



# Water Industry Licence Management Application (WILMA)

14 July 2023

## 1 What is WILMA for

IPART has implemented a system to support the compliance needs of the Water Industry Competition Act (WICA Act) regulatory framework.

WILMA has been designed to improve data integrity and streamline information management practices for WICA compliance processes. On 17 July 2023 the original WILMA system was upgraded to a new platform and to include new functionality.

WILMA:

- Facilitates data management: WILMA is a centralised database for all audit and incident report documentation for licensees and auditors. It will make it easier for IPART to maintain the information it holds about licences, compliance, and auditing activity
- Improve visibility: licensees can log into the database to view compliance information relating to their licence including the status of their audit or incident notification.
- Improves document management: The database manages the allocation of documentation, and ensures documentation is attached to the relevant licence, audit or action and can be easily retrieved when required.

## 2 Who uses WILMA

Licensees and auditors use WILMA to manage compliance communications and submission of documents for audits, notifications, incident reports and compliance actions. IPART uses WILMA to manage communications with licensees and auditors and to retain and manage information relating to licences and compliance with licence conditions.

## 3 Further information

Contact the WICA team via email: [WICA@IPART.nsw.gov.au](mailto:WICA@IPART.nsw.gov.au)

IPART Information page: <https://www.ipart.nsw.gov.au/Home/Industries/Water/Alternate-water-utilities-WICA>

WILMA URL: <https://ipart.service-now.com/wilma>