



Devil's Pool, Boodjidup

WA Department of Water and Environmental Regulation

WA Water Online Transformation: COMPASS Compliance and Licensing

The Customer

The Department of Water and Environmental Regulation (DWER) supports Western Australia's communities, economy and environment. It is responsible for resource management of the state's rivers, water catchments and aquifers. The ongoing Water Online project is delivering significant improvements to information reliability and process efficiency for DWER.

The Challenges

The first stage Customer Portal delivered faster, modernised service delivery. The next step in the Department's e-business transformation was an integrated compliance and licensing system.

The driver for the Water licence assessment and compliance project, called COMPASS, was to underpin improved decision making, determined against risk and policy requirements. It was to achieve consistency, state-wide, including technologically and geographically isolated regional offices. Part of the process was to further reduce the administrative burden on staff.

Kylie Lambert, former Program Manager for Regulation Support at WA Department of Water and Environmental Regulation,

Customer

- WA Department of Water and Environmental Regulation

Industry

- Government / Resources

Challenges

- Duplication of effort
- Paper-based licence assessment process

Solution

- Needs analysis
- Design and integration of electronic workflow and records management
- Training program to optimise adoption

Results

- Risk based, consistent, state-wide decision making
- Licensing officers freed to focus on assessments and compliance

The Challenges

said: “We had a vast number of highly qualified, scientific experts wasting time manually entering the same data into separate parts of the system. They were restricted to examining paper files to see what had happened to licences over time.

We wanted to free them to concentrate on risk areas in assessing applications, to help them make consistent and transparent decisions, that would stand up in court if need be.”

The Solution

The mix of technical and non technical teams from NEC and DWER successfully collaborated to translate business goals into a cost effective, technologically advanced electronic workflow and records management for all monitoring records. The integrated licensing and compliance functionality needed to be rigorous, comprehensive and have ease of use for all stakeholders.

“NEC inventively tweaked out of the box technologies to create bespoke answers to our specific requirements,” Lambert said.

Integration work between DWER’s corporate systems and licensing management, as well as the new information flows between stakeholders, has created a highly efficient, single system.

Integrated, risk based approach to water resource security

The Results

This contemporary platform is enhancing productivity and efficiencies in the assessment process.

With a risk based approach, each category of application - High, Medium or Low – is afforded corresponding effort. High risk applications identify large volumes of water from a resource that is under stress. Conversely low risk applications are for small volumes or from areas where there is limited competition for the available resource.

As the risk level is flagged, new reporting tools allow managers to gauge the time and expertise required to complete and

Results (cont.)

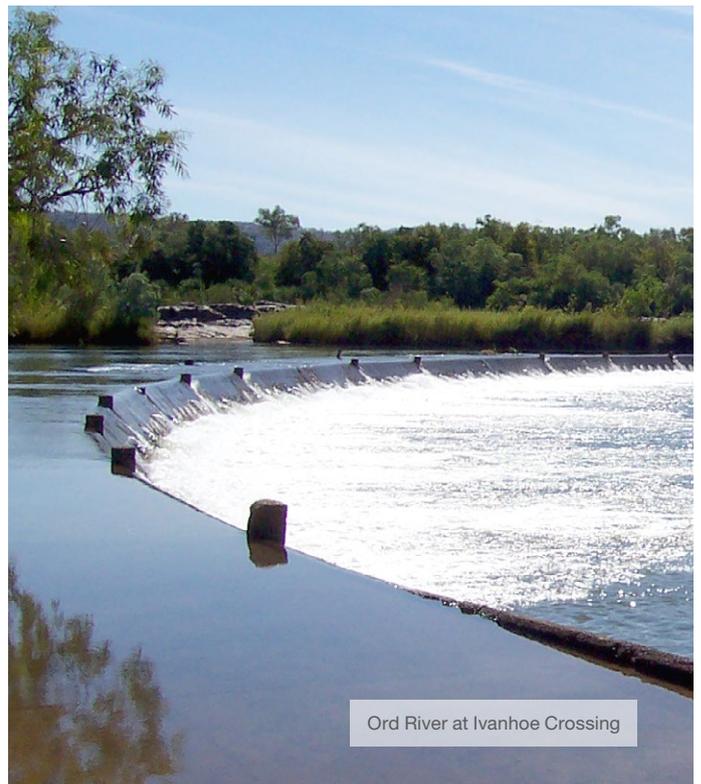
- Single automated system from application lodgement, through assessment process and information flow to customers
- Better stakeholder management
- Workload dashboard enhancing productivity

NEC Services

- Business process consulting
- Program and project management
- Applications development and testing of custom software

Hardware / Applications

- Microsoft Dynamics CRM 2016
- Microsoft’s ASP.NET MVC 5, Microsoft Web API and SQL Server 2014
- Microsoft .NET
- Knockoutjs, ESRI API for JavaScript 3 & 4, asyncjs, npm
- Microsoft Visual Studio and Team Foundation Server developer Tools
- Octopus Deployment Manager



Ord River at Ivanhoe Crossing

The Results



Government of **Western Australia**
Department of **Water and Environmental Regulation**

“The new streamlined, single system approach is benefitting all participants. For the first time, we have timely access to accurate information as we protect WA’s water resources. COMPASS enables our staff to focus on assessing risk and supports the production of consistent and transparent responses.”

Kylie Lambert, former Program Manager for Regulation Support at WA Department of Water and Environmental Regulation

respond to the customer. And for users, COMPASS’ workflow dashboard provides clarity as to workloads and priorities. Kylie Lambert sees this improved management leading to better and faster assessments.

She said the introduction of the new system was “a massive challenge as it changed every single process staff had been doing for 20 years”. But a comprehensive and well planned training program ensured the adoption of COMPASS across the state was achieved within nine months.

As the 100 active users of COMPASS move around the State they, and staff in other sections, have intuitive access to a ‘single source of the truth’ for their decision making.

The timeliness and accuracy of the system’s output is also contributing to DWER’s compliance with the specific RIWI Act legislation under which it operates. All amendments are automatically archived in a centralised public record.

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