

DWER Corporate Research 2020 Customer Survey



March 2020

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Scope of Engagement



Government of Western Australia
Department of Water and Environmental Regulation



Background and Objectives

The Department of Water and Environmental Regulation (DWER) undertakes an annual survey of its stakeholders to monitor stakeholder perceptions of DWER, including a KPI measure of the Department's effectiveness at managing the state's water as a resource for sustainable productive use.

In 2020, DWER wished to expand its consultation to benchmark perceptions of DWER among Customers, in line with a set of Corporate research objectives designed to inform:

- Corporate risk management, environmental scanning and business planning;
- Outcome based management/KPI reporting; and
- Adaptive management of functions and initiatives.

The core objectives of this consultation were to:

1. Quantify overarching perceptions of DWER as an organisation;
2. Benchmark perceived effectiveness of managing the State's water and environmental resources for sustainable productive use;
3. Quantify attitudes towards water and environmental issues;
4. Measure awareness of DWER services;
5. Measure perceptions of DWER's knowledge, expertise and decision making; and
6. Evaluate the Department's communications and engagement with Customers.



Research Approach

Metrix conducted an online survey of DWER customers, sourced from an initial database of 7347 contacts. Customers were sent an email from the Director General inviting them to participate in the survey. Each email included a unique link, to prevent unauthorised or repeat entries.

While the target sample was n=600, the survey achieved a final sample of n=693.

Fieldwork was conducted between the 20th of January and the 6th of February 2020.

A summary of the final valid sample and sample composition is summarised below:

Customer Group	2020		
	% of Total Profile	% Sample	n=
Water licensees	44%	46%	316
Clearing permit customers	27%	27%	185
Water information reporting customers	15%	15%	104
Industry licensing customers	9%	14%	98
Index of Biodiversity Surveys for Assessment customers	3%	4%	28
Controlled waste customers	2%	1%	5
Contaminated sites customers	1%	1%	5
Environmentally interested customers	0%	0%	3
Waste levy customers	0%	0%	2
Total	100%	100%	693

Please note that some Customers were classified across multiple Customer groups.

For analysis and reporting purpose, Contaminated Site Customers, Controlled Waste Customers, Waste Levy Customers, Environmentally Interested Customers and Index of Biodiversity Surveys for Assessment Customers have been combined to create an 'Other Customer Group'.

Summary of Key Insights - *Customers*



Government of Western Australia
Department of Water and Environmental Regulation



Key Insights

Overall Perceptions of DWER

- Customer sentiment towards DWER is mostly positive (61% Net Positive) and half (52%) are satisfied with their relationship with DWER, however perceptions vary by customer group.
- Clearing Permit Customers and Water Licensees are less positive than other customer groups – overall, in relation to specific aspects of water and environmental management and their relationship with DWER.
- Not surprisingly, given the transactional nature of their relationship with DWER, it is worth noting that a large proportion of customers did not feel adequately informed to rate DWER across a number of criteria (in excess of one quarter of all customers for some attributes).
- Less than one-in-four customers rate DWER as very good or excellent on key relationship management criteria – communications, consultation, engagement and partnership/codesign on strategy, policy and planning.
- Providing a clear rationale for decisions and considering the needs of customers in decision making rate particularly low compared to other attributes.
- Better communications, improved response/approval times, staff resourcing and training were key suggestions for improving DWER's services and relationships with customers.



Key Insights

Perceived Effectiveness – Water & Environmental Management

- Four-in-ten (44%) customers who have had interactions with DWER regarding water, believe DWER is effective at managing the State’s water for sustainable productive use. A similar proportion (38%) believe DWER is getting the balance between development and water protection right.
- Four-in-ten (39%) of those who have had interactions with DWER regarding the environment, believe DWER is effective at managing the State’s environment for sustainable productive use and 40% say DWER is currently striking the right balance between development and environmental protection.
- Key reasons for perceived ineffectiveness include:

Water management

- Not adequately reviewing and regulating water allocations;
- Having a limited understanding of agricultural water needs; and
- Being too bureaucratic.

Environmental management

- Being too development focused and allowing too much clearing of land, which is not sustainable;
- Being too bureaucratic; and
- Not being transparent in its communications.



Key Insights

Attitudes Towards Water and Environmental Issues

- Water contamination, management of the state's ground water and management of recycled water are key water priority areas that customers would like DWER to focus on.
- Climate change, pollution of waterways and waste management are considered key environmental priorities.



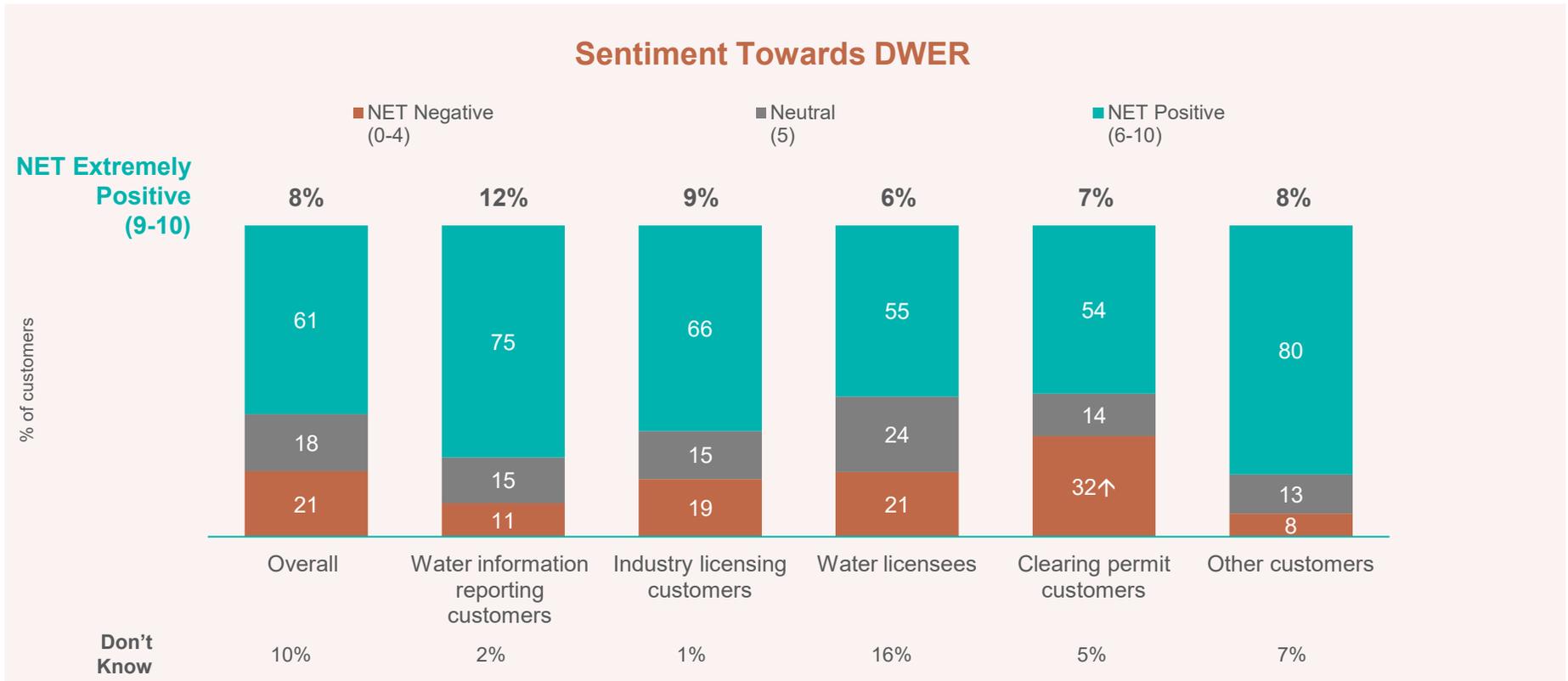
Overall Perceptions of DWER



Customer sentiment towards DWER is mostly positive but varies by customer group



Clearing Permit Customers are least positive about DWER, with one-in-three rating their overall feeling towards DWER as negative. Water Licensees are also less positive than other customer groups.



Overall n= 626 | 102 | 97 | 264 | 176 | 40

Q7. Overall, how do you feel about the Department of Water and Environmental Regulation as an organisation?

↑↓ Significant difference to other customer types at least 95% confidence

Don't know responses have been removed from the charted data

Good customer service is a key driver of positive overall perceptions of DWER

These reasons are largely consistent across the different Customer types.



Reasons for Positive Sentiment | Top 5



27%

Good Customer Service/Helpful with Queries



14%

Perform a Vital Regulatory Function



12%

Professional and Friendly Staff



11%

Generally Positive Experience



9%

Knowledgeable Staff

% of customers with positive sentiment towards DWER

In their own words...

Good Customer Service/Helpful with Queries

“My dealings with staff have generally shown they care about the work they do and are committed to positive outcomes for the state.” – Industry Licensing Customer

“Despite being seriously understaffed in general I encounter people who are fair minded, diligent and very interested in protecting the environment.” – Industry Licensing Customer



Perform a Vital Regulatory Function

“It is very important. A body is needed to handle or control the particular nature of it.”
– Clearing Permit Customer

“I have worked with EPAs all over the country and I have to say that the WA DWER CSB is the most professional and capable team of contaminated sites professionals in the country. They perform a fundamental role in regulation.” – Other Customer



Professional and Friendly Staff

“Visionary, professional, engaged and motivated team.” - Other Customer

“Staff were very knowledgeable and helpful.” - Clearing Permit Customer

“Staff are always willing to help and they are pleasant to talk to.” - Industry Licensing Customer



In their own words...

Generally Positive Experience

“Easy to work with and happy to answer any questions you have.” - Other Customer

“I get help every time and get results.” - Water Licensee



Knowledgeable Staff

“Staff are reasonably backgrounded on license or issue.” - Industry Licensing Customer

“They are knowledgeable and willing to explain their processes. The Department has been very helpful identifying pitfalls of applications that can lead to extended approval times.” – Water Information Reporting Customer



Being slow to process approvals and delivering poor customer service are key reasons for negative overall perceptions of DWER



Overall reasons for negative perceptions are relatively consistent across customer type. However, Water Licensees are less likely to cite slow approval processes (7%) and more likely to say that poor allocation of water resources (20%) are key reasons for negative sentiment.

Reasons for Negative Sentiment | Top 5



27%

Slow Response to Approvals



23%

Poor Customer Service



20%

Poor Technical Knowledge of Staff



15%

Unhappy with Outcomes (Water and Environmental)



14%

Political Bias in Operations

% of customers with negative sentiment towards DWER

In their own words...

Slow Response to Approvals

"The timelines for approvals are ridiculous." – Industry Licensing Customer

"Had issues with approvals timeframes largely due to resourcing issues within DWER." – Other Customer



Poor Customer Service

"After nearly a year and a fair few emails, I'm still waiting for a result on the application for a clearing permit." – Clearing Permit Customer

"Poor service, conflicting advice depending on assessing officer." – Industry Licensing Customer



Poor Technical Knowledge of Staff

"Officers don't understand the subject material they're assessing... Any responses systematically reveal this lack of understanding." - Other Customer

"Some employees demonstrate a low level of understanding of the processes that they are effectively overseeing by regulation. Clearly there is a turnover of inspectorial staff, so that accumulated knowledge is being lost over time." - Industry Licensing Customer



In their own words...

Unhappy with Outcomes (Water and Environmental)

“In my opinion the work completed has been done in a black box with poor outcomes and excessive time frames.” - Clearing Permit Customer



“Significant delays, additional costs to proponents and poorer environmental outcomes.” - Clearing Permit Customer

Political Bias

“Difficult to get in contact with, provided no guidance with regards to meter selection and installation, policy is more political than scientific.” - Water Licensee

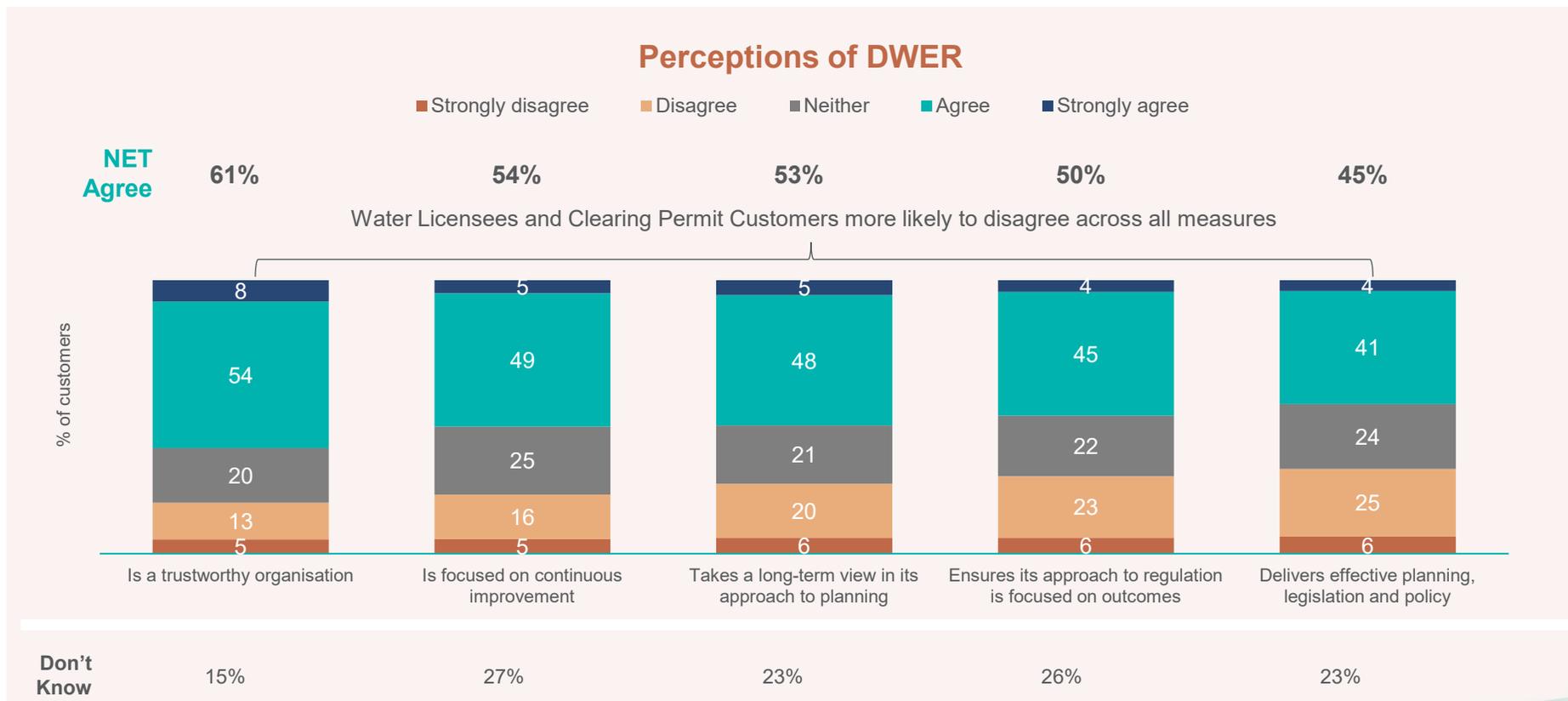
“DWER needs to be given more latitude to make statements and decisions purely on environmental grounds, rather than being pressured by economic or political imperatives... DWER can sometimes be placed in an awkward position when the powers-that-be don't like what they are being told and want things worded differently to accommodate other agendas. Looking after the environment should be the agency's number one priority - always...” - Clearing Permit Customer



Most customers agree that DWER is a trustworthy organisation



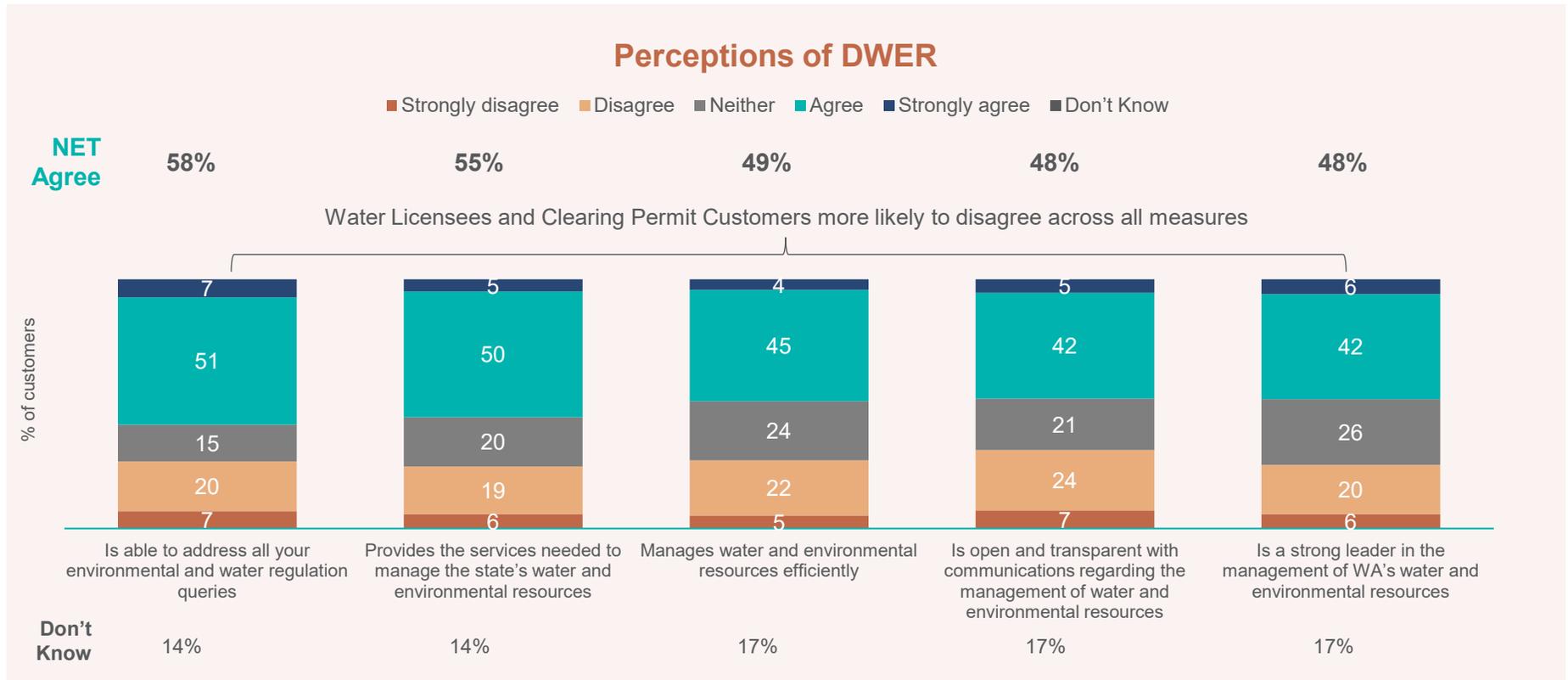
However, one in four customers did not feel informed enough to provide a rating across a number of these attributes and a relatively high proportion disagreed that DWER demonstrates these characteristics. There is an opportunity to improve perceptions among Water Licensee and Clearing Permit Customers who rate DWER lower across all areas.



n= 590 | 508 | 531 | 515 | 532

Q17. Based on everything you have seen, heard or experienced, to what extent do you agree or disagree that DWER
 Don't know responses have been removed from the charted data

Water Licensee and Clearing Permit Customers rate DWER lower than other customer groups in relation to its water and environmental management



n= 595 | 595 | 574 | 575 | 572

Q17. Based on everything you have seen, heard or experienced, to what extent do you agree or disagree that DWER
 Don't know responses have been removed from the charted data

Better communications, improved processing/response times and resourcing were key suggestions for improving DWER's services and relationships with customers



Additional Areas of Feedback | Top 5



13%

Better communication,
transparency



9%

Application/License
processing times



8%

More staff and
training



8%

Faster responses



7%

More information/data

% of customers with feedback

n=430

Q24: Thank you for your feedback about DWER. Please provide any other suggestions for how DWER could improve its services and relationship with you/your organisation. Please provide your suggestions for improvement in as much detail as possible. Don't Knows have been excluded

In their own words...

Better communication and transparency

"There has been recent issues with communication of new policy on water for a specific project I am working on that have led to confusion among the industry." - Other Customer

"Provide business and community with clear understanding of organisational responsibilities - who is best to contact for particular information." - Other Customer



Application/License processing times

"Timeframes for assessment are slow and often several rounds of comments are received."
– Clearing Permit Customer

"Reduce approval timeframes." – Water Licensee



More staff and training

"More staff - bigger budget - enough said." – Clearing Permit Customer

"From the outside looking in it appears that you either need more staff or more productive staff. It holds the state back." - Clearing Permit Customer



In their own words...

Faster responses

“Make timelines concrete. The timelines given to mining companies are quick and require speedy responses. When timelines are set by DWER to respond they are rarely met on time.”

- Clearing Permit Customer

“Demonstrate respect towards industries and the people working within them. Provide feedback within a short/quick time-frame. Provide communication training to DWER Officers.” - Clearing Permit Customer



More data

“Accessibility to much of the water quality data is okay but could be vastly improved.”

- Clearing Permit Customer

“Data accessibility through online systems needs to be improved and actually valued by DWER leadership.” - Clearing Permit Customer



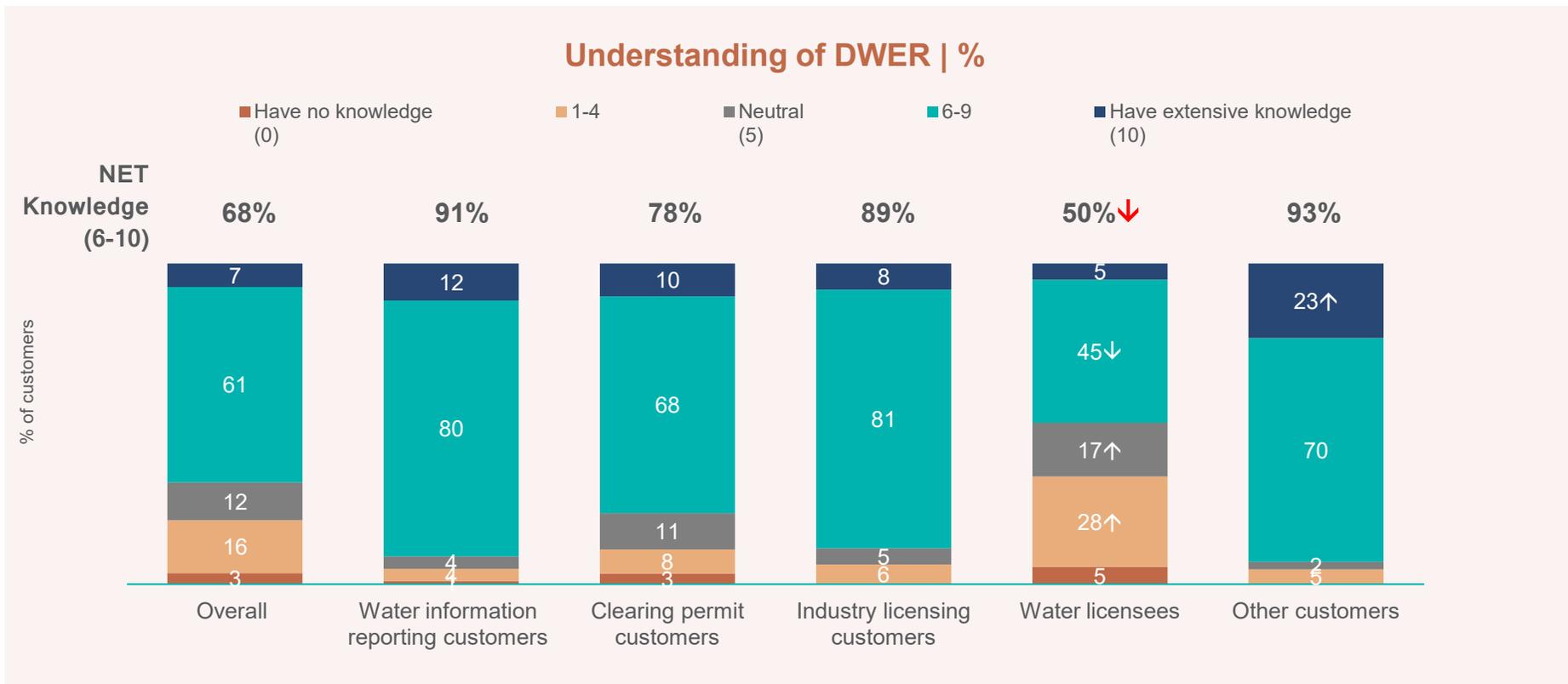
Awareness and Understanding of DWER Services, Roles and Responsibilities



Two-thirds of customers say they have some understanding of DWER's purpose, roles and responsibilities



Knowledge is highest among Water Information Reporting Customers and Industry Licensing Customers but notably lower among Water Licensees.



Overall n= 693 | 104 | 185 | 98 | 316 | 43

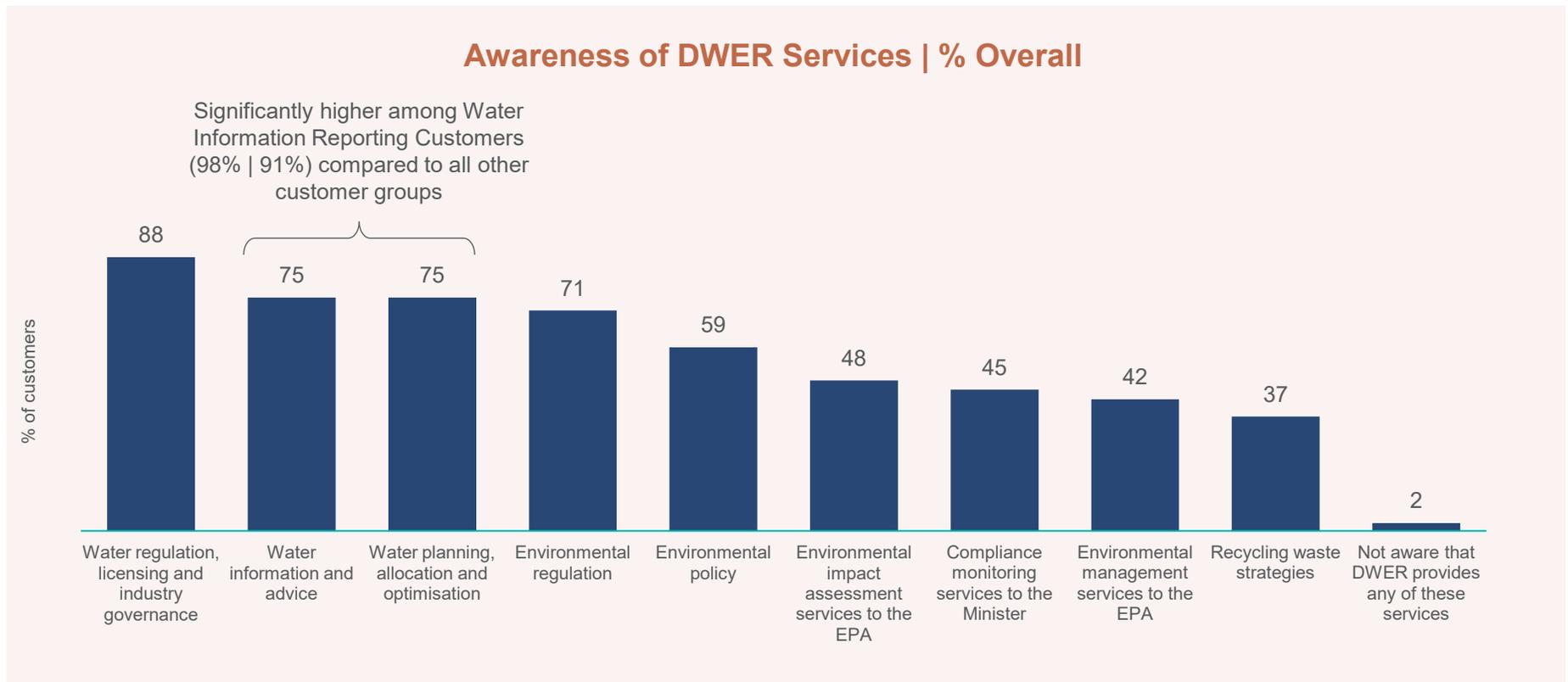
Q6: Prior to participating in this survey, how would you rate your level of understanding of the purpose, roles and responsibilities of the Department of Water and Environmental Regulation?

↑↓ Significant difference to other customer types at least 95% confidence

Results may not equal by +/- 1% due to rounding

Customers have greater awareness of DWER's 'water' related services, compared to other services

Similar to understanding of DWER's purpose and responsibilities, Water Licensees are less aware of the various services DWER provides.



Overall n= 693

Q9. Which of the following services, if any, are you aware that DWER provides?

↑↓ Significant difference to other customer types at least 95% confidence

Perceived Effectiveness – Water Management



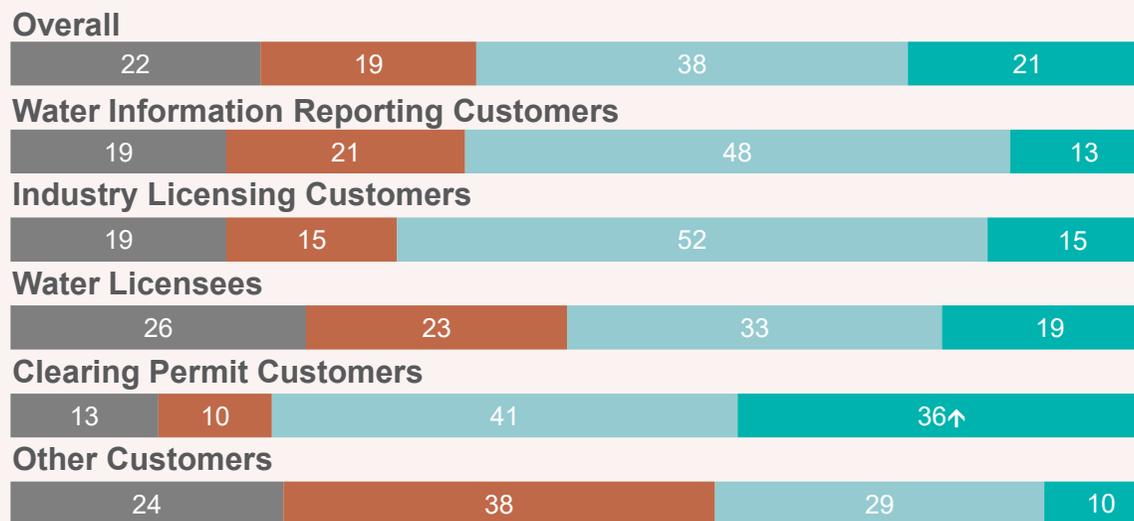
Less than half of customers believe DWER is getting the balance between development and water protection right



Clearing Permit Customers are the most likely to say that DWER favours the protection of water resources. A significant proportion of customers did not feel informed enough to provide a response to this question.

Development vs Water Protection Favourability | %

■ Don't know ■ Tends towards development ■ Gets the balance about right ■ Tends towards protection of water resources



% of customers who have had water dealings

n=561 | 96 | 48 | 301 | 127 | 21*

Q10. From your experience with and understanding of the Department, would you say that overall it ...?

↑↓ Significant difference to other customer types at 95% confidence

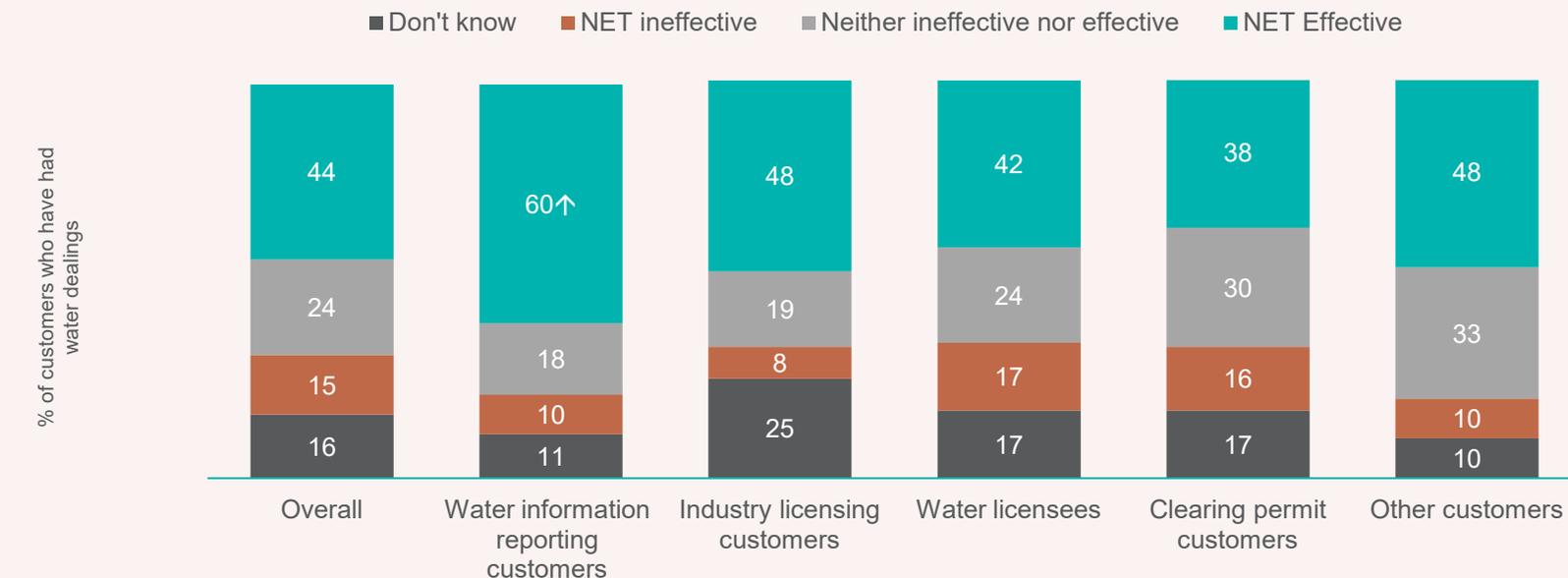
Caution results indicative due to small sample

Four-in-ten customers who have had interactions with DWER regarding water, believe DWER is effective at managing the State's water for sustainable productive use



Ratings of effectiveness are significantly higher among Water Information Reporting Customers and lower among Clearing Permit and Water Licensee customers.

Perceived Effectiveness of DWER At Managing the State's Water | Overall



n=561 | 96 | 48 | 301 | 127 | 21
 Q11: Overall, how effective do you think DWER is in managing the state's water as a resource for sustainable productive use?
 ↑↓ Significant difference to other customer types at least 95% confidence

Perceptions of DWER not adequately reviewing and regulating water allocations are key reasons for ineffective ratings



Reasons for Perceived Ineffectiveness of DWER's Management of the State's Water | Top 5



21%

DWER Needs to Review all Water Allocations to Determine Actual Usage



16%

Limited Understanding of Agricultural Needs



15%

Limited Regulation and Planning of Natural Water Sources



11%

Too Bureaucratic / Corporations are Driving Decisions



11%

Need to be more Transparent with Communications

% of customers who have had water dealings and rated DWER's management as ineffective

Overall n=82

Q12: Why do you rate DWER's management of water for sustainable productive use as ineffective? What are the things you would like to see improved? Please provide as much detail as possible.

In their own words...

DWER Needs to Review all Water Allocations to Determine Actual Usage

“Review of businesses that do not use their full water allocation, and reduction of these allocations to reflect true usage.” - Water Information Reporting Customers

“The existing allocations are not sustainable in the long term with current climate conditions. Given the drying climate and reductions in available surface waters and impact to groundwater, the available water will not meet existing allocation volumes.” - Water Information Reporting Customers



Limited Understanding of Agricultural Needs

“Water for our food industry needs priority over mining.” – Clearing Permit Customer

“They do not understand the needs of agricultural businesses in Western Australia.” - Water Licensee



Limited Regulation and Planning of Natural Water Sources

“I think that we are highly reactive - I think there is almost zero policing of the aquifers... more planning and action please.” – Industry Licensing Customer

“Current monitoring of waterways is underfunded and ineffective.” – Water Information Reporting Customers



In their own words...

Too Bureaucratic / Corporations are Driving Decisions

"It seems the corporate dollar is driving decisions. I'd like to see more transparency about the pressure politicians place on DWER because they are dependent on the corporate dollar." - Water Licensee

"Pander towards corporate entities which impacts small operations. Too much red tape. Over regulation." - Water Licensee



Need to be more Transparent with Communications

"It all gets down to being transparent , open and letting the public know about the processes."
- Water Licensee

"If they can't communicate with me and when they do, provide useless information, I can't imagine how they deal with the rest of the state. I'm a small and individual consumer. Maybe that's the reason - they don't care." - Water Licensee



Perceived Effectiveness – Environmental Management

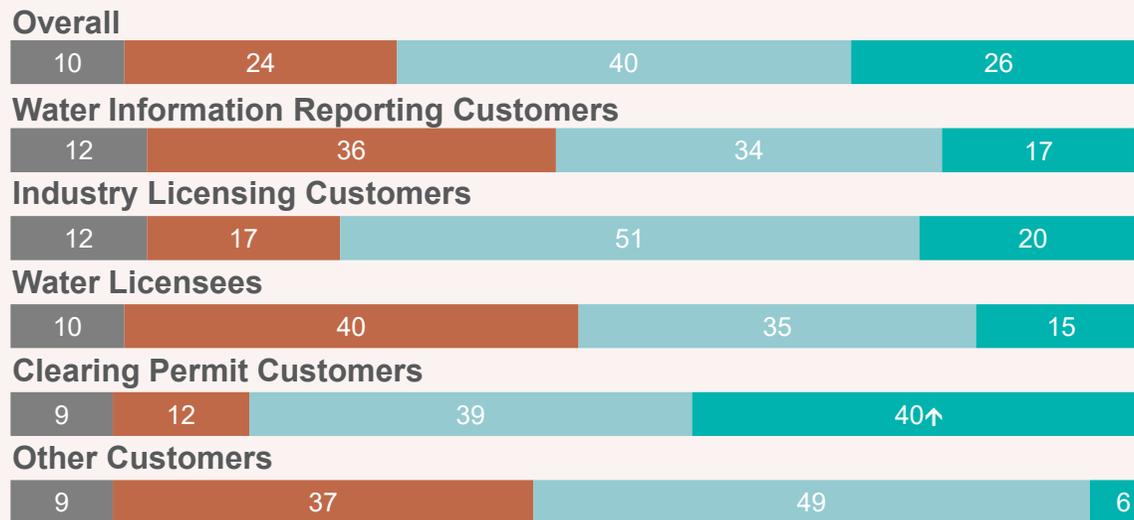


Two-in-five customers believe DWER is currently getting the balance between development and environmental protection right

However opinions vary across the customer groups, with Clearing Permit customers the most likely to say that DWER favours environmental protection.

Development vs Environmental Protection Favourability | %

■ Don't know ■ Tends towards development ■ Gets the balance about right ■ Tends towards protection of the environment



% of customers who have had environmental dealings



Economic Development



Environmental Sustainability

n= 326 | 58 | 76 | 52 | 146 | 35*

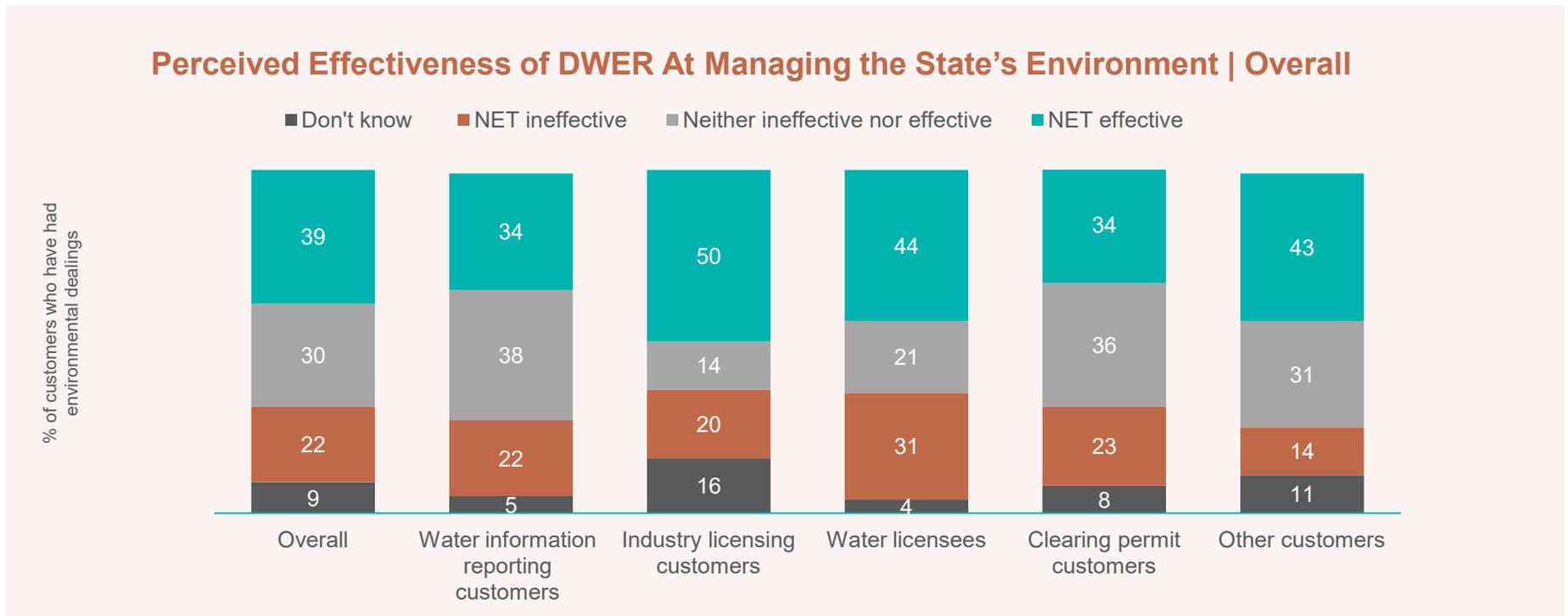
Q13: From your experience with and understanding of the Department, would you say that overall it...?

↑↓ Significant difference to other customer types at least 95% confidence

Caution results indicative due to small sample

Two-in-five customers with environmental dealings rate DWER as effective in managing the state's environment for sustainable productive use

Perceived effectiveness is highest among Industry Licensing customers.



n= 326 | 58 | 76 | 52 | 146 | 35

Q14. Overall, how effective do you think DWER is in managing the state's environment for sustainable productive use?

Perceptions of DWER being too development focused and bureaucratic are key reasons for ineffective ratings



Reasons for Perceived Ineffectiveness of DWER's Management of the State's Environment | Top 5



23%

Too Focused on Industry Development



19%

More Protection of the Environment is Required



18%

Too Bureaucratic / Corporations are Driving Decisions



15%

DWER Should Be Using Science Based Solutions to Solve Environmental Issues



15%

Slow Response to Queries / Concerns

% of customers who have had environmental dealings and rated DWER's management as ineffective

n= 73

Q15. Why do you rate DWER's management of the environment for sustainable productive use as ineffective? What are the things you would like to see improved

In their own words...

Too Focused on Industry Development

“Overdevelopment of the Pilbara region (e.g. mining). Overdevelopment and lack of assessment of impact of tourism activities (e.g. water loss, pollution and carbon impact).” – Industry Licensing Customer

“I see destruction of the environment for the benefit of development all the time! Native animals being squeezed out with no initiative towards prevention of destruction of native habitats.” – Water Licensee



More Protection of the Environment is Required

“More care for the environment.” – Water Licensee

“Protection of threatened ecological communities and Bush Forever must be prioritized. Off-setting the clearing of these communities by planting a few saplings does not properly account for the assets lost from the destruction of a whole ecological community.” – Water Information Reporting Customers



Too Bureaucratic / Corporations are Driving Decisions

“Because the politicians come in and override the science to ensure their 'pet project' gets approval.” - Clearing Permit Customer

“DWER is prone to political interference, lack capability. Need to be independent, science based and have a better understanding of risk and uncertainty.” - Water Information Reporting Customers



In their own words...

DWER Should Be Using Science Based Solutions to Solve Environmental Issues

“There seems to be a disparity between the science, particularly with respect to groundwater reserves and the allowable extraction for consumptive use.” – Water Information Reporting Customers

“The DWER should consider regulating the amount (scale, intensity, frequency) of prescribed burning to better protect our natural environment. DWER is now just trying to meet arbitrary targets and all the science has been ignored.” - Clearing Permit Customer



Slow Response to Queries / Concerns

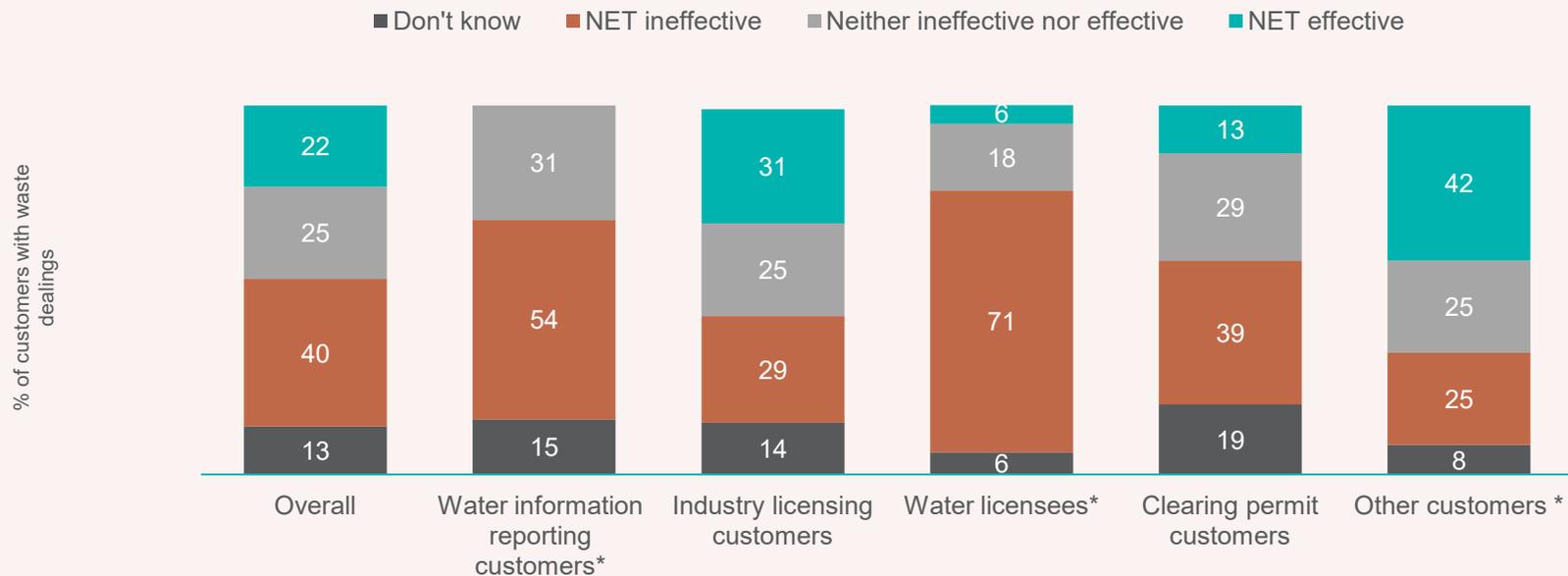
“Highly bureaucratic - leading to very long processing times which impact project viability. Navigating the process has led to significant cost and time increases for project delivery without any real environmental gains.” - Clearing Permit Customer

“Streamline process with other departments, namely the Dept of Mines. Get more experience into the department of staff that understand industry and mining processes better. Reduce waiting times for assessment, works approvals.” - Industry License Customer



The majority of customers with waste dealings rate DWER as ineffective in managing the state's waste

Perceived Effectiveness of DWER At Managing the State's Waste | Overall



n= 103 | 13* | 51 | 17* | 31* | 12*

Q16. Overall, how effective do you think DWER is in setting the framework for better management of waste including improving the reuse and recycling of waste products?

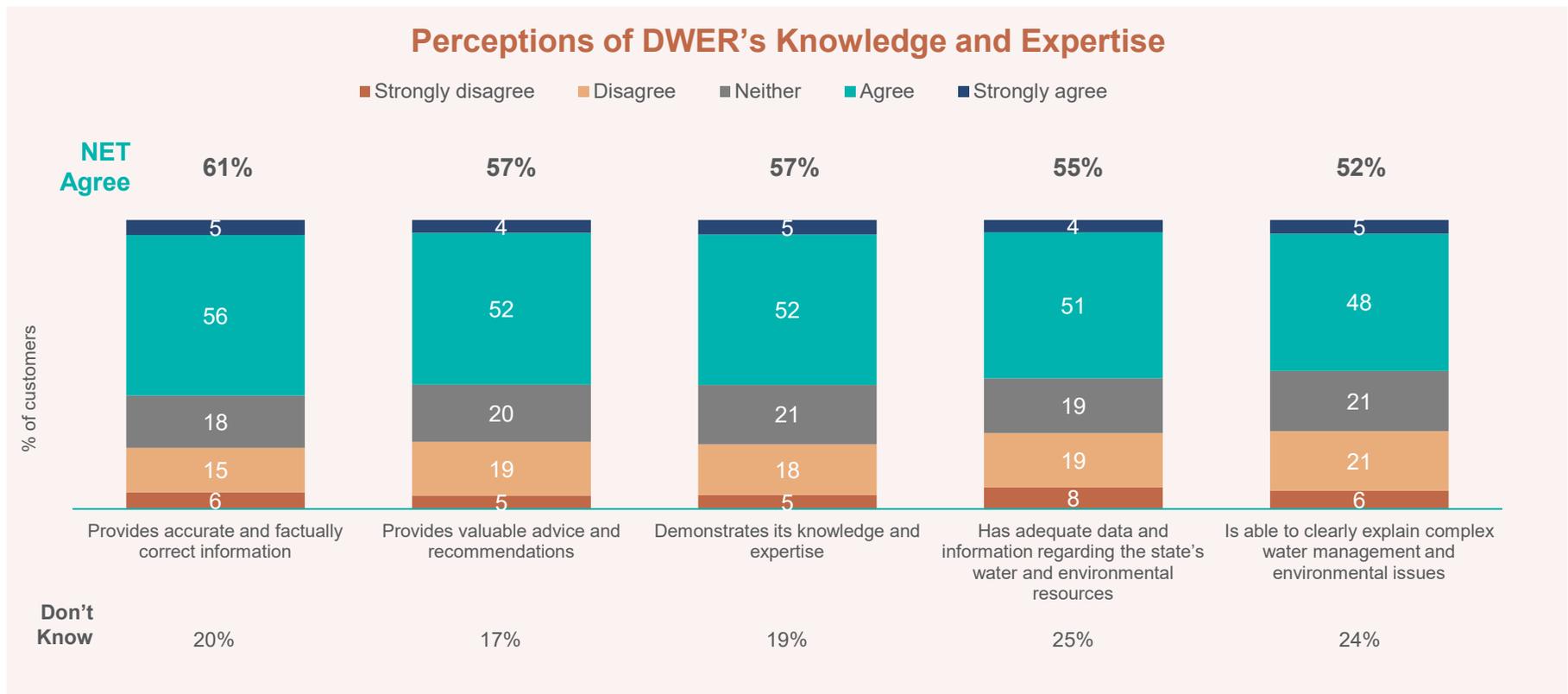
*Caution results indicative only due to small sample

Perceptions of DWER's Knowledge, Expertise and Decision Making



There is room to improve customer perceptions of DWER's knowledge and expertise

Over one quarter of customers disagree that DWER clearly explains complex water management and environmental issues or has adequate data and information about the state's resources. And a large proportion do not feel adequately informed to comment on the extent to which DWER demonstrates these characteristics.

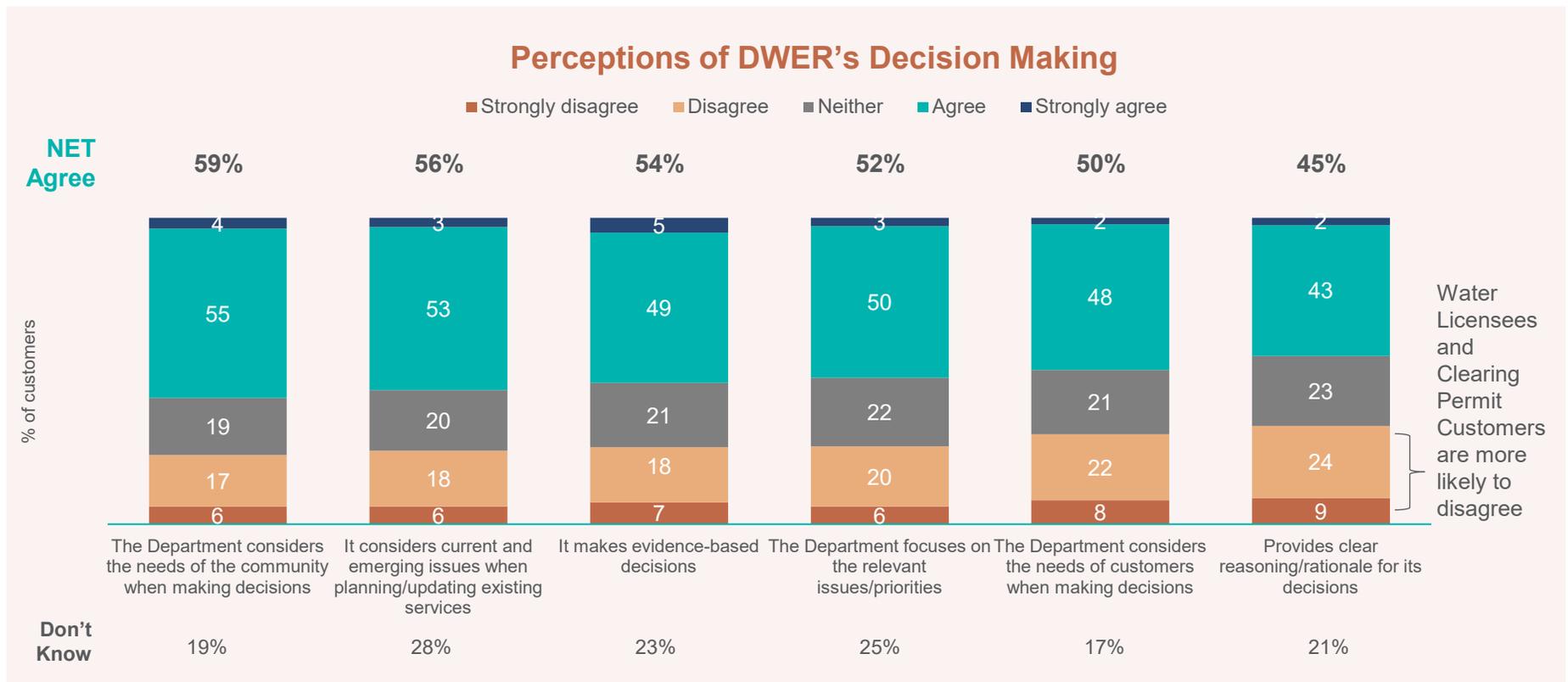


Overall n= 553 | 578 | 559 | 518 | 528

Q18A. And to what extent do you agree or disagree with the following statements about DWER's knowledge and expertise in the management of the state's water resources and environment
 Don't know responses have been removed from the charted data

There is also room to improve customer perceptions of DWER's decision making processes

One-in-three disagree that DWER provides a clear rationale for its decisions or considers the needs of customers in its decision making. The extent to which DWER is seen to provide a clear rationale for its decisions is lowest among Water Licensees and Clearing Permit Customers.



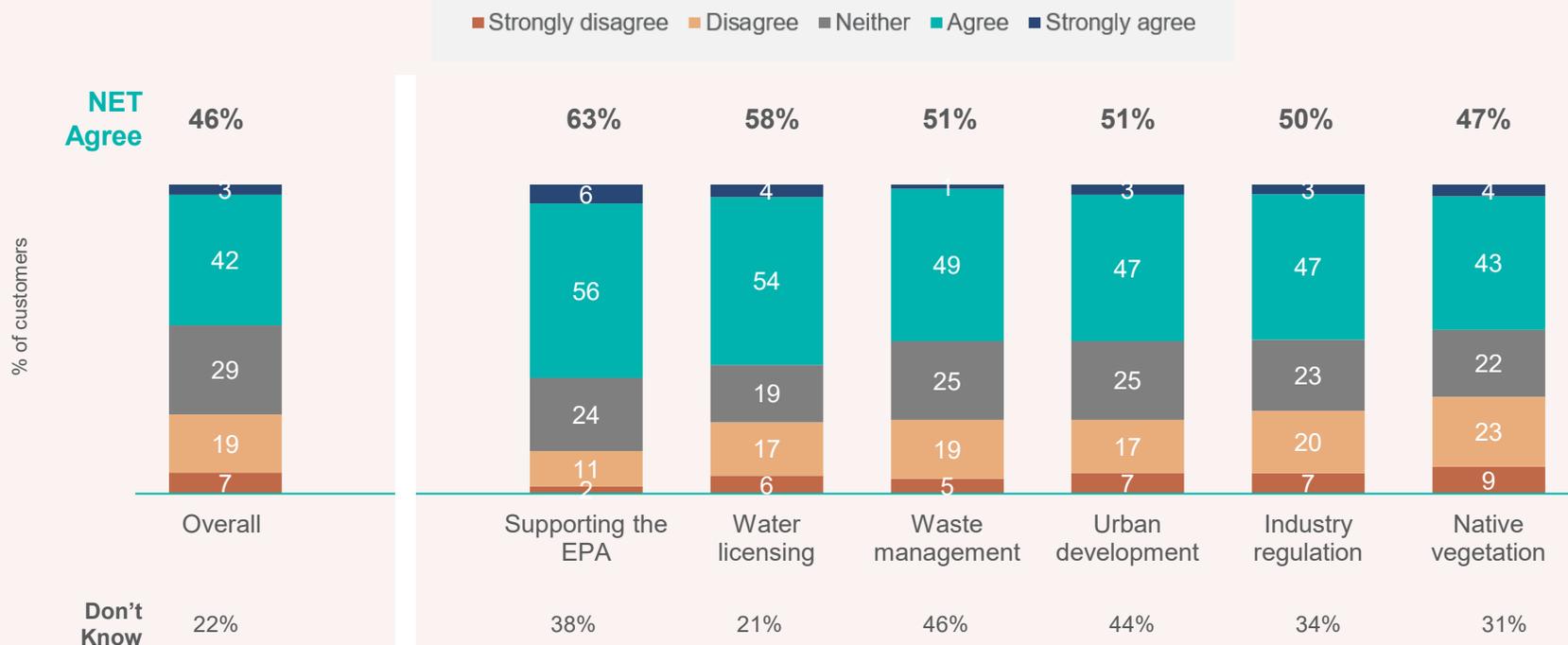
Overall n=563 | 500 | 533 | 519 | 572 | 548

Q18B. Thinking now about how DWER makes its decisions, to what extent do you agree or disagree with the following statements
 Don't know responses have been removed from the charted data

Less than half of customers feel that DWER is focused on finding sustainable ways for development to proceed

Across the various areas of water and environmental regulation, customers believe that DWER's solution focused approach is strongest in supporting the EPA and water licensing. However, a large proportion did not feel informed enough to comment.

Perception that DWER is Solutions Focused Including Finding Sustainable Ways for Development



n=542 | 427 | 545 | 373 | 389 | 456 | 481

Q27. To what extent do you agree or disagree that DWER is solutions focused including finding sustainable ways for development to proceed?

Q28. And to what extent do you agree or disagree that DWER is solutions focused including finding sustainable ways for development to proceed in each of the following:

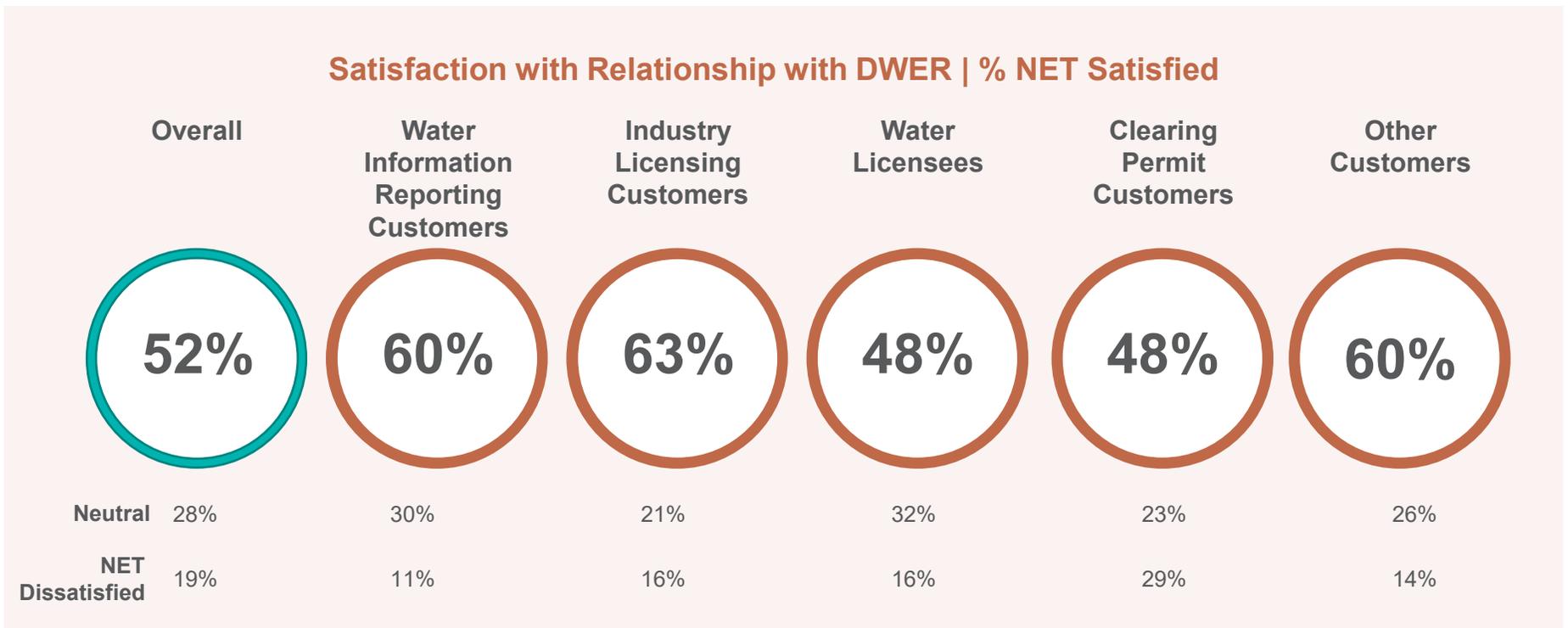
Don't know responses have been removed from the charted data

Communications and Engagement



Overall, half of customers are satisfied with their current relationship with DWER, however this varies by customer group.

Reflective of weaker ratings across most criteria, Clearing Permit Customers are the most dissatisfied— over one quarter (29%) say they are dissatisfied with their current relationship with DWER.



n= 670 | 104 | 97 | 299 | 178 | 43
Q19. Overall, how would you rate your current relationship with DWER?
Don't know responses have been removed from the charted data

Being responsive to customer queries and delivering good customer service are key drivers of satisfaction



While the rationale for satisfaction is consistent across customer groups, a higher proportion of Clearing Permit Customers mentioned collaboration (20%) and accessible staff (16%) as key reasons for satisfaction.



Overall n=311
Q20 Why is that? What does DWER do well?
Scores under 10% not shown

In their own words...

Responsive to Queries

"People are approachable and available to meet and discuss/clarify issues." - Clearing Permit Customer

"Quick response times to queries or requests for advice." - Industry Licensing Customer



Helpful Customer Service

"I have found all the staff that I deal with are courteous and willing to help with my inquiries."
- Clearing Permit Customer

"The people I have spoken with have always tried to help me and provide answers to my questions." - Water Licensee



Good Customer Service

"Timely responses to request for advice. Prompt responses to licensing applications. Reminders sent in advance of required mandatory reports. Friendly advice on policy and local law matters."
- Industry Licensing Customer

"Have always been satisfied with customer support and advice." - Water Licensee



In their own words...

Have Adequate Knowledge To Help

“Case officers go well and above to assist and provide valuable information and advice.”
- Clearing Permit Customer

“When I have visited the DWER office I found staff very helpful and knowledgeable and gave prompt and efficient service.” - Water Licensee



Transparently Shares Data

“Very helpful and transparent.” - Water Licensee

“It was easy to get the information I required, and the staff were friendly.” - Water Licensee

“I could get access to data that I needed for my research.” - Water Information Reporting Customers



Poor customer service and slow processes are key causes for dissatisfaction among customers



Whilst only indicative, due to a small sample size, ratings of inconsistent advice and services as a reason for dissatisfaction was significantly higher among Water Information Reporting Customers (45%).

Reasons for Dissatisfaction | Top 5



33%

Poor Customer Service



17%

Poor Attitude Towards People/Industry



16%

Poor Consultation and Communication



14%

Slow Approval Process



11%

Need to be More Transparent

% of customers dissatisfied with relationship

Overall n=125
Q20 Why is that?
Caution results indicative only due to small sample

In their own words...

Poor Customer Service

“Major sources of dissatisfaction are; lack of technical competence, bias, inconsistency in administration of regulatory procedures, lack of transparency, failure to deliver service in reasonable timeframe.” - Water Information Reporting Customers

*“They are a difficult organisation to access with little local service or contact.”
- Clearing Permit Customer*



Poor Attitude Towards People/Industry

“DWER officers need to change their attitude towards people and industry. Change how they speak with people. Not treat people like they are a lesser person.” - Water Licensee

“DWER needs to be more approachable, have the ability and enthusiasm to help people struggling with water resources. A blanket approach in such a diverse industry does not work.” - Water Licensee



Poor Consultation and Communication

“They need more staff on the ground with local knowledge. They need to apply the same rules to everybody. They need to make decisions based on actual measurement of flows of all streams over many years.” - Clearing Permit Customer

“Makes decisions without consultation.” - Water Information Reporting Customers



In their own words...

Slow Approval Process

“Very slow service and don’t seem to appreciate the significance of their role in regards to the needs of water users.” - Water Licensee

“DWER really needs more resources to meet stated timeframes and clarity of policy and position on state matters.” - Clearing Permit Customer



Need to be More Transparent

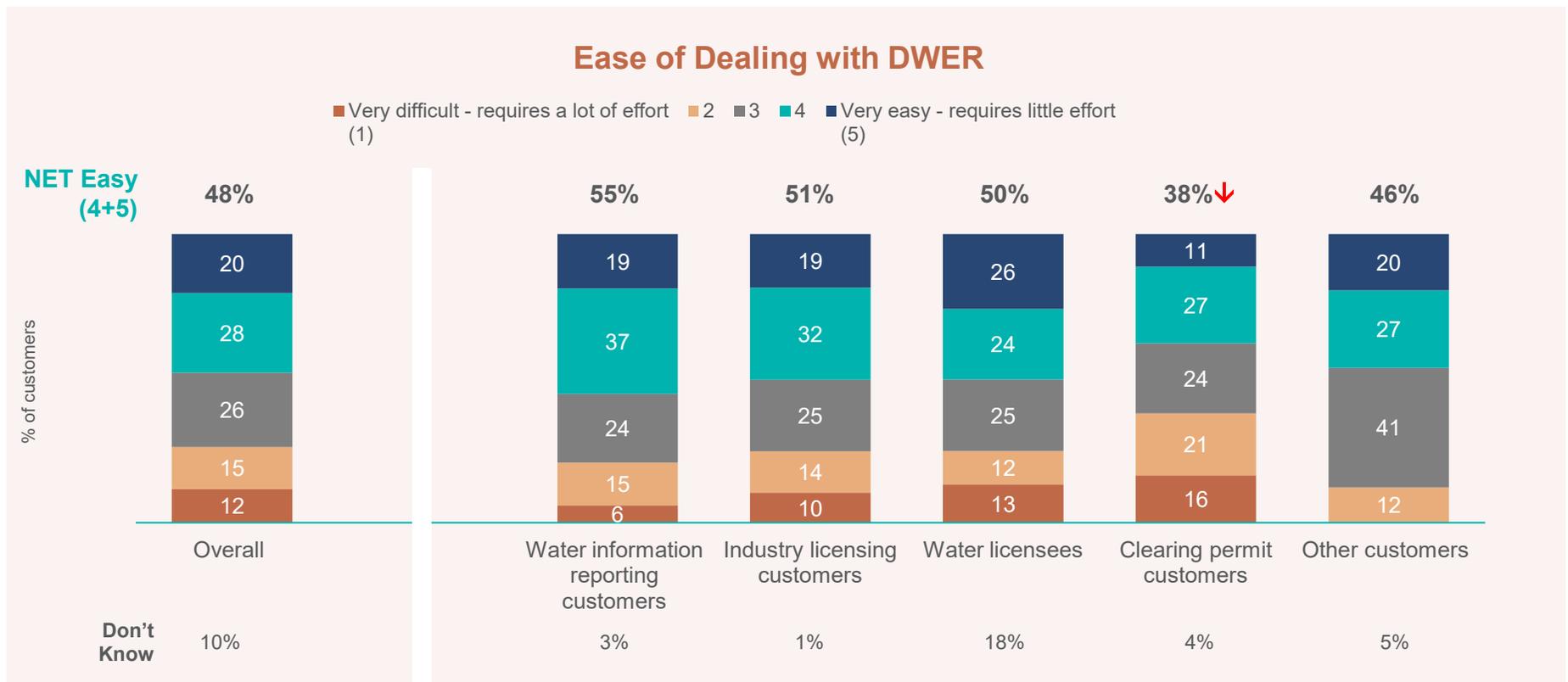
“DWER is not transparent or consistent in its decision making. There is a huge amount of disagreement even within the Environment sections of DWER (licensing, waste and con sites) which results in ineffective regulation.” - Water Information Reporting Customers

“DWER appears to have inadequate resources to provide a consistent, timely and knowledgeable level of support to industry.” - Clearing Permit Customer



Approximately half of customers feel DWER is easy to deal with, with some variation by customer group

Reflective of weaker ratings across most criteria, Clearing Permit Customers are most likely to say their relationship with DWER is difficult and takes a lot of effort.



n= 622 | 101 | 97 | 258 | 177 | 41

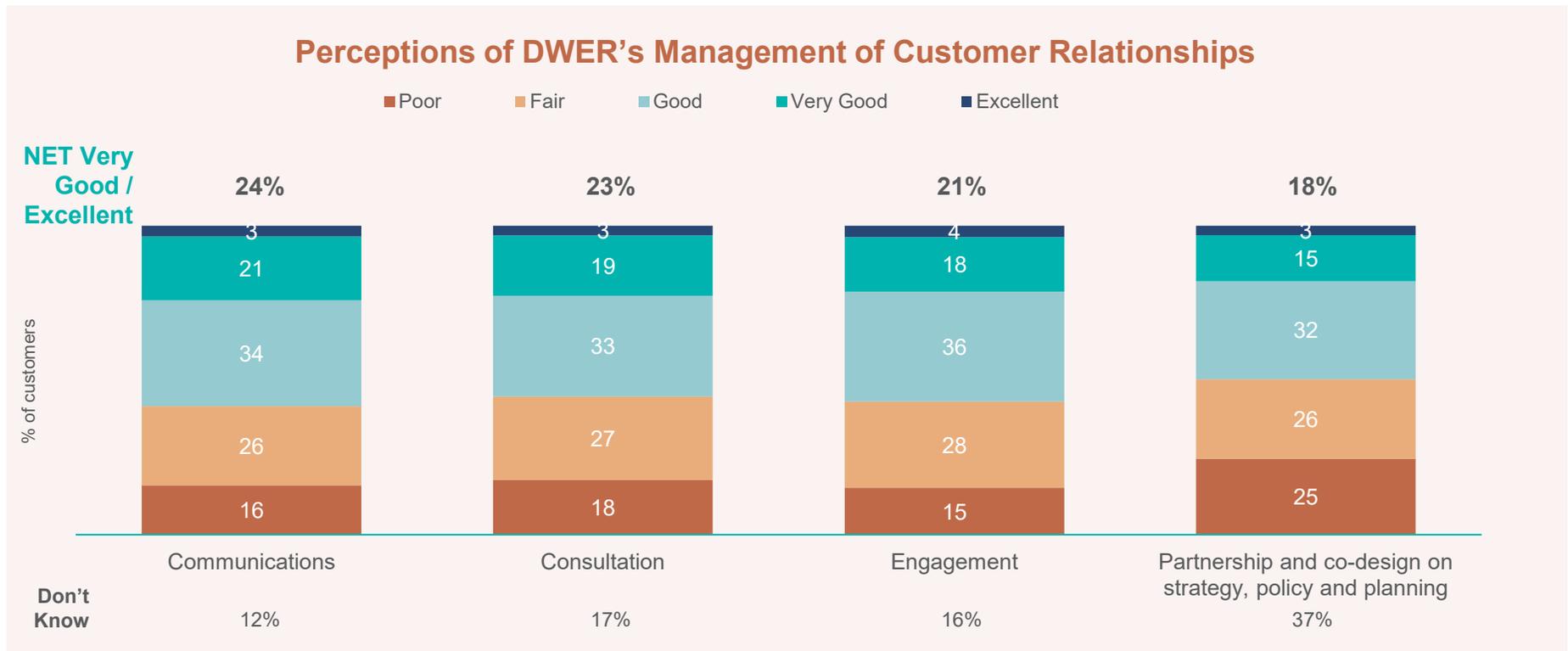
Q21. Overall, how would you rate DWER in terms of being easy to deal with in relation to your business/organisation's needs?

Don't know responses have been removed from the charted data

↑↓ Significant difference to other customer types at least 95% confidence

Less than one-in-four rate DWER as very good or excellent on key relationship management criteria

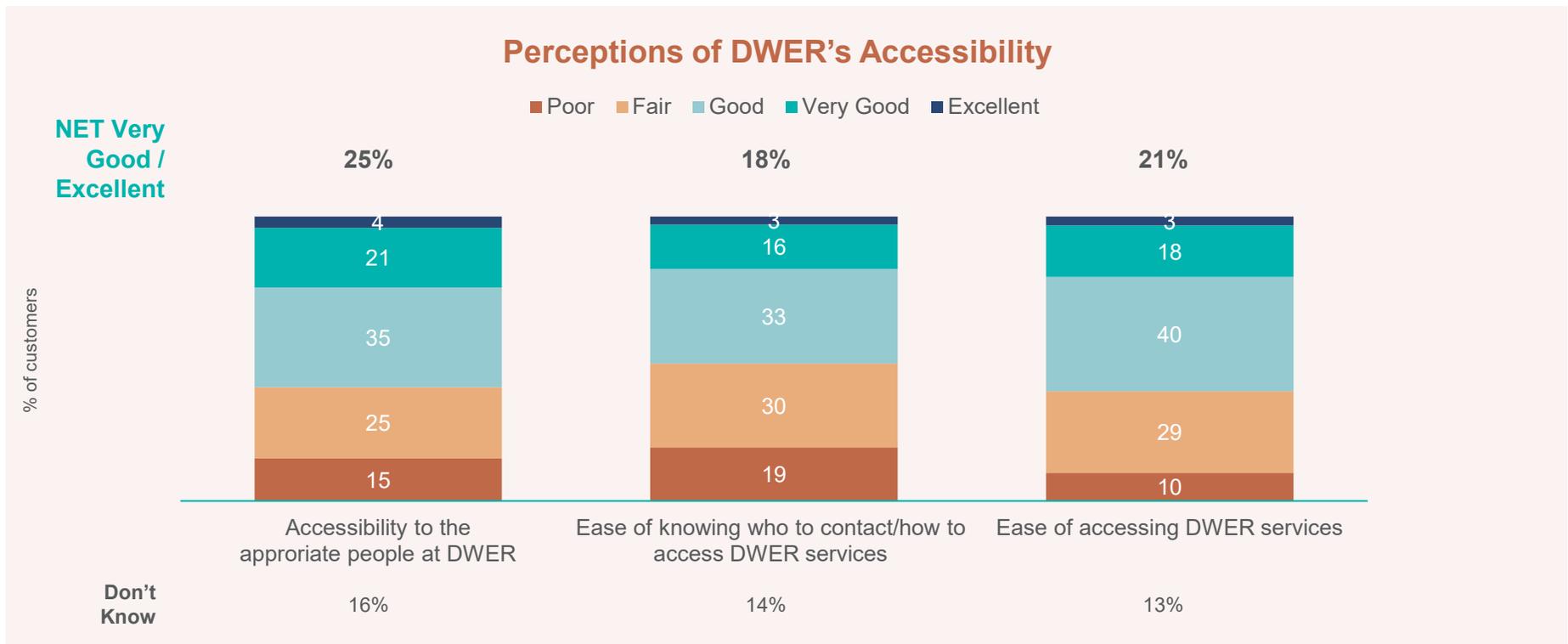
An opportunity exists to improve DWER's perceived performance across all criteria, particularly partnership and co-design of strategy, policy and planning, where half rate the organisation as poor or fair. This is consistent across customer type.



Overall n= 613 | 575 | 580 | 435
 Q22A. How would you rate DWER's performance in managing their relationship with you and your business/organisation, across each of the following areas
 Don't know responses have been removed from the charted data

Similarly, only one in four customers rate DWER as very good or excellent in terms of perceived ease of access to DWER staff and services

Almost half of customers rate DWER as poor or fair in terms of knowing who to contact and how to access DWER services.



Overall n= 581 | 598 | 602

Q22B. And, how would you rate DWER's performance in managing their relationship with you and your business/organisation, across each of the following areas?

Q23. Still thinking about your interactions with DWER, how would you rate the following

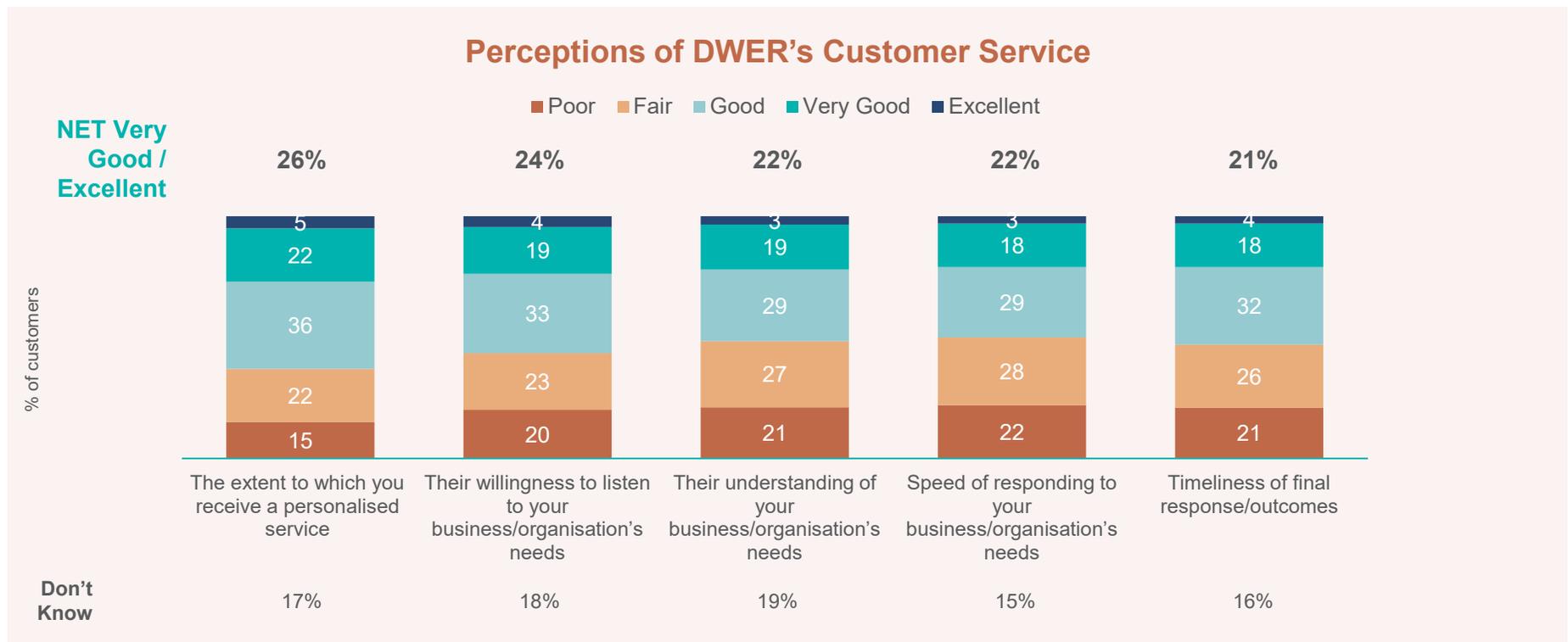
Don't know responses have been removed from the charted data

Scores may equal +/- 1% due to rounding

An opportunity exists to provide a more personalised service and timely response to customer needs

Almost half of customers rate DWER as poor or fair in terms of the speed of responding to their needs, timeliness of final outcomes and understanding of their business needs.

Ratings of DWER being **poor** at listening to business/organisational needs, is significantly lower among Water Information Reporting Customers (13%) and Industry Licensing Customers (14%).



Overall n= 574 | 568 | 563 | 589 | 582

Q22B. And, how would you rate DWER's performance in managing their relationship with you and your business/organisation, across each of the following areas?

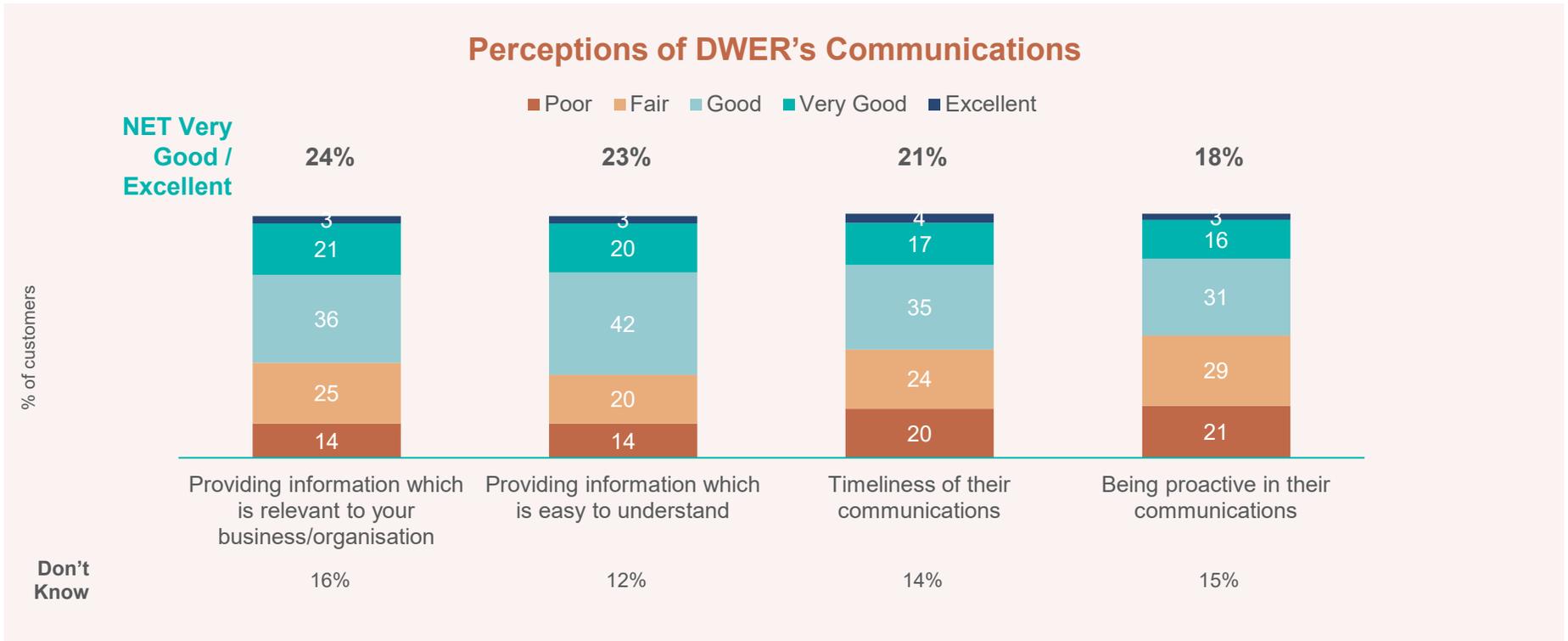
Q23. Still thinking about your interactions with DWER, how would you rate the following

Don't know responses have been removed from the charted data

Scores may equal +/- 1% due to rounding

Timeliness and quality of communications are also areas for improvement

Ratings of perceived relevance and the extent to which information is easy to understand, timely and delivered proactively are all relatively low. Almost half of customers rate DWER as poor in terms of being proactive in its communications.

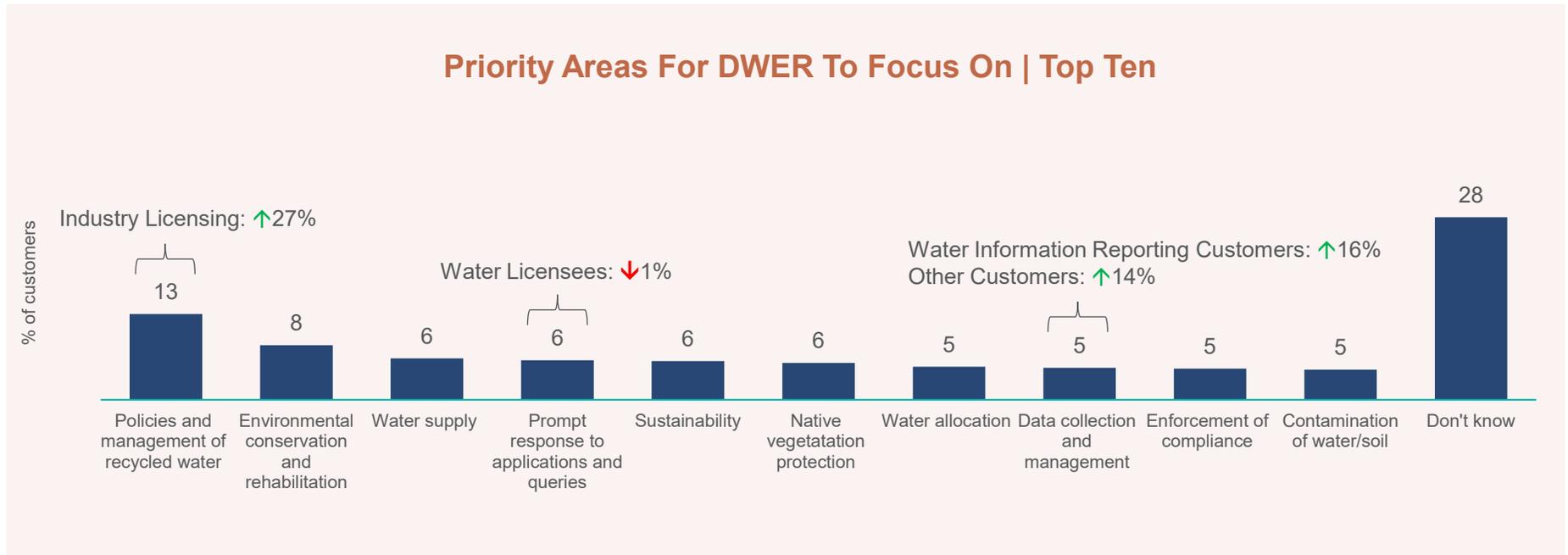


Overall n= 580 | 610 | 597 | 591
 Q22B. And, how would you rate DWER's performance in managing their relationship with you and your business/organisation, across each of the following areas?
 Don't know responses have been removed from the charted data

Attitudes Towards Water and Environmental Issues



Top of mind, managing recycled water and environmental conservation are considered key priority areas for DWER to focus on



Overall n= 693 | Industry Licensing Customers n=98 | Water Licensees n=316 | Water Information Reporting Customers n=104 | Other Customers n=43

Q25. Thinking about water and environment issues that are most important to you business/organisation, please let up to three key priority areas your business/organisation would like to see DWER focus on regarding the management of out state's water and environmental issues.

↑↓ Significant difference to other customer groups at 95% confidence

Don't know/I have no concerns have been removed from the charted data

In their words...



Policies/Management of Recycled Water

“Use and reuse of rainwater on every suburban block.” - **Water Licensee**

“Wastewater reuse and irrigation guidelines.” - **Industry Licensing Customer**

“Give information on recycling water and septic on small properties.” - **Water Licensee**

“Recycled water for non-potable uses at all scales on both public and private land.”

Water Information Reporting Customers



Environmental Conservation/Rehabilitation

“Capitalise on opportunities to improve environmental outcomes such as environmental rehabilitation in land set aside for source protection.”

- **Clearing Permit Customer**

“Allow genuine rehabilitation of land after sand extraction.”

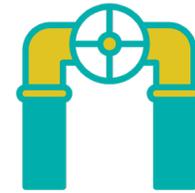
- **Water Licensee**

“Enhanced framework for vegetation management (clearing, rehab, planting).”

- **Clearing Permit Customer**

“Increased native vegetation and ecosystem conservation in urban development.”

- **Industry Licensing Customer**



Water Supply

“Decrease the use of desalination for Perth's water supply.”

- **Water Information Reporting Customers**

“Ensure desalination is the water supply option of last choice, not first.”

- **Water Information Reporting Customers**

“Protection of domestic water supply.”

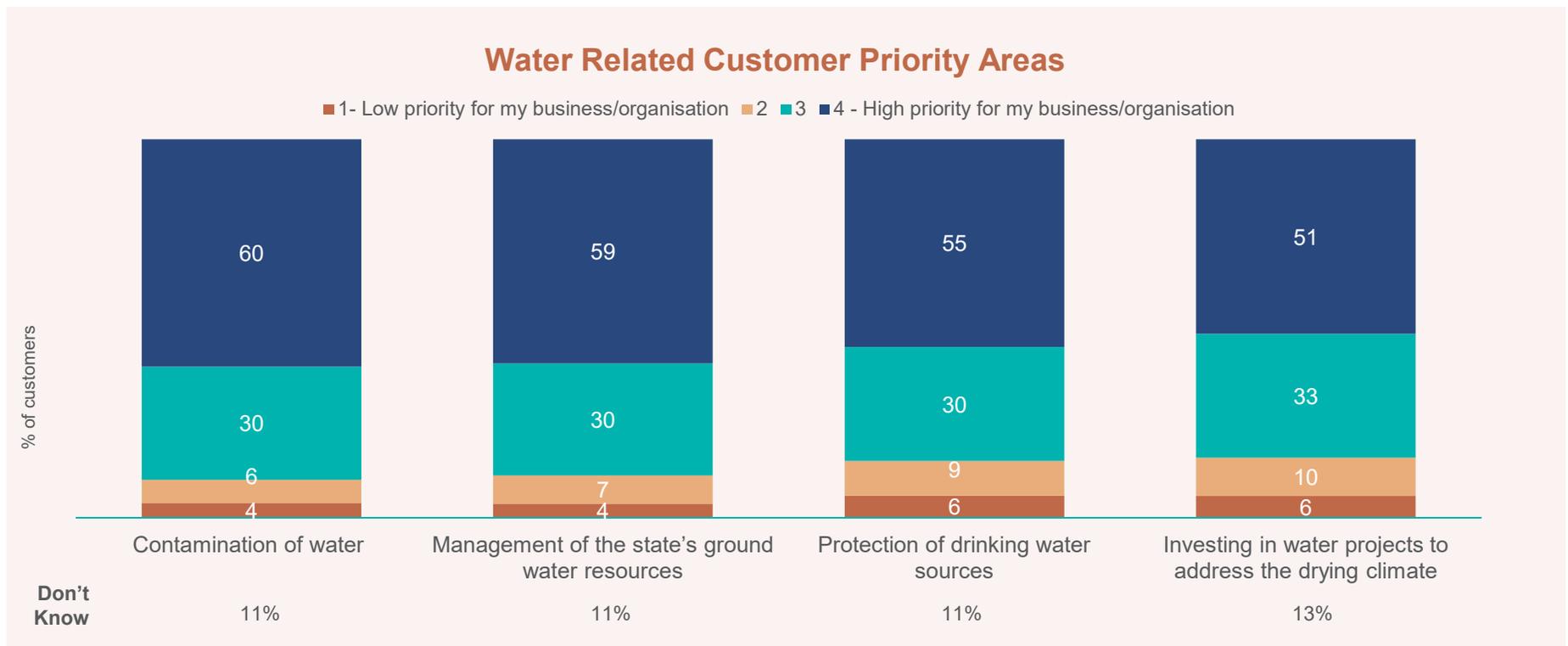
- **Other customer**

“Look at a future supply of water to sustain WA for the next 100 years.”

- **Water Licensee**

Water contamination and management of the state's ground water are key water priority areas that customers would like DWER to focus on

Protection of drinking water sources and investing in water projects to address the drying climate are also a priority for most customers.



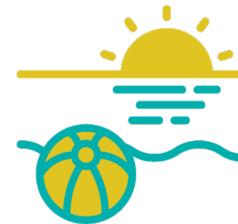
n= 619 | 618 | 614 | 605

Q26: And to what extent are each of the following considered a priority by your business/organisation for DWER to focus on regarding the management of our state's water and environmental issues?

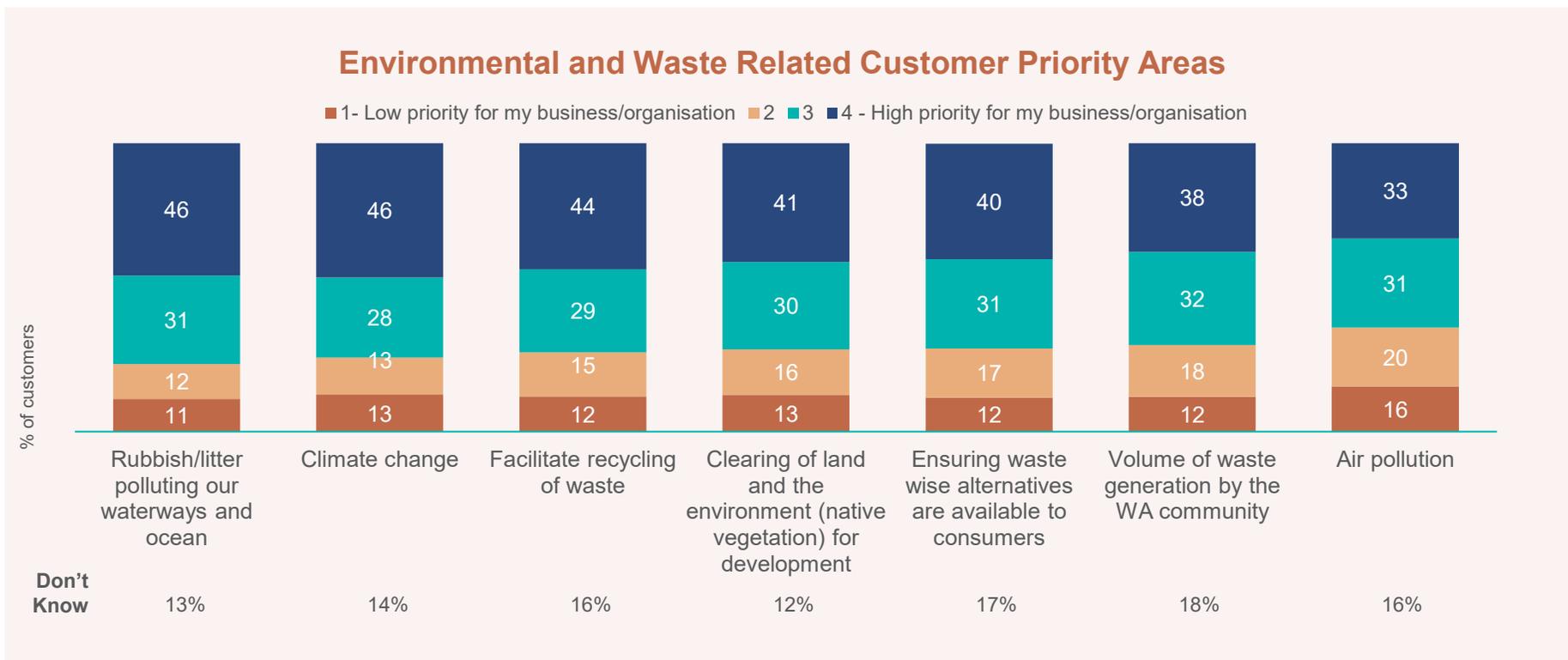
▲ Significant difference of at least 95% from other customer types

Don't know responses have been removed from the charted data

Climate change, pollution of waterways and waste management are considered the key environmental priorities



However overall, these issues rated lower in priority than the water specific issues on the previous slide.



n= 600 | 598 | 581 | 610 | 574 | 568 | 579

Q26: And to what extent are each of the following considered a priority by your business/organisation for DWER to focus on regarding the management of our state's water and environmental issues?

▲ Significant difference of at least 95% from other customer types

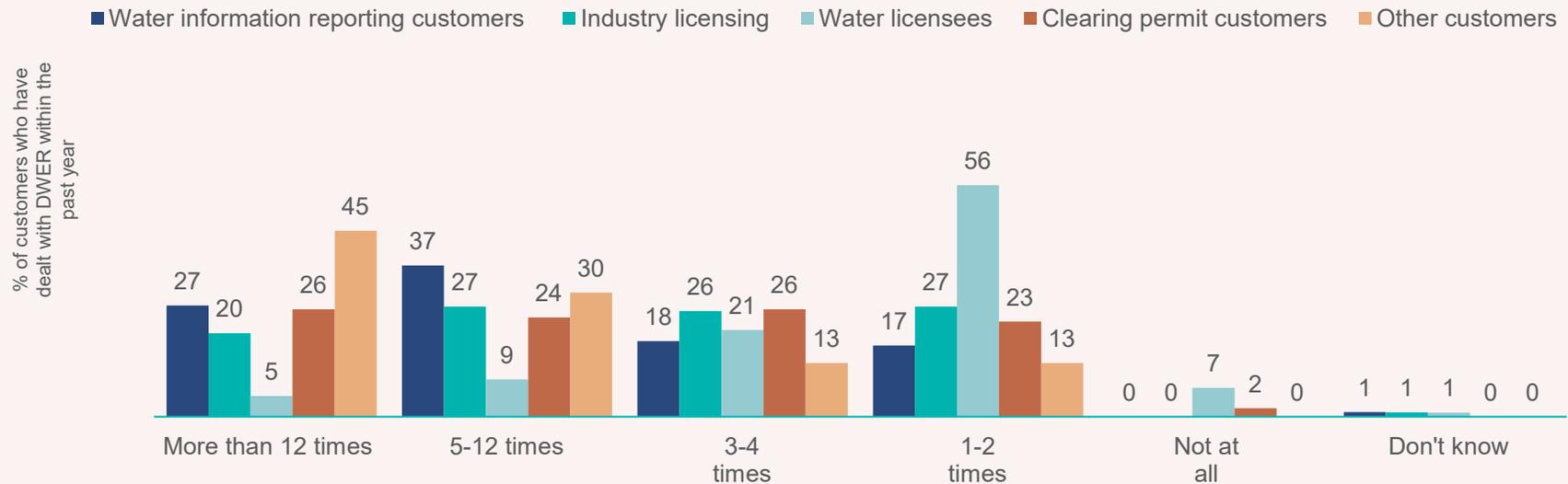
Don't know responses have been removed from the charted data

Sample Profile



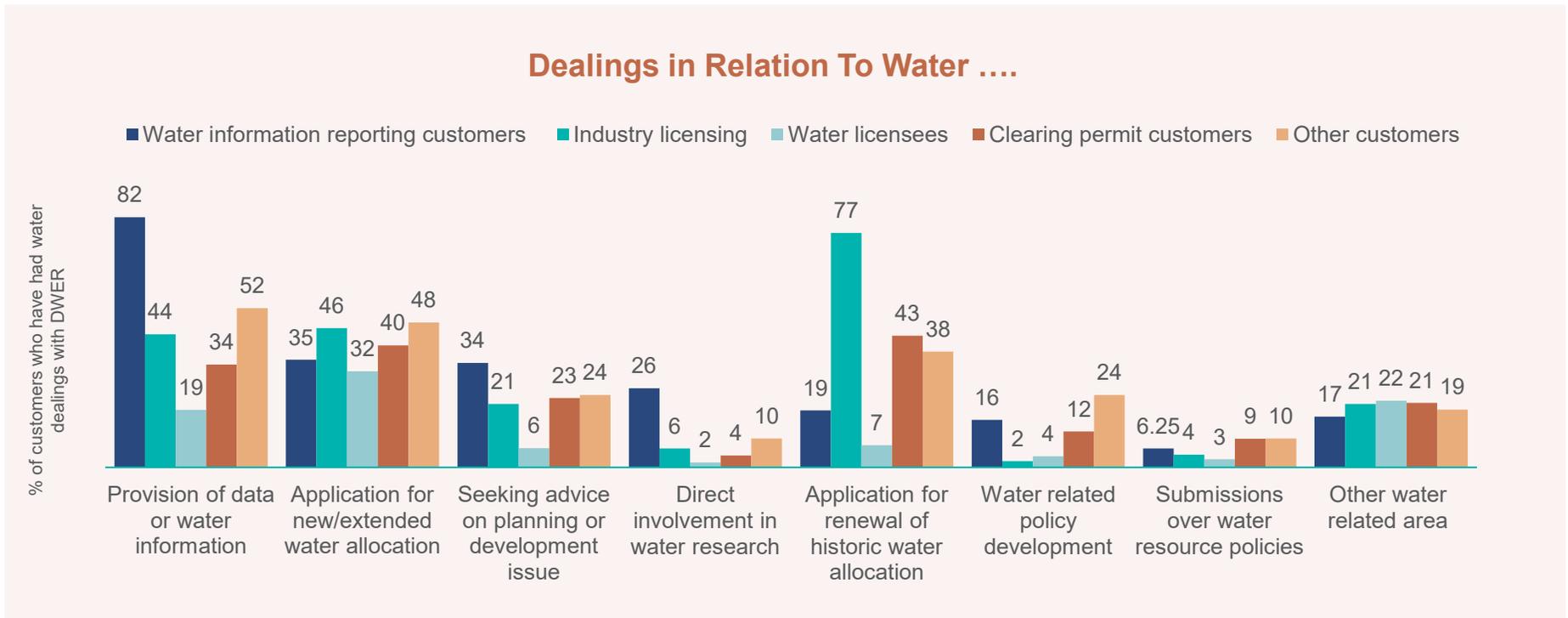
Sample Profile - Frequency of Contact

Frequency of Contact with DWER Over the Past Year



n=93 | 94 | 188 | 151 | 40
 Q2B. How frequently have you had dealings with DWER over the past year?

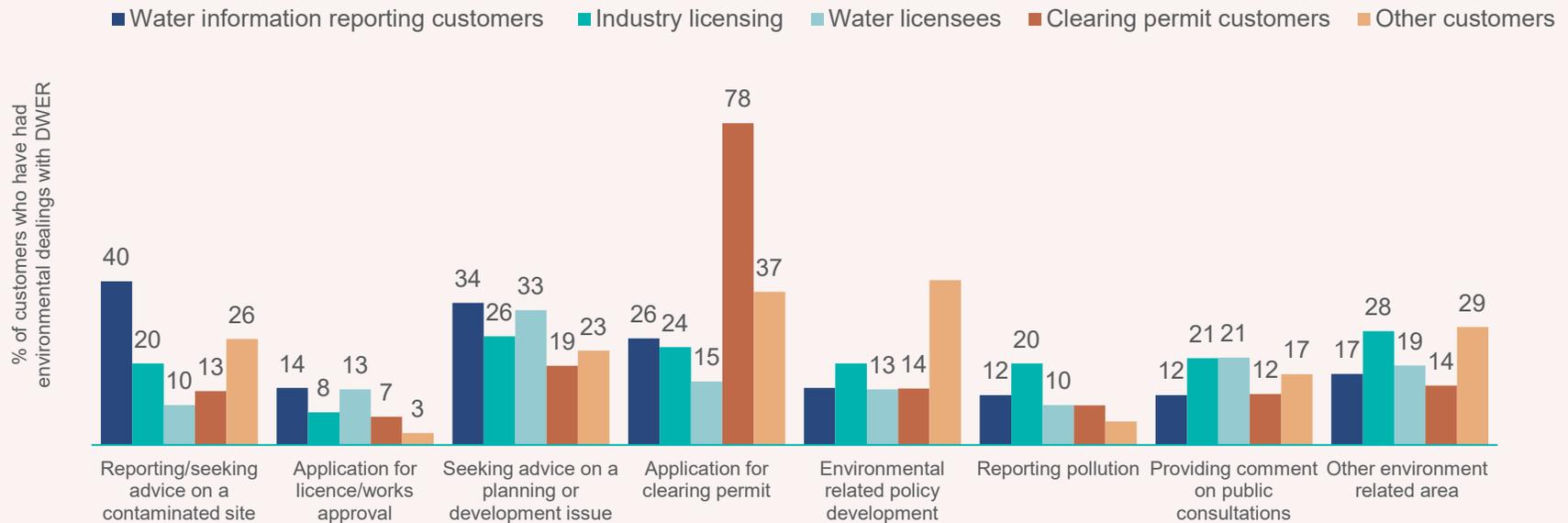
Sample Profile – Reason for Dealings with DWER



n=96 | 48 | 301 | 127 | 21
 Q3. And what have your dealings with DWER been related to

Sample Profile – Reason for Dealings with DWER

Dealings in Relation To Environment....



n=58 | 76 | 52 | 146 | 35

Q3. And what have your dealings with DWER been related to

Sample Profile – Reason for Dealings with DWER



n=13* | 51 | 17* | 31* | 12*

Q3. And what have your dealings with DWER been related to
Caution results indicative only due to small sample

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