

Attachment E

WAMC outcome measures

30 September 2024



Natural Resources
Access Regulator



Contents

Measuring progress against our WAMC outcomes.....	3
Outcome 1 - Enhanced customer experience.....	3
Outcome 2 - Sustainable and effective water resource management	4
Outcome 3 - Confidence in water resource management	6
Outcome 4 - Value for money.....	7
WAMC activity alignment with WAMC outcomes.....	9

Measuring progress against our WAMC outcomes



Outcome 1 - Enhanced customer experience

We will progress our business to provide an enhanced, reliable customer experience with clear and accessible information on their water services and billing that enables customers to make better informed decisions. This outcome will progress 3 different, but integrated objectives:

- Customers can easily access accurate information they need to make informed decisions about managing their water.
- Improved customer experience due to simple, reliable, and efficient interactions with WAMC and timely outcomes.
- Customers receive clear and accessible information about their water services and billing.

We will measure our progress to achieving these objectives, through the following performance measures:

Performance measure	2025-26	2026-27	2027-28	2028-29	2029-30	Calculation or data source
Customers can easily access accurate information they need to make informed decisions about managing their water.						
1.1) Customers reporting that water rules are appropriately communicated (%)	>2023-24 results	>2025-26 result	>2026-27 result	>2027-28 result	>2028-29 result	Joint Voice of Customer survey and surveys at each engagement session
1.2) Customers reporting that they are able to find the information required to submit an application (%)	>2023-24 results	>2025-26 result	>2026-27 result	>2027-28 result	>2028-29 result	Joint Voice of Customer survey and surveys at each engagement session
Improved customer experience due to simple, reliable, and efficient interactions with WAMC and timely outcomes.						

Performance measure	2025-26	2026-27	2027-28	2028-29	2029-30	Calculation or data source
1.3) Customer enquiries are resolved within specified timeframes (%)	80%	80%	80%	80%	80%	Number of customer enquiries resolved within specified timeframes / total number of enquiries (%)
1.4) Customer applications determined within specified timeframes (%)	80%	80%	80%	80%	80%	Number of customer applications determined within specified timeframes/ total number of applications (%)
Customers receive clear and accessible information about their water services and billing.						
1.5) Customers reporting greater satisfaction overall with billing (%)	>= 65%	>= 65%	>= 65%	>= 65%	>= 65%	Joint Voice of Customer survey and surveys at each engagement session



Outcome 2 - Sustainable and effective water resource management

We will progress on reducing water theft and improving understanding and easily to use information on water quality, compliance with rules and increase climate response plans to enhance flood and drought resilience.

This outcome will be delivered across 3 objectives:

- Improved river, floodplain and aquifer ecosystem health
- Improved resilience to changes in water availability
- Increasing water user understanding of water laws and how to comply

We will measure our progress to achieving these objectives, through the following performance measures:

Performance measure	2025-26	2026-27	2027-28	2028-29	2029-30	Calculation or data source
Improved river, floodplain and aquifer ecosystem health.						
2.1) % of water sources assessed that are compliant with long term average annual extraction limits (LTAAEL), or compliance action taken where required each year	100%	100%	100%	100%	100%	Number of water sources assessed as compliant with LTAAEL or compliance action taken where required each year / total number of water sources with LTAAELs (%)
2.2) % of water entitlement in NSW being measured through metering rollout under the new non-urban metering policy each year	>2023-24 results	>2025-26 result	>2026-27 result	>2027-28 result	95%	% of water entitlement metered or measured each year / % of water entitlement due to be metered or measured under the non-urban metering policy (%)
Increasing water user understanding of water laws and how to comply.						
2.3) Customers reporting that it is easy to understand the rules in their licence (%)	>2023-24 results	>2025-26 result	>2026-27 result	>2027-28 result	>2028-29 result	Joint Voice of Customer survey and surveys at each engagement session
Improved resilience to changes in water availability.						
2.4) Number of inland regulated river water sharing plans updated, with integrated contemporary climate data for available water determination decisions	0	1	6	2	0	Count the number of inland regulated river WSPs updated with integrated contemporary climate data each year



Outcome 3 - Confidence in water resource management

We will progress on improving confidence in the government to regulate water use and provide water that meets the quality and reliability expectations of our customers.

This outcome will be delivered across 2 objectives:

- Improved public confidence in water resource management
- Increasing community confidence in the enforcement of water laws.

We will measure our progress to achieving these objectives, through the following performance measures:

Performance measure	2025-26	2026-27	2027-28	2028-29	2029-30	Calculation or data source
Improved public confidence in water resource management.						
3.1) Monitoring, evaluation and reporting for water sharing plans is completed and published within specified timeframes (%)	100%	100%	100%	100%	100%	Number of plan term evaluations and annual implementation reviews completed and published within specified timeframes/ total number each year
3.2) New or updated regulatory changes published on appropriate government website within 4 weeks (%)	100%	100%	100%	100%	100%	New or updated regulatory changes published by the department within 4 weeks/total number each year
3.3) Customers reporting that decisions regarding planning and management of water are transparent (%)	>2023-24 results	>2025-26 result	>2026-27 result	>2027-28 result	>2028-29 result	Joint Voice of Customer survey and surveys at each engagement session

Performance measure	2025-26	2026-27	2027-28	2028-29	2029-30	Calculation or data source
Increasing community confidence in the enforcement of water laws.						
3.4) Customers reporting greater confidence that NSW water rules and regulations are being enforced (%)	>2023-24 results	>2025-26 result	>2026-27 result	>2027-28 result	>2028-29 result	Joint Voice of Customer survey and surveys at each engagement session



Outcome 4 - Value for money

We will increase efficiencies in our services, particularly where there is shared water management, and continue to invest in prudent and efficient activities to provide value for money for our customers.

This outcome will be delivered across 2 objectives:

- An efficient and effective compliance and enforcement program
- WAMC services efficiently deliver value for customers and the community.

We will measure our progress to achieving these objectives, through the following performance measures:

Performance measure	2025-26	2026-27	2027-28	2028-29	2029-30	Calculation
An efficient and effective compliance and enforcement program.						
4.1) Annual change in labour expenditure on compliance and enforcement services from 2025–26 (\$)	\$36.2m	\$35.1m	\$34.0m	\$32.1m	\$31.2m	Actual labour expenditure on compliance management services
WAMC services efficiently deliver value for customers and the community.						

Performance measure	2025-26	2026-27	2027-28	2028-29	2029-30	Calculation
4.2) Operating expenditure on WAMC water planning and management services relative to target (\$)	\$142.7m	\$143.3m	\$133.3m	\$135.2m	\$128.0m	Actual operating expenditure
4.3) Customers reporting that the price they pay reflects the level of service they receive (%)	>2023-24 results	>2025-26 result	>2026-27 result	>2027-28 result	>2028-29 result	Joint Voice of Customer survey and surveys at each engagement session

WAMC activity alignment with WAMC outcomes

The figure below shows how the WAMC activities contribute to the 4 high-level WAMC outcomes.

