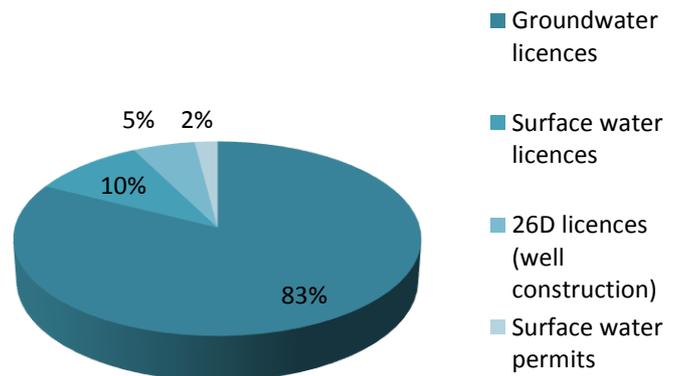


Figure 2: Licensing performance 2015-17

	Our result	Our target
September 2015	88%	80%
December 2015	76%	80%
March 2016	81%	80%
June 2016	81%	80%
September 2016	78%	80%
December 2016	84%	80%
March 2017	82%	80%

Our performance

We aim to finalise 80% of licensing applications within its target timeframes. Performance targets are 65 business days for low risk applications and 100 business days for medium–high risk applications. Our performance results are shown in figure 2.



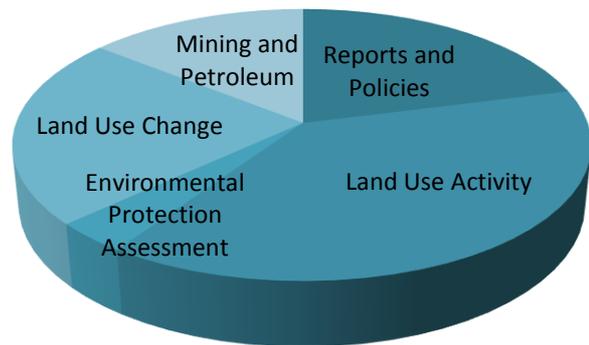
Statutory referrals

Our service

We aim to optimise water resource management outcomes from land development processes of the state. Land planning and resource development proposals are referred to the department through the state’s statutory decision making processes. We provide assessment and advice to decision making agencies and proponents of these proposals as shown in figure 3.

The Department of Water received 1100 referrals in the period 1 July 2016 to 31 March 2017.

Figure 3: Total statutory referral advice provided state-wide 2016-2017



Our performance

In 2015/16 and 2016/2017 we provided advice to various statutory authorities on proposals related to land use planning change, mining and petroleum, reports and policies, land use development activities, environmental assessment and other general matters. We aim to provide this advice within 35 business days. Our performance results are shown in figure 4.

Figure 4: Statutory referral performance 2015-17

	Our result	Our target
September 2015	98%	95%
December 2015	97%	95%
March 2016	97%	95%
June 2016	97%	95%
September 2016	96%	95%
December 2016	96%	95%
March 2017	94%	95%

For further information on the REFOCUS program visit our website at www.dwer.wa.gov.au or email regulation@dwer.wa.gov.au or call 6364 7000.

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