

Understanding what local water utilities think about us: Regulation perceptions survey results

The department has surveyed stakeholders to better understand how we can better regulate, support and work in partnership with local water utilities.

In June 2021, the Department of Planning, Industry and Environment (the department) initiated an inaugural water sector survey to understand stakeholders' views about how we regulate, support and work in partnership with local water utilities and to identify where we can improve. The results of the survey will inform key aspects of the department's work.

We will use the results of the inaugural survey as a baseline to help track views about the department. We will repeat the survey in six months to track progress.

Who responded to the survey?

We had 63 responses to our June 2021 survey, from the following stakeholder groups, who considered the department's performance over the last six months:

- Council/local water utilities: 42
- Joint Organisation: 2
- Government: 12
- Private sector: 3
- Other: 4

Key results

The key findings from this survey were:

- 56% of respondents agreed the department currently provides support, information and education to local water utilities
- 54% of respondents agreed that local water utilities are empowered to raise issues with the department
- 38% of respondents agreed local water utilities and the department collaborate well with to resolve issues, however 35% disagreed.
- 32% said the department coordinates well with co-regulators of local water utilities, and a further 29% neither agreed nor disagreed.

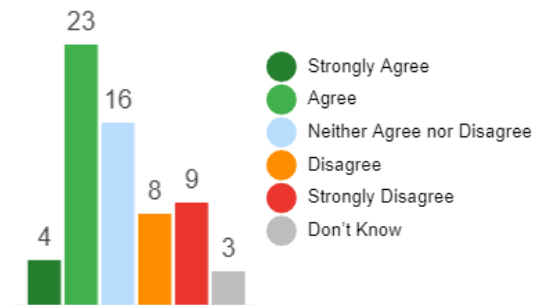
Detailed results

Stakeholders were asked to consider their interaction with the departments over the past 6 months on regulation and support of local water utilities in delivering essential water supply and sewerage services

The follow information is based on their perceptions.

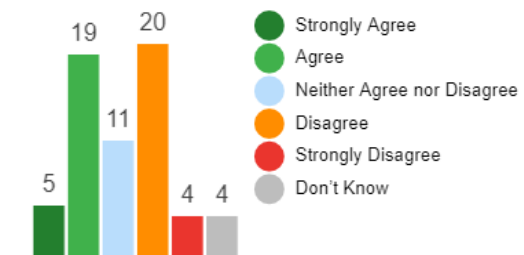
Question 1: The department is focused on outcomes

- 43% (27) of respondents agreed that the department is focused on outcomes
- 27% (17) disagreed that the department is focused on outcomes



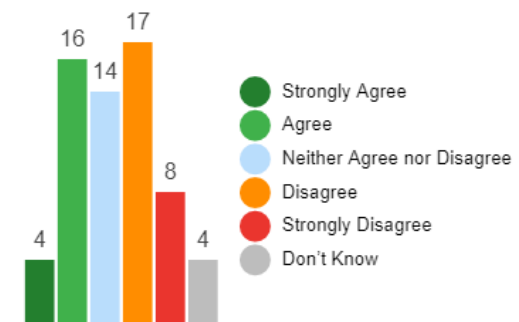
Question 2: The department considers the needs and capabilities of individual local water utilities

- 38% (24) of respondents agreed that the department considers the needs and capabilities of local water utilities
- 38% (24) disagreed that the department considers the needs and capabilities of local water utilities



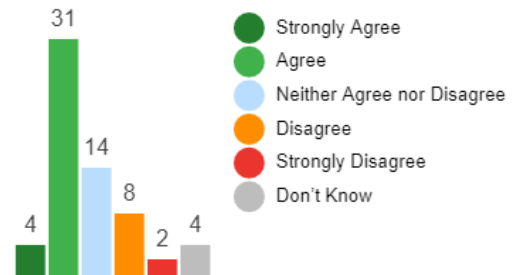
Question 3: The department is transparent and open about expectations and processes

- 32% (20) of respondents agreed that the department is transparent about expectations and processes
- 40% (25) disagreed that the department transparent about expectations and processes



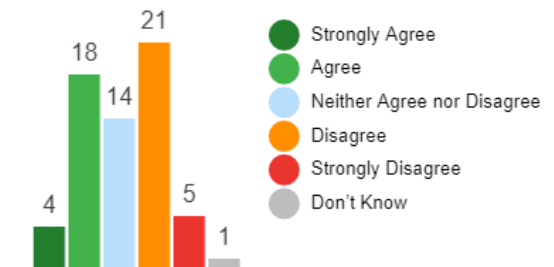
Question 4: The department provides support, information, and education to local water utilities

- 56% (35) of respondents agreed that the department provides support, information, and education to local water utilities
- 16% (10) disagree that the department provides support, information, and education to local water utilities



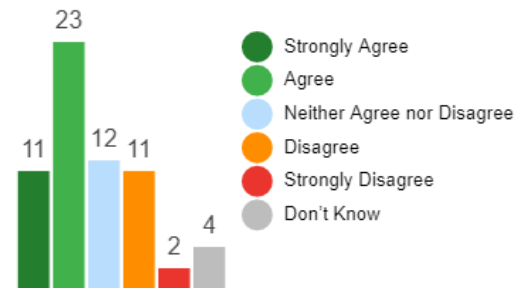
Question 5: The department communicates effectively

- 35% (22) of respondents agreed that the department communicates effectively
- 42% (26) disagreed that the department communicates effectively



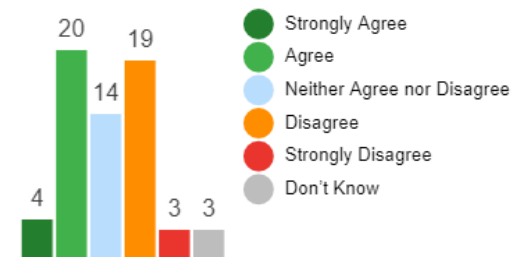
Question 6: Local water utilities are empowered to raise issues with the department

- 54% (34) of respondents agreed that the department empowers local water utilities to raise issues
- 21% (13) disagreed that the department empowers local water utilities to raise issues



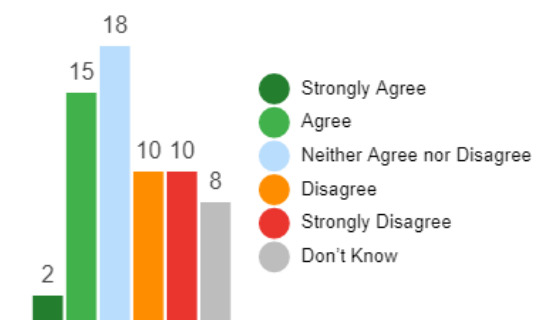
Question 7: Local water utilities and the department collaborate well with local water utilities to resolve issues

- 38% (24) of respondents agreed that local water utilities and the department collaborate well to resolve issues
- 35% (22) disagrees that local water utilities and the department collaborate well to resolve issues



Question 8: The department coordinates well with co-regulators of local water utilities

- 27% (17) of respondents agreed that the department coordinates well with co-regulators of local water utilities
- 32% (20) disagreed that the department coordinates well with co-regulators of local water utilities



Next steps

Through the Town Water Risk Reduction Program, we are working towards improving our regulatory approach. We will be asking stakeholders to complete this same survey in 6 months and will compare the results to understand whether the changes we are making are having an impact and how we can continue to improve.

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