

## Regulatory performance

### How we measure our regulatory performance

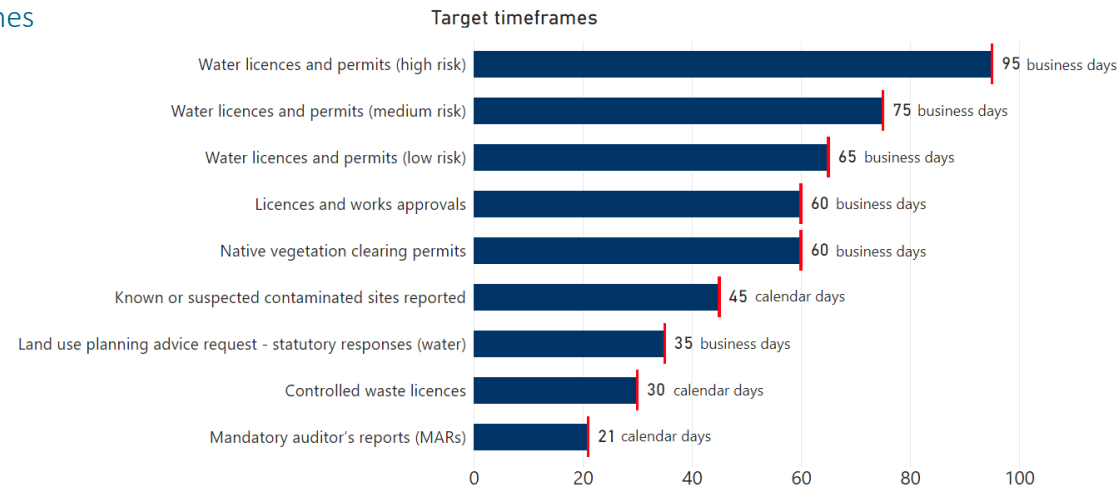
#### Regulatory performance dashboards

- Water licences and permits
- Native vegetation clearing permits
- Licences and works approvals
- Controlled waste licences
- Known or suspected contaminated sites reported (Form 1s)
- Land use planning advice request – Water
- Mandatory auditor's reports (MARs)
- Compliance monitoring
- Reporting Pollution
- Enforcement

### How we measure our regulatory performance

The Department of Water and Environmental Regulation (DWER) measures its timeliness performance consistent with established Key Performance Indicators and statutory timeframes relevant for DWER's application processes. Unless specified in specific KPIs or statutory timelines, DWER applies a performance target of 80% of applications assessed within target timeframes.

#### Target timeframes



#### Stop the clock

In certain circumstances, an application to clear native vegetation, works approvals to construct and licences to operate prescribed premises, as well as permits to interfere with bed and banks and licences to take water may be placed on hold during assessment. The period while the application is on hold (referred to as 'stop the clock') does not count towards the DWER's target timeframes.

DWER will 'stop the clock' for an application when waiting for the applicant to provide additional information in support of their application, pay outstanding application fees or respond to draft decision documents.

In some cases, DWER will "stop the clock" where assessment processes and consultation requirements are being undertaken under the *Native Title Act 1993* or where a relevant outcome of an Environmental Protection Authority (EPA) assessment and associated Ministerial decision under Part IV of the *Environmental Protection Act 1986* (EP Act) is pending.

DWER will not 'stop the clock' when waiting for requested advice or information from any another government department or agency.

DWER is progressing development of "life of application" reporting, which will illustrate the average time an application is under assessment by DWER, pending information from the proponent and pending outcome from another regulatory process as outlined above. Currently the latter two are reported together.



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#### Risk assignment

Applications for water licences and permits are assigned a risk category (low, medium or high) according to:

- The volume of water requested.
- The level of water availability in the resource where the water is being requested.
- The type of instrument being applied for.

An application is not assigned a risk category until it has been validated by DWER. An application is deemed valid once all mandatory fields are completed on the application form and all necessary supporting documentation is provided, including fees paid if applicable.

DWER is progressing a common risk framework across water and environmental approvals. DWER's performance reporting will progressively reflect implementation of the risk framework once developed.

#### Managing open applications

DWER monitors and reports on the number of open applications to ensure we are keeping up with the demand for regulatory approvals. Trigger levels are set for each instrument type, and where application numbers are in excess of the trigger level, DWER will respond with specific actions to reduce the number of applications back to below trigger levels.

#### Water

DWER manages to a trigger level of 350 open water licence and permit applications that have processing times greater than 65 business days. This excludes applications under "stop the clock".

#### Environment

Industry regulation manages to a trigger level of no more than 20% of open licensing applications with assessment times greater than 60 business days. This excludes applications under "stop the clock".

DWER is taking action to reduce the number of open applications exceeding the target assessment timeframe of 60 business days, including the consolidation of amendment applications (where appropriate) which results in multiple open applications being closed as an outcome of a single decision.



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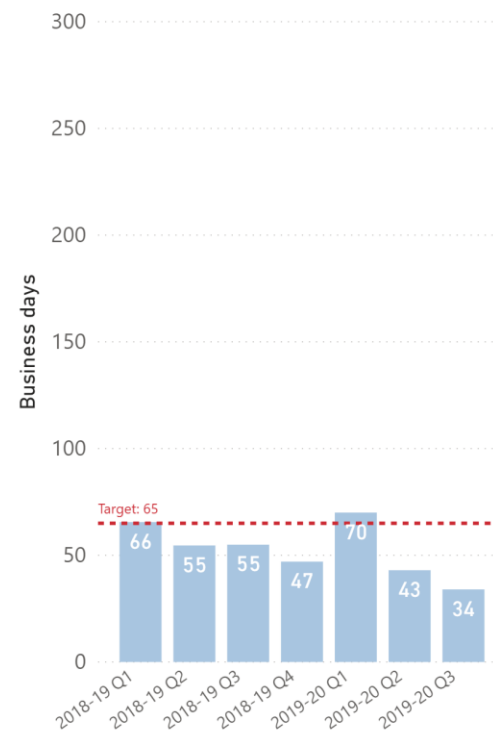
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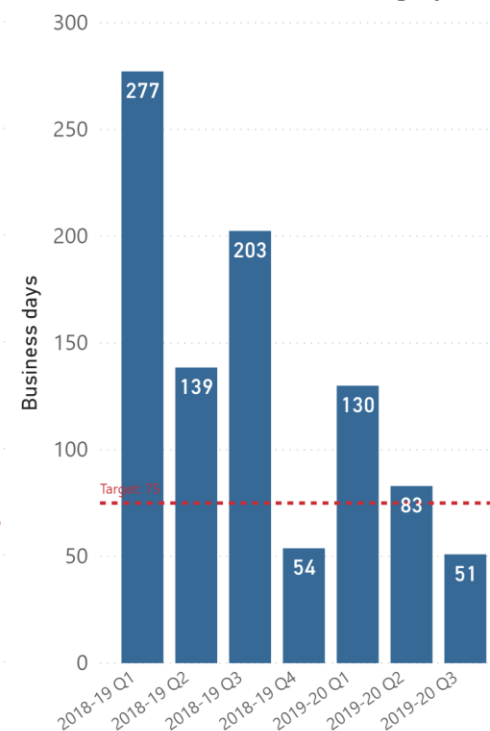
#### Water licences and permits

We assign a risk category to water licence and permit applications and aim to finalise applications within the average target timeframes for each risk category; 65 business days for low risk applications, 75 business days for medium risk applications and 95 business days for high risk applications.

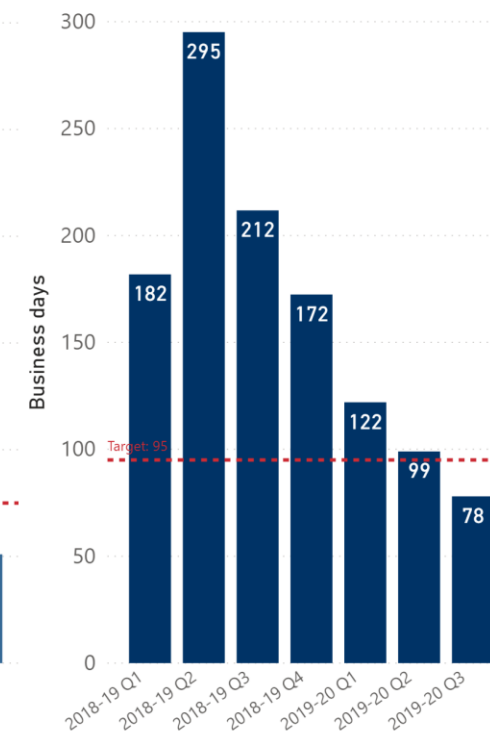
Water licences and permits: average processing times (days) 2018-19 to 2019-20 - Low risk category



Water licences and permits: average processing times (days) 2018-19 to 2019-20 - Medium risk category



Water licences and permits: average processing times (days) 2018-19 to 2019-20 - High risk category



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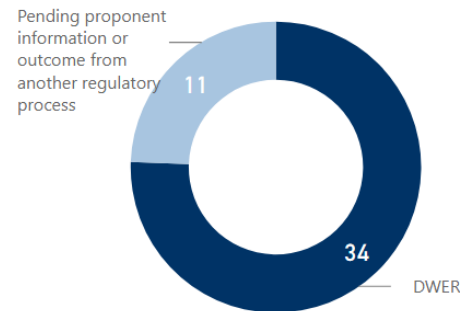
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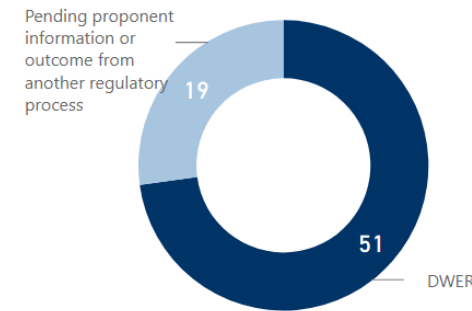
#### Life of application

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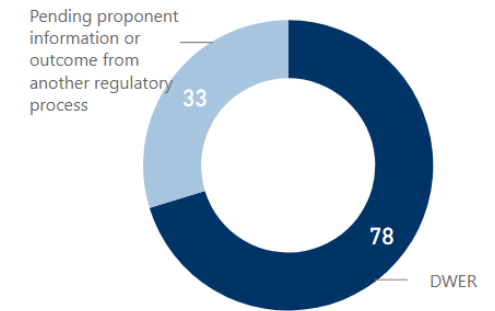
Average business days to finalise a water licence or permit 2019-20 Q3 - Low risk category



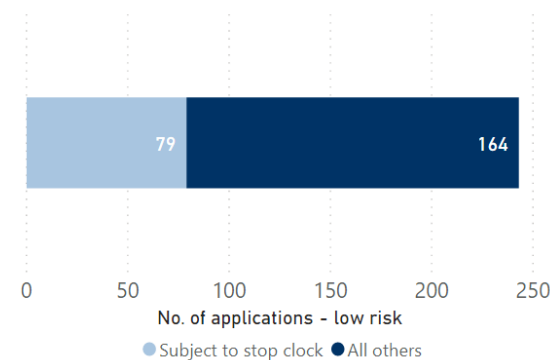
Average business days to finalise a water licence or permit 2019-20 Q3 - Medium risk category



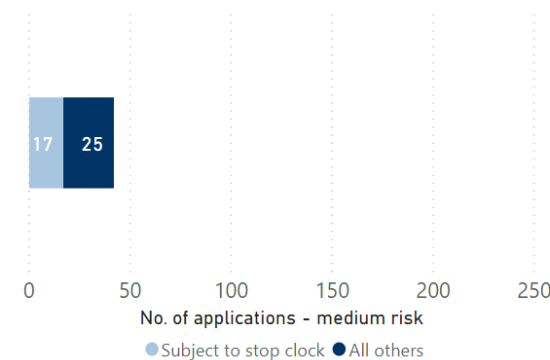
Average business days to finalise a water licence or permit 2019-20 Q3 - High risk category



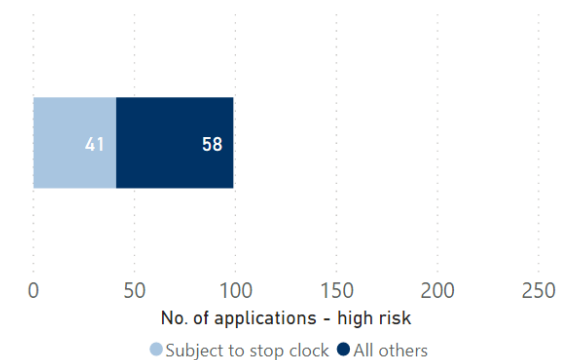
Water licences and permits: no. of applications subject to stop clock vs others 2019-20 Q3 - Low risk category



Water licences and permits: no. of applications subject to stop clock vs others 2019-20 Q3 - Medium risk category



Water licences and permits: no. of applications subject to stop clock vs others 2019-20 Q3 - High risk category



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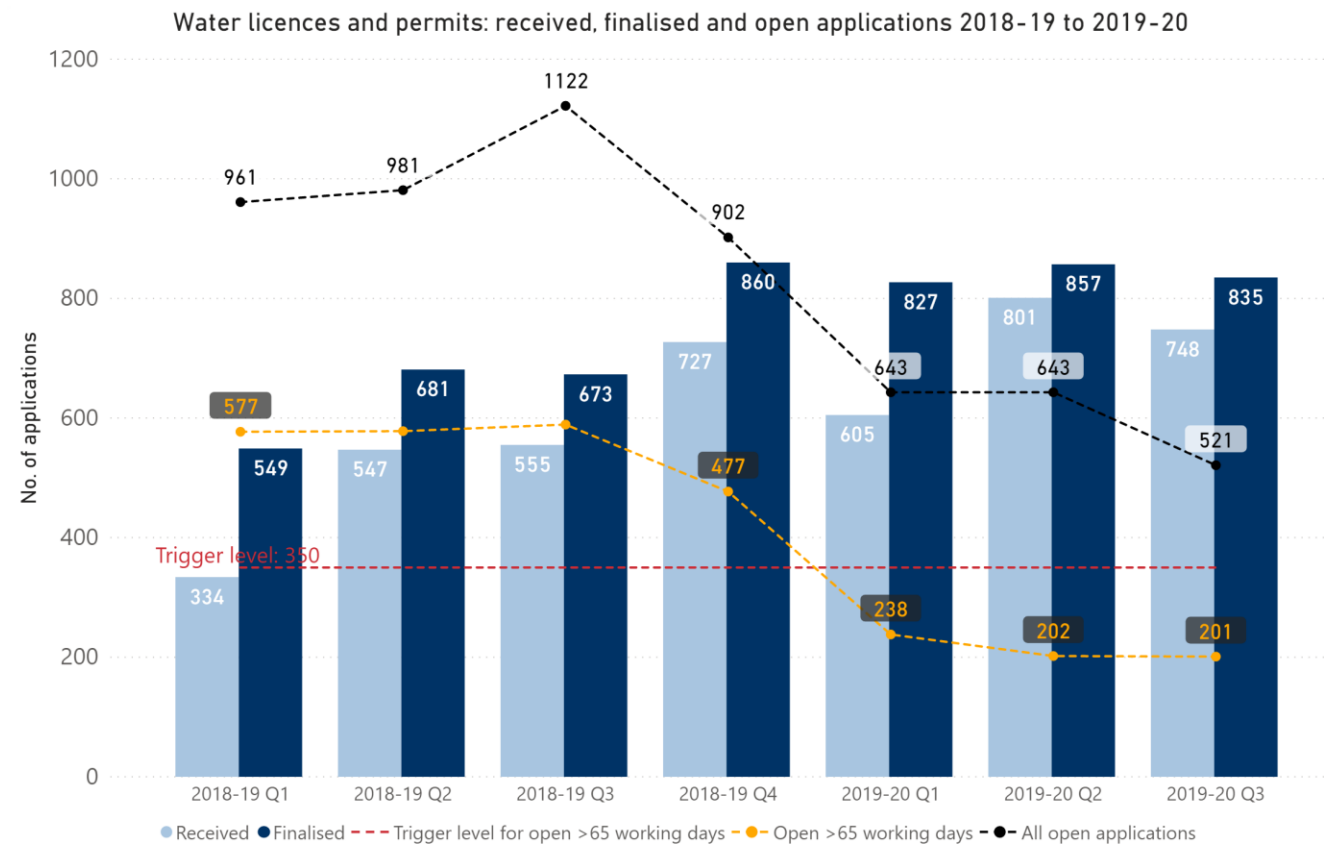
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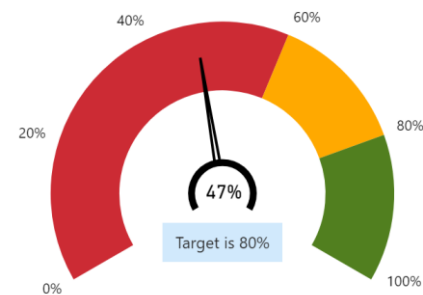
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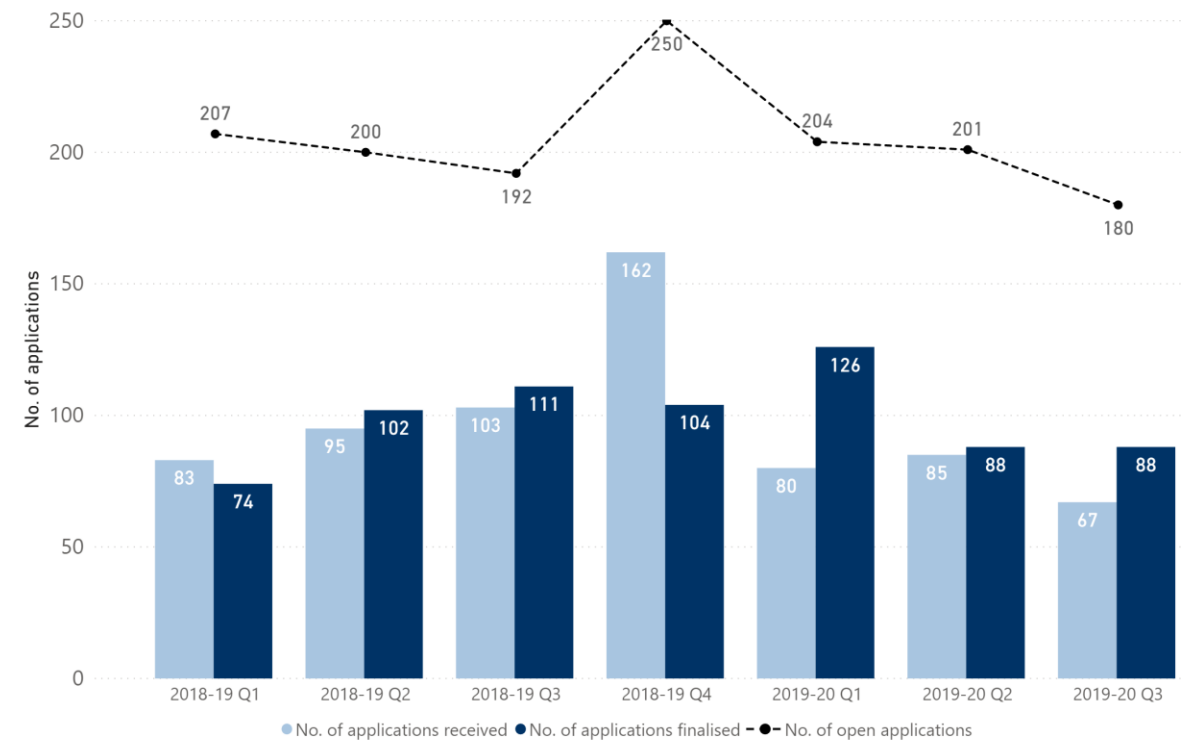
### Native vegetation clearing permits

The *Environmental Protection Act 1986* contains provisions that protect native vegetation while allowing for approved clearing activities. We aim to assess 80% of applications within 60 business days.

Clearing permits: finalised within target 2019-20 Q3



Clearing permits: received, finalised and open applications 2018-19 to 2019-20





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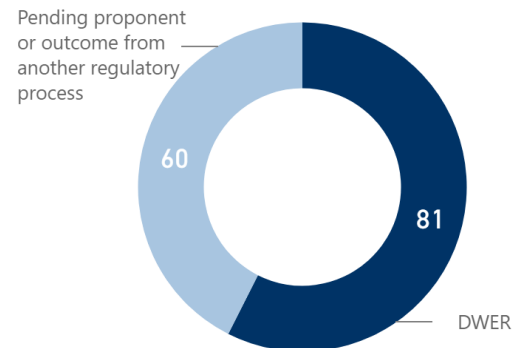
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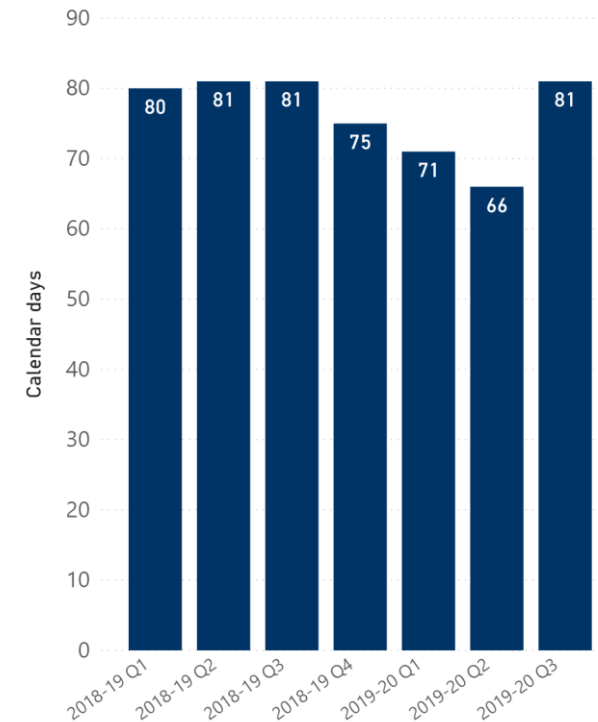
### Life of application

DWER is progressing development of “life of application” reporting, which will illustrate the average time an application is under assessment by DWER, pending information from the proponent and pending outcome from other regulatory processes. Currently the latter two are reported together for clearing permits.

Average business days to finalise a clearing permit  
2019-20 Q3



Average time (days) to finalise clearing permits  
2018-19 to 2019-20



For information on native vegetation clearing permits granted by the Department of Mines, Industry Regulation and Safety (DMIRS) under delegation from DWER please refer to the approval performance report published on DMIRS website [www.dmirs.wa.gov.au](http://www.dmirs.wa.gov.au).



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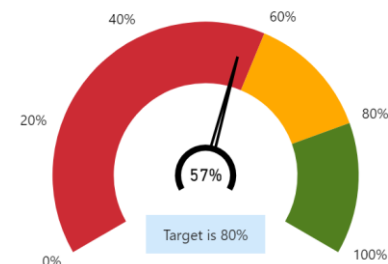
#### Licences and works approvals

Industrial premises with potential to cause emissions and discharges to air, land or water are known as 'prescribed premises' and are regulated under the *Environmental Protection Act 1986* (EP Act).

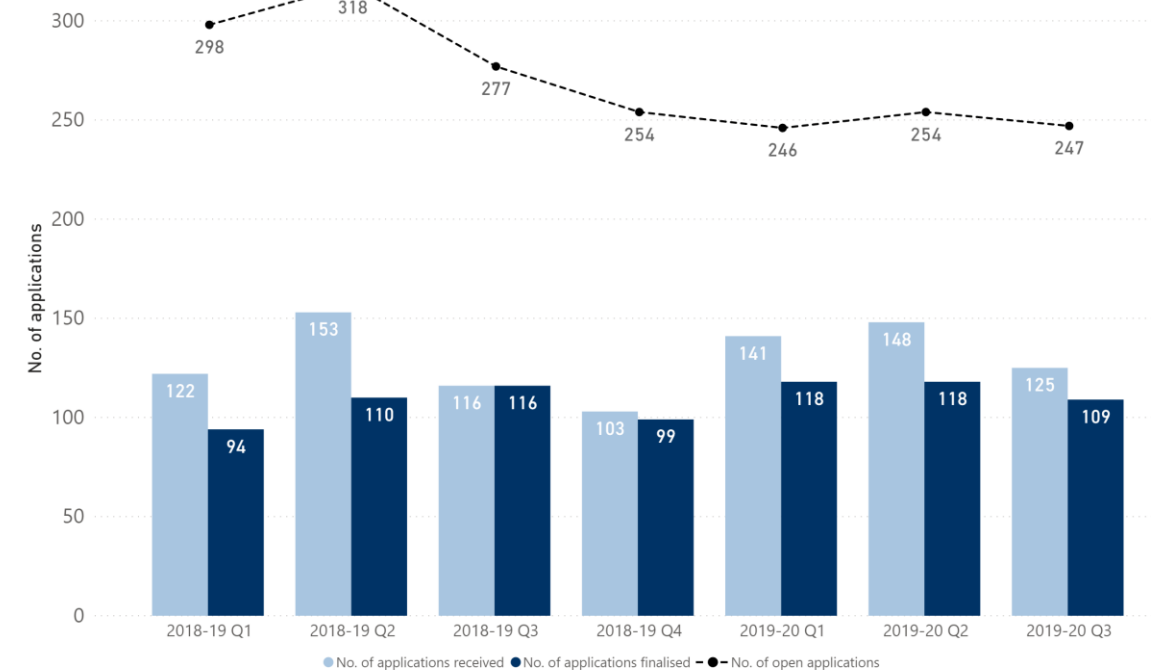
The EP Act requires a works approval to be obtained before constructing a prescribed industrial premises and makes it an offence to cause an emission or discharge unless a licence or registration is held for the premises.

We aim to assess 80% of applications for licences and works approvals within 60 business days.

Licences and works approvals: finalised within target  
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Licences and works approvals: received, finalised and open applications 2018-19 to 2019-20







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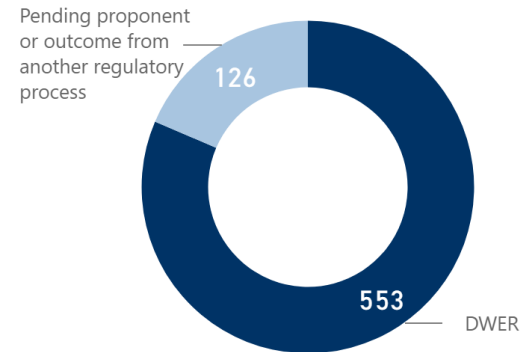
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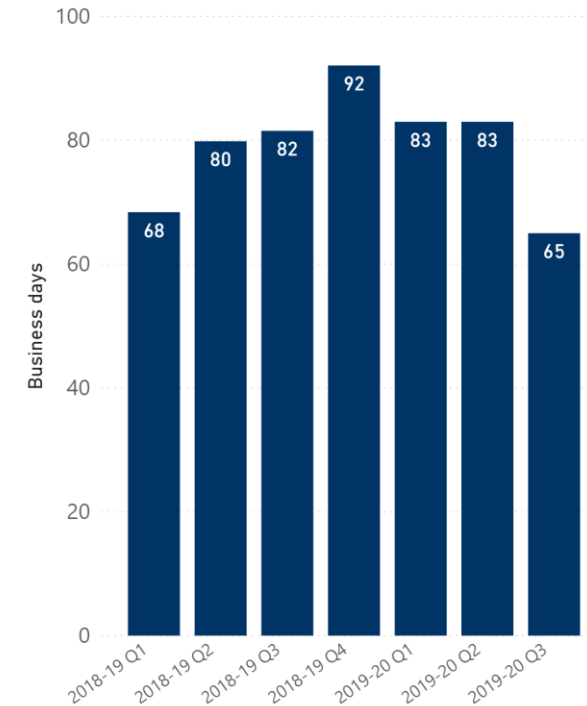
### Life of application

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Average business days to finalise a works approval or licence 2019-20 Q3



Average time (days) to finalise licences and works approvals 2018-19 to 2019-20



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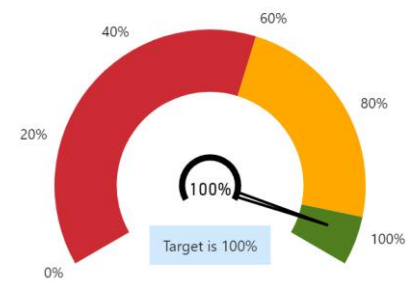
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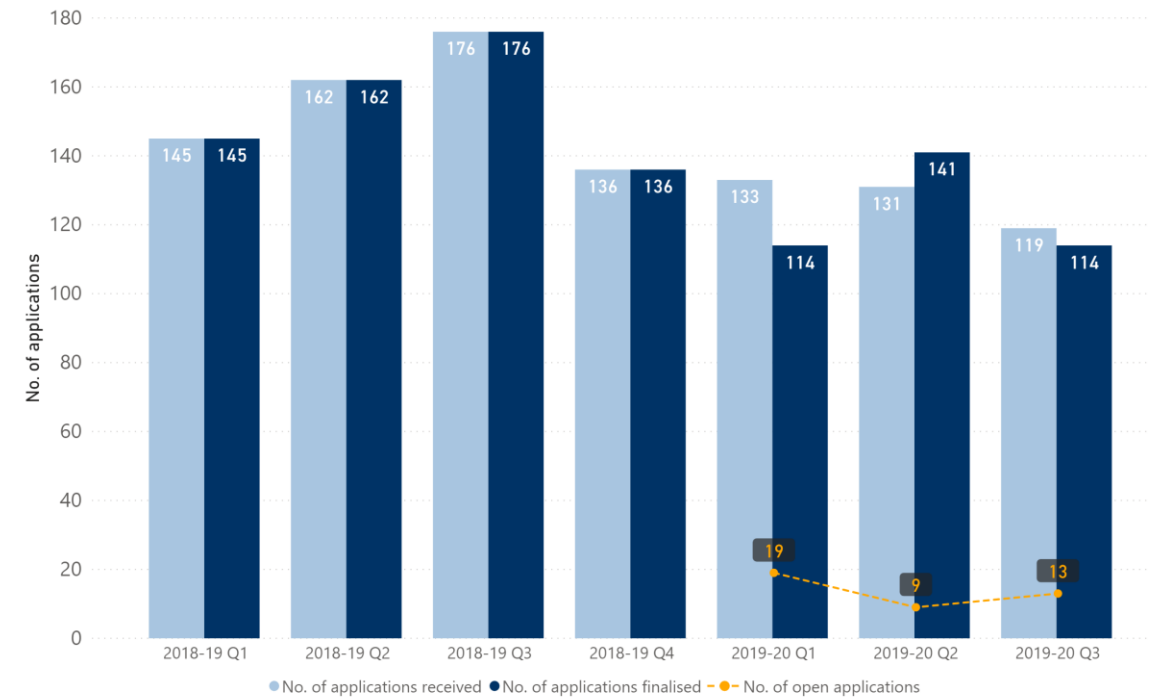
#### Controlled waste licences

We aim to assess licence applications issued under the *Environmental Protection (Controlled Waste) Regulations 2004* within 30 calendar days to enable the safe and authorised transportation of controlled waste on public roads in Western Australia.

Controlled waste licences: finalised within target  
2019-20 Q3



Controlled waste licences: received, finalised and open applications 2018-19 to 2019-20



Note – tracking of open applications commenced in 2019-20.

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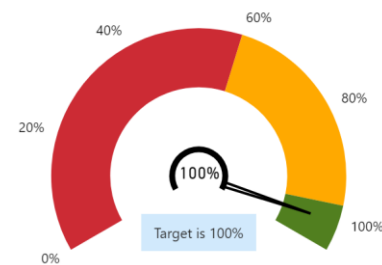
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#### Known or suspected contaminated sites reported (Form 1s)

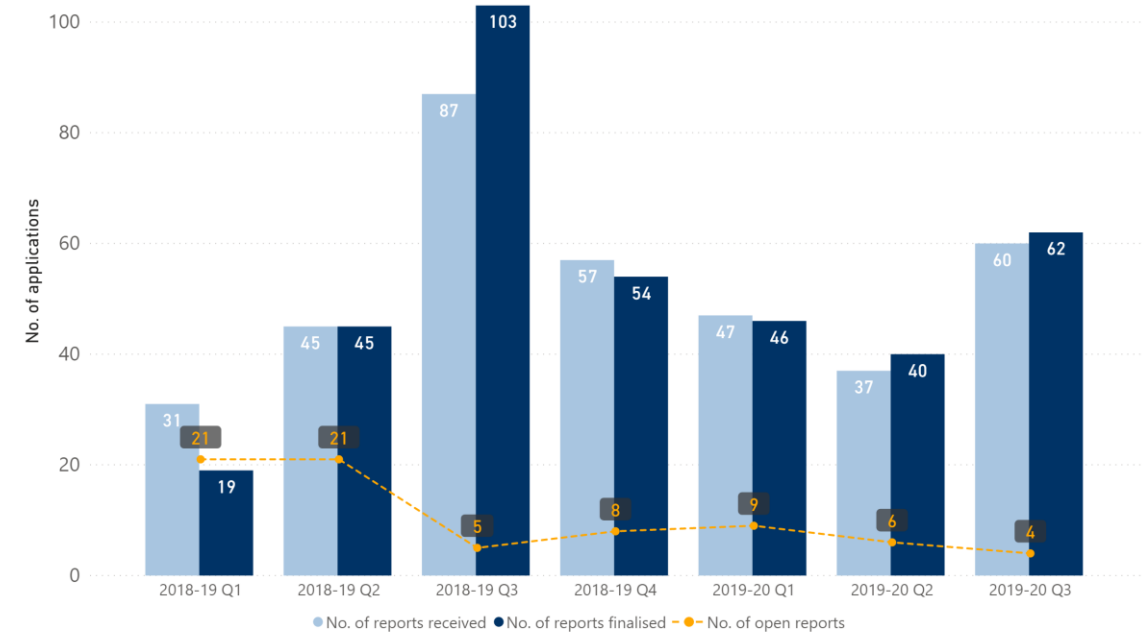
The *Contaminated Sites Act 2003* was introduced to identify, record, manage and clean up contamination in Western Australia. Certain persons (such as the owner, occupier and causer of contamination) have a duty to report known or suspected contaminated sites to the Department.

We aim to inquire into reports of known or suspected contamination (Form 1 submissions) and determine the appropriate classification of reported sites within 45 calendar days.

Known or suspected contaminated sites reported (Form 1s): finalised within target 2019-20 Q3



Known or suspected contaminated sites reported (Form 1s): received, finalised and open reports 2018-19 to 2019-20



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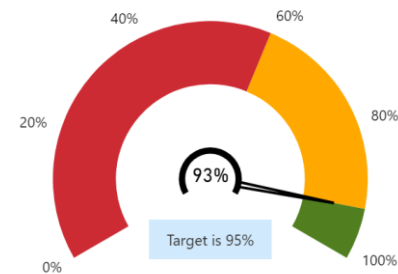
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#### Land use planning advice request – Water

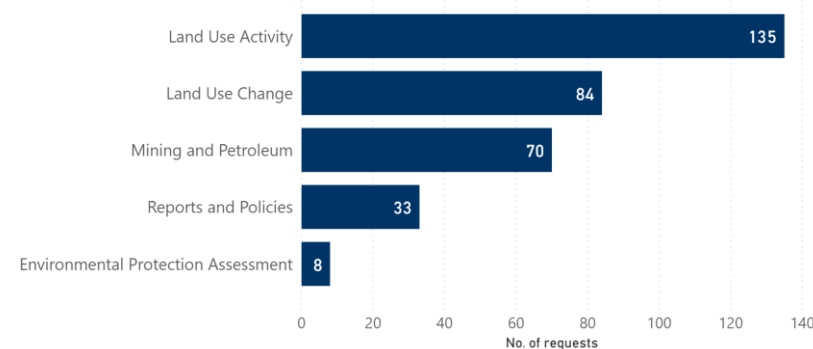
We provide advice on land use planning matters to local government and other decision-makers, such as the Western Australia Planning Commission; the Department of Planning, Lands and Heritage; and the Department of Mines, Industry Regulation and Safety.

Our target is to provide statutory advice to 95% of applications within 35 business days.

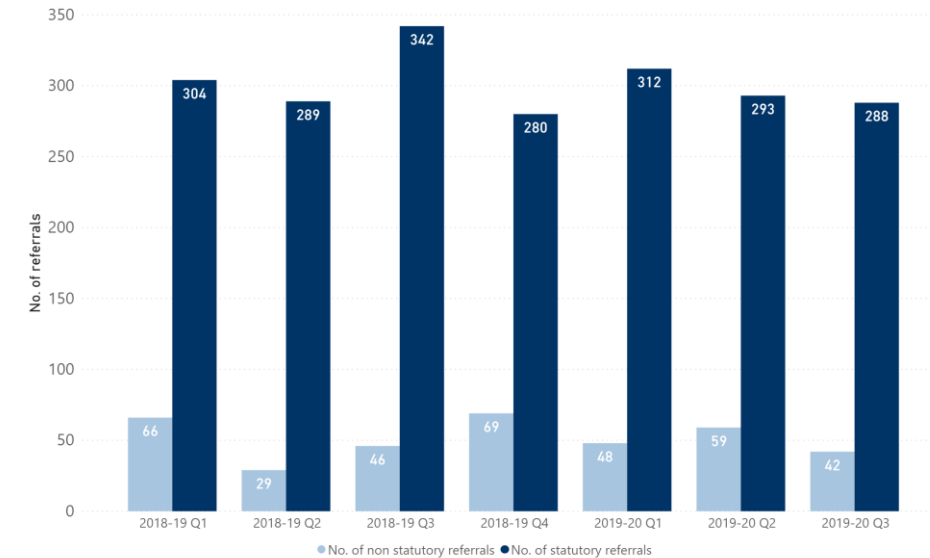
Land use planning (water): finalised within target  
2019-20 Q3



Land use planning (water) advice requests by category 2019-20 Q3



Land use planning (water) advice requests by type 2018-19 to 2019-20





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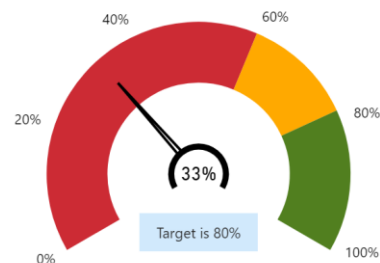
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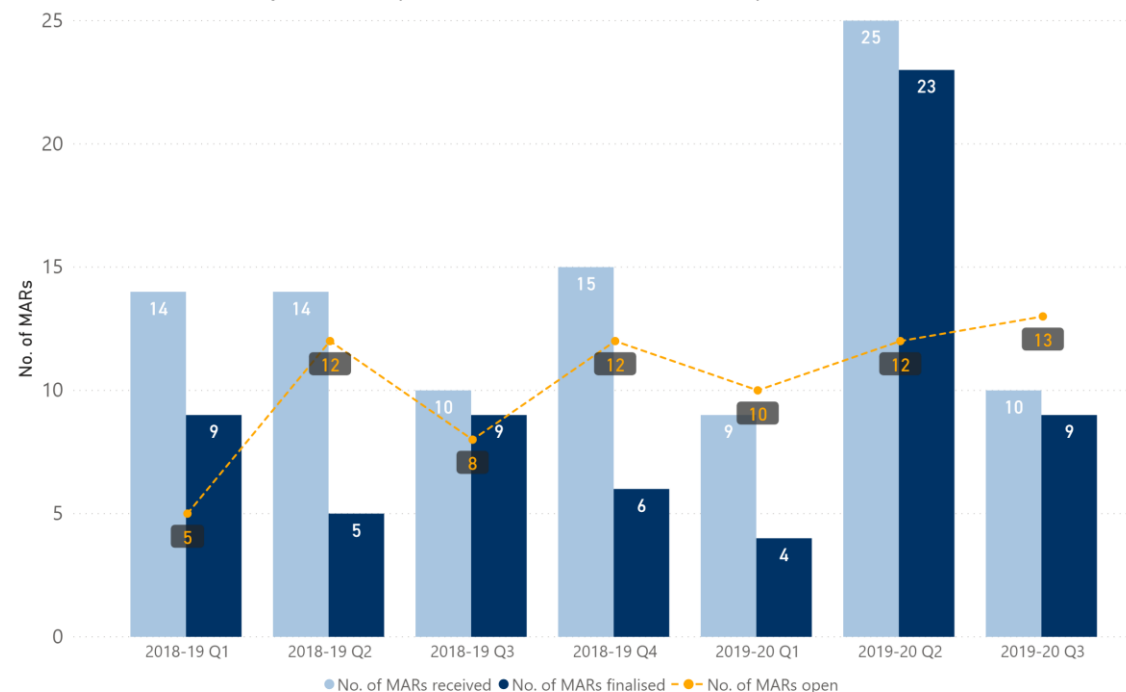
#### Mandatory auditor's reports (MARs)

Where MARs required under the *Contaminated Sites Act 2003* are reviewed by this department only, we aim to complete 80% of them within 21 calendar days.

Mandatory auditor's reports (MARs): finalised within target 2019-20 Q3



Mandatory auditor's report (MARs): received, finalised and open 2018-19 to 2019-20



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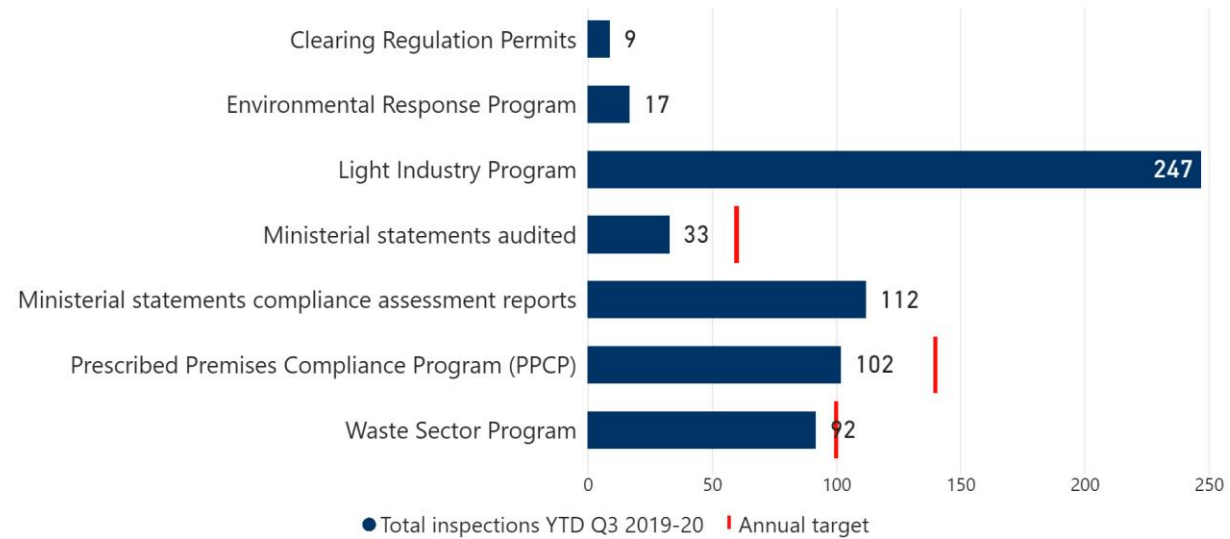
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#### Compliance monitoring

We undertake environmental regulation functions, principally under the *Environmental Protection Act 1986* (EP Act) and the *Rights in Water and Irrigation Act 1914*, of licensing, approvals and compliance and enforcement in relation to emissions and discharges; waste; noise; clearing of native vegetation; water take and water use infrastructure.

Compliance monitoring is a fundamental role of the department and a variety of methods may be used to monitor and determine levels of compliance with the requirements of legislation, licences and other statutory instruments.

#### Compliance inspections undertaken in 2019-20





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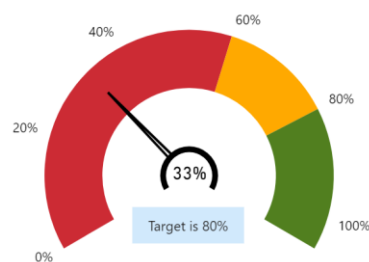
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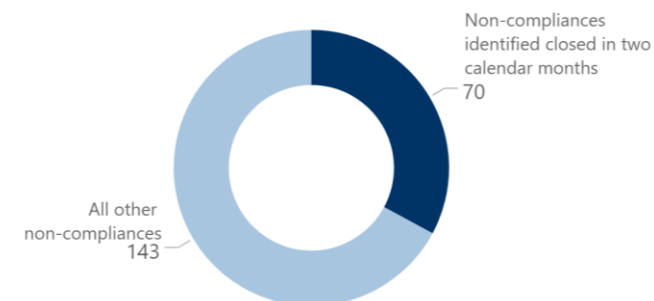
### Non-compliances identified

We monitor the management of non-compliance identified during our Compliance Monitoring programs. We aim to resolve 80% of non-compliances detected within two calendar months.

Non-compliances identified during compliance monitoring programs closed in two calendar months YTD Q3 2019-20



Non-compliances identified during compliance monitoring programs YTD Q3 2019-20



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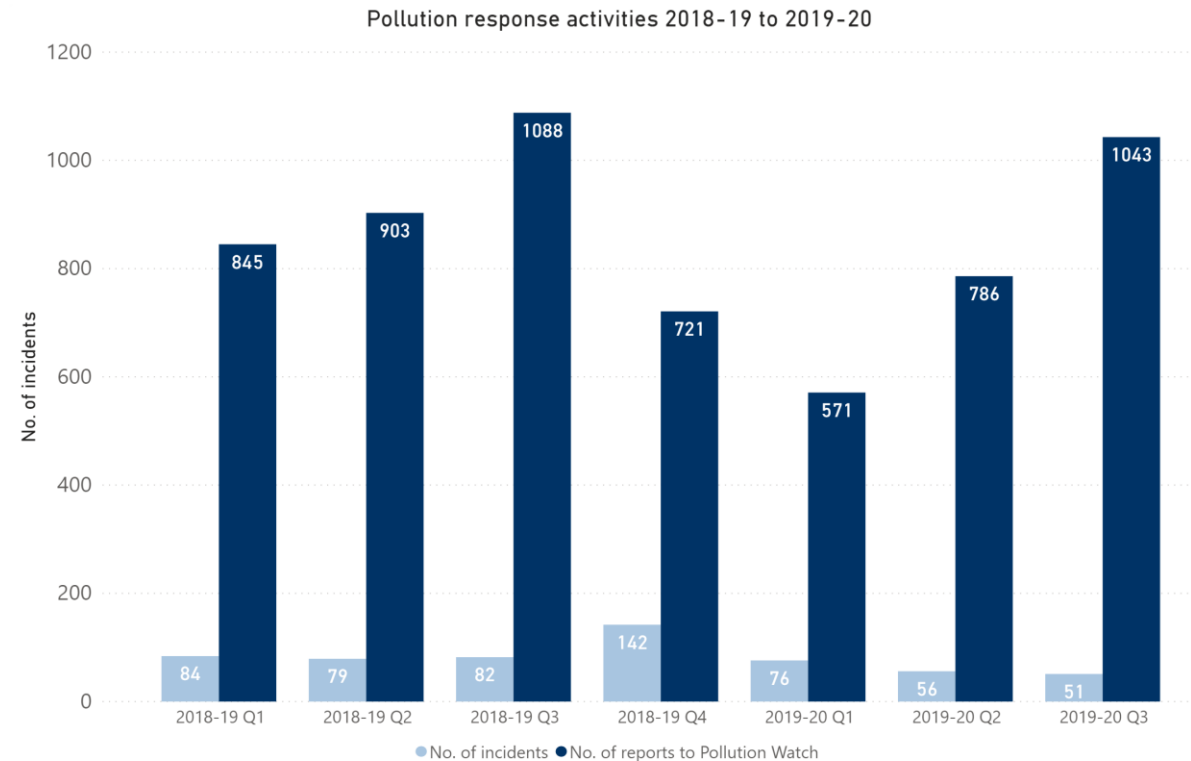
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### Reporting pollution

We receive reports to the Pollution Watch Service from members of the public, industry self-reporting, other regulatory authorities and intelligence gained from our field and desktop assessments. The department undertakes a risk assessment of the issues raised in the report to determine an appropriate level of response.

Matters requiring a high priority response (incidents) are managed by the department's Pollution response officers. Pollution response officers are trained in hazardous material and emergency management. Our teams work closely with local governments, other government agencies and emergency services to prevent, prepare for, respond to and recover from major pollution incidents.





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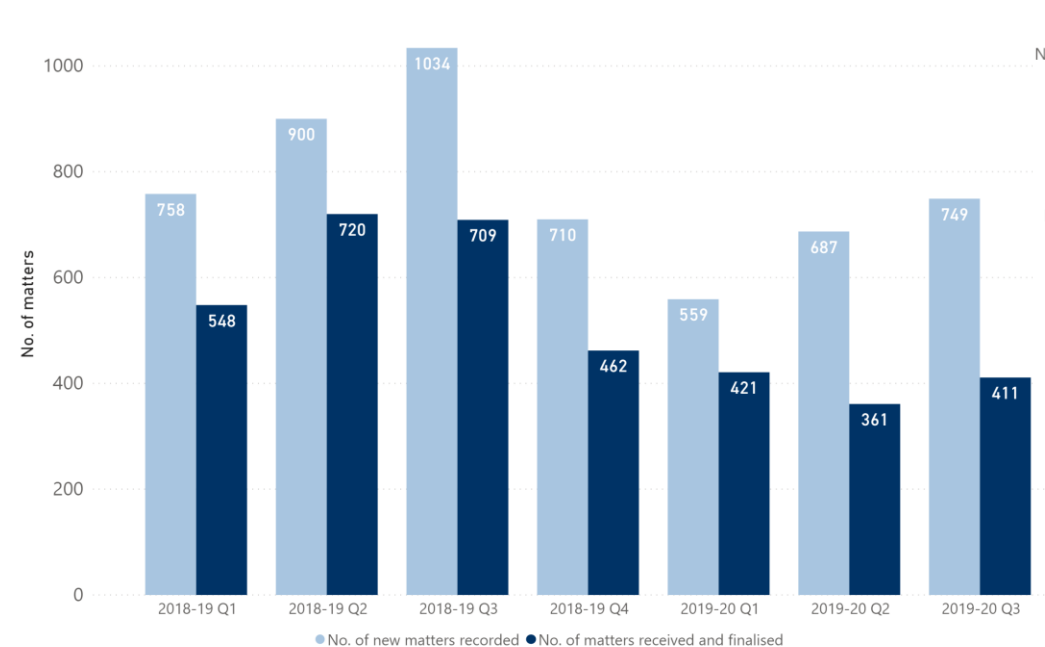
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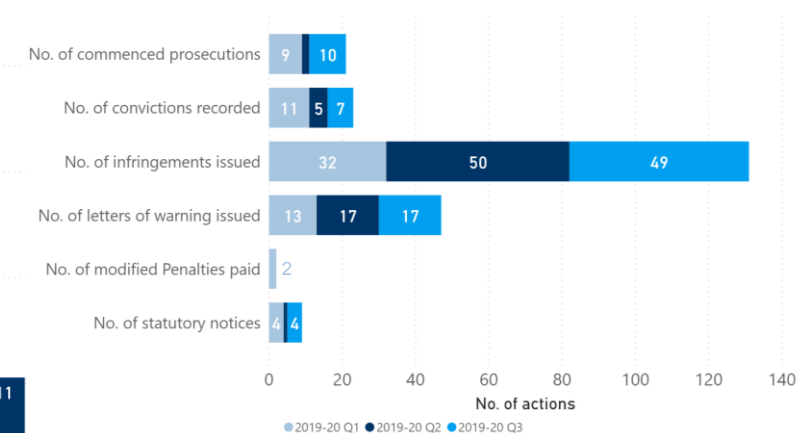
We investigate regulatory complaints and alleged non-compliances to establish whether an offence has been committed to achieve state-wide enforcement outcomes. This helps to secure compliance with the legislation that the Department administers through specific and general deterrence.

#### Enforcement activities – Environment

Enforcement activities (environment): recorded and finalised 2018-19 to 2019-20



Enforcement actions (environment) 2019-20





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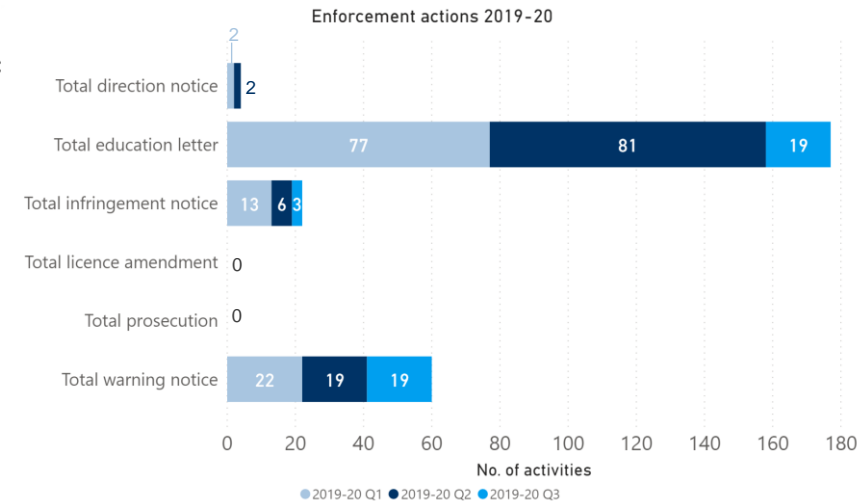
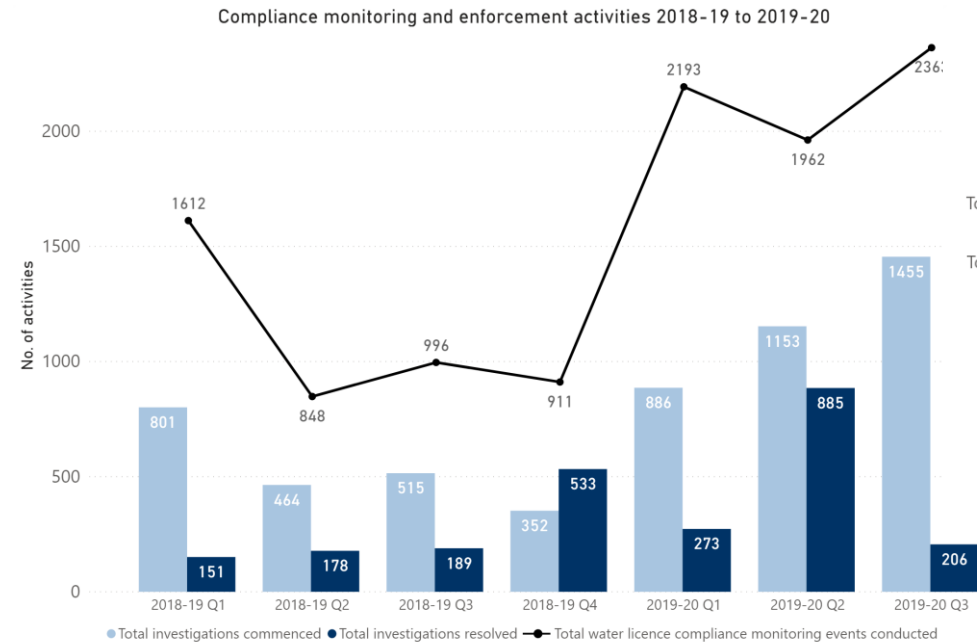
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### Compliance and Enforcement activities – Water



Note - The Department investigates all incidents of suspected and confirmed non-compliance with water licence terms, conditions and restrictions, detected as an outcome of on-site and off-site compliance monitoring or raised automatically by the water compliance management system.

Where a prima facie case cannot be established, the investigation is resolved and the incident is closed with no enforcement action taken. This is a more common occurrence for system generated incidents than it is for incidents raised manually by officers as an outcome of a monitoring event.