

An aerial photograph of a coastal landscape. In the foreground, there is a wide, sandy beach with a reddish-brown hue, sparsely covered with low-lying vegetation. To the left, a large, calm body of water in shades of turquoise and light blue stretches towards the horizon. A small, dark, vegetated island sits in the middle of the lagoon. The shoreline curves gracefully from the bottom right towards the top right of the frame.

# Assurance Directorate Operating Framework

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# Introduction

The Assurance Operating Framework is a structured system that outlines how the Assurance Directorate ensures its operations are effective, efficient, transparent and accountable. It serves as a cornerstone for ensuring that all activities are conducted in accordance with legislative mandates and established policies.

The framework integrates a wide array of functions to facilitate delivery of the Department of Water and Environmental Regulation's (the department) regulatory cycle. It outlines the legislative framework and supporting policies we work under, the services we provide, and the supporting structures and processes that enable us to deliver them effectively.

This framework should be read in conjunction with the Assurance Commitment which outlines our objectives, activities, priorities and approach.

# The Assurance Directorate Operating Framework

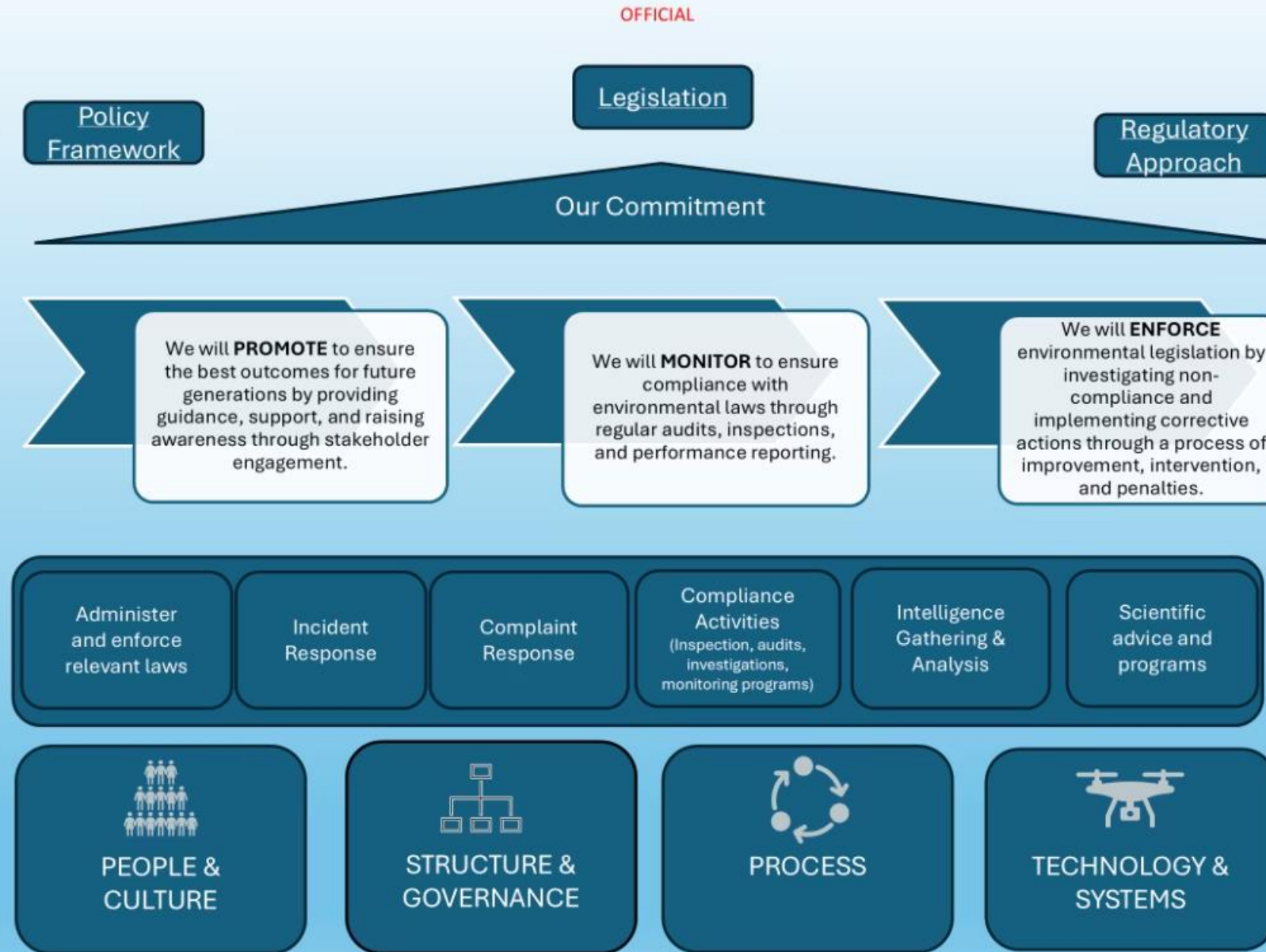


Diagram 1. The Assurance Directorate Operating Framework

# People and Culture



## Values

Inclusive, supportive work environment



## Training & Capability

Empowered teams perform at their best



## Recruitment & Retention

Building strong, capable teams



## Work Health & Safety

Safe, efficient workplace

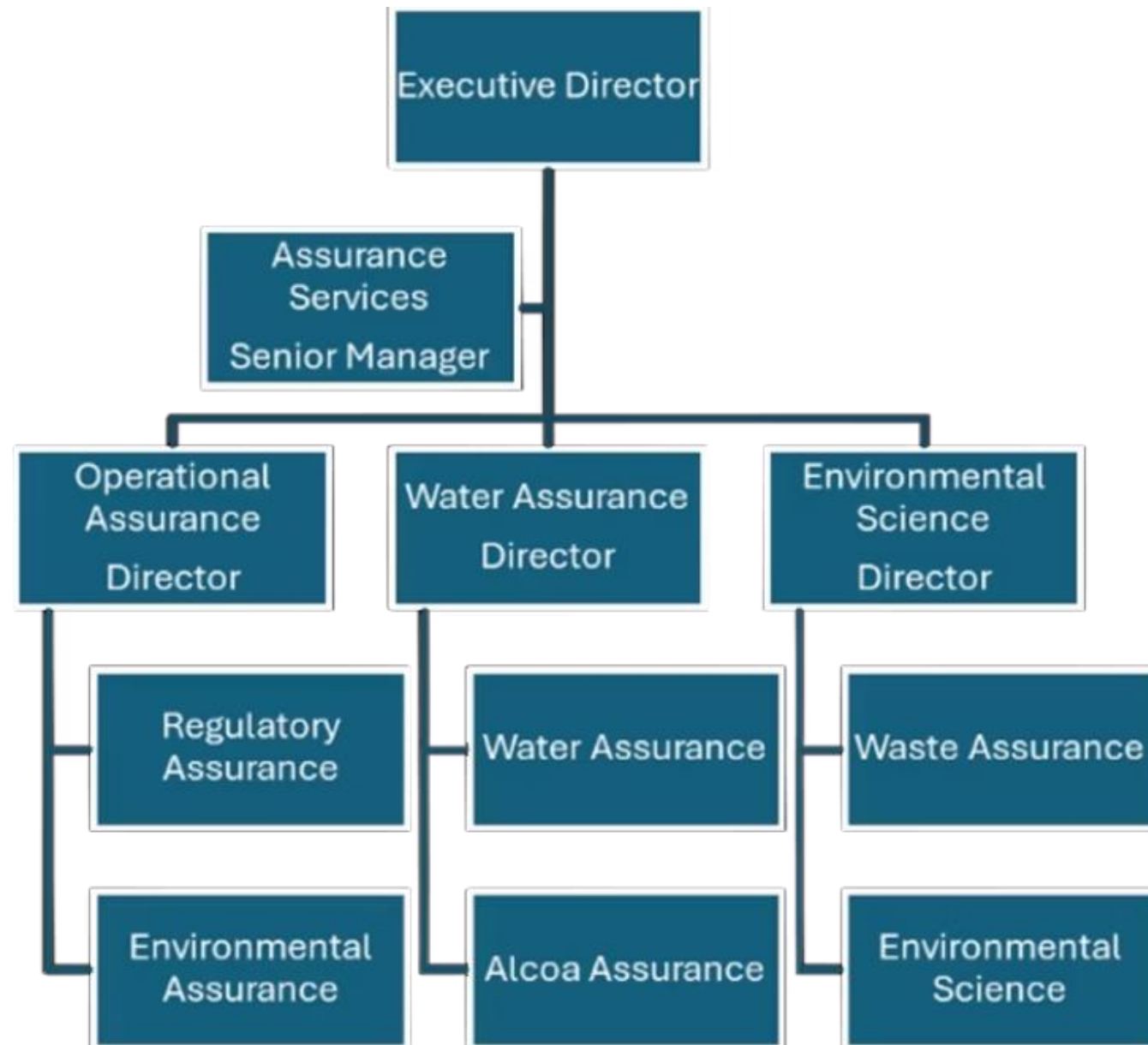


### TRAINING, CAPABILITY AND DEVELOPMENT FRAMEWORK

The Assurance Directorate's goal is to cultivate a workforce that possesses the knowledge, skills, and capabilities required to perform their roles effectively, confidently, and safely. This ensures the department's commitment to a positive workplace culture and regulatory excellence.

This framework is designed to support recruitment and retention, and continuous development of a highly skilled and motivated workforce. It aims to position the Assurance directorate as a best-practice regulatory body that adapts to evolving challenges, innovation, ethical practice, and high performance.

# Structure and Governance



## Good Governance

- Delegations
- Record Management
- Risk Management
- JDF's
- Performance Management
- Integrity
- Workload Management and Allocation
- Reform
- Reporting
- Financial Management

# Process

## Document Standards

Establishing binding standards for the Directorate

## Branch Supporting Documents

Detailed instructions to guide implementation

## Tools and Resources

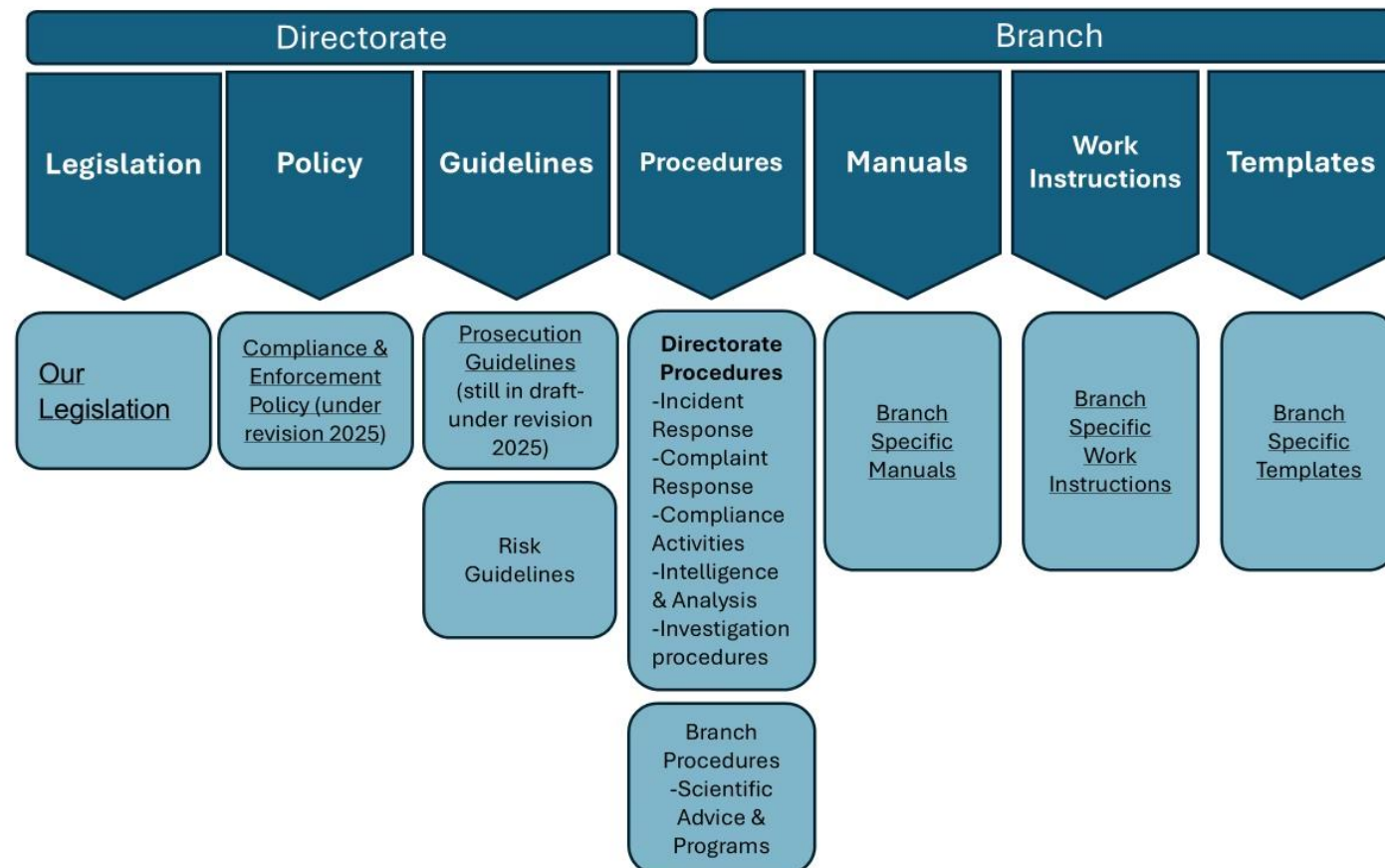
Enhancing efficiency and consistency of process

## Continuous Improvement

Regular review and refinement of processes

This structured approach to documents allows the Directorate to establish standards that are binding, whilst Branch supporting documents provide detailed instructions and tools to enhance efficiency and consistency of process.

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# Technology and Systems

## Geographic Information Systems (GIS)

GIS technology helps in mapping and analysing environmental data, such as pollution sources and affected areas.

## Remote Sensing

Using satellites and drones to monitor environmental conditions.

## Data Analytics and Reporting Platforms

Advanced analytics tools to process and analyse large datasets, identifying trends and potential issues. Tools: PowerBi (assurance related page), ICMS, *etc.*

## Monitoring Systems

Continuous monitoring devices for air and water quality, providing real-time data.

## Document Management Systems

Systems for organising, storing, and retrieving documents and records. Tools: Content Manager, Environment Online, *etc.*

## Risk Assessment

Tools to evaluate and prioritise risks. Tools: DWER Enterprise Risk Management, Risk Guidelines, Operational Risk Prioritisation Model (ORPM), Corporate Governance and Risk (CGR)

## Communication Platforms

Tools for effective communication and collaboration among branches and with external stakeholders. Tools: Microsoft Teams, Correspondence Tracking System, Media and communication strategies and campaigns, *etc.*

