

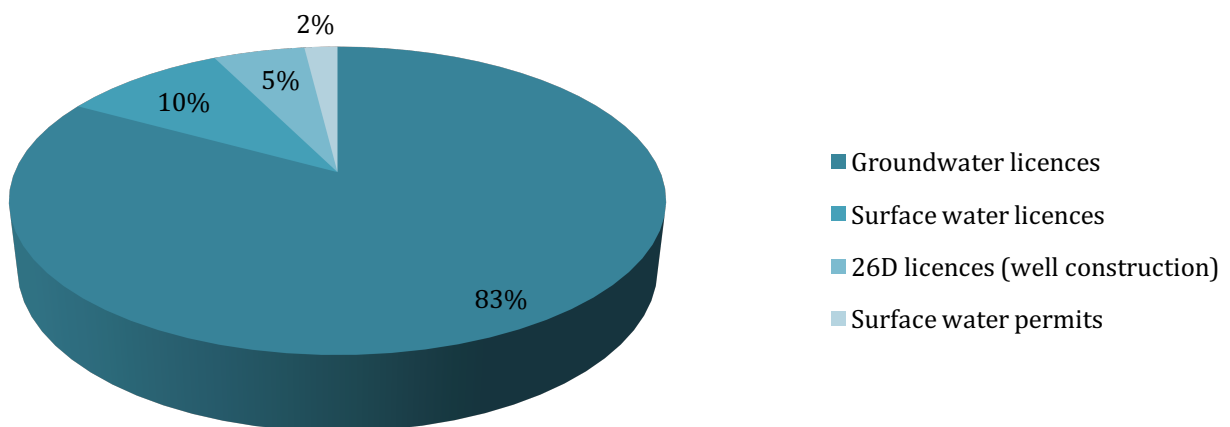
REFOCUS program approvals performance report card September 2015

REFOCUS is a Department of Water program of initiatives to deliver faster and effective services and to provide relevant and useful information to assist licensees through regulatory processes and reports on the outcomes.

Our service

The Department of Water currently manages around 12 700 licences and permits state-wide. The distribution of these between groundwater and surface water licences, licences to construct a well and surface water permits is show in the pie chart below.

Total licences and permits state-wide as at 30 September 2015



Our performance

Here you can find out how we are performing against our water licensing approvals performance indicators.

The Department of Water's water licensing performance indicator is to achieve greater than 80 per cent of applications finalised within the target timeframe. The target timeframes are 65 business days and 100 business days for low risk and medium-high risk applications, respectively.

How are we doing?

Table 1. Quarterly water licensing approvals performance against targets

	Our result	Our target
June 2014	85%	80%
September 2014	85%	80%
December 2014	87%	80%
March 2015	83%	80%
June 2015	89%	80%
September 2015	88%	80%

For further information on the REFOCUS program email regulation@water.wa.gov.au or call 6364 7600.

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