



Quality Policy Statement

In accordance with the *Natural Resources Access Regulator Act 2017*, the Natural Resources Access Regulator (NRAR) is committed to achieving effective, efficient, transparent, and accountable compliance and enforcement measures for the natural resources management legislation and maintain public confidence in the enforcement of that legislation.

NRAR is dedicated to upholding the highest of standards in quality water regulation in NSW and ensuring that we operate as a best practice regulator to deliver outcomes in accordance with our strategic direction.

We will strive to:

Build trust with the people of NSW: We will build public trust and confidence by educating, enabling and encouraging people to actively comply with natural resources laws, and enforcing the law to provide a deterrent, and to ensure fairness for the compliant.

Understand community expectations: We will engage with the community, in accordance with our stakeholder engagement strategy, on key issues to inform, promote awareness and access the views and knowledge of stakeholders and the community.

Meet expectations through risk-based regulation: We will endeavour to meet community expectations by applying our Regulatory Policy and Prosecution Guidelines. These guidelines define our core purpose, outline our approach to compliance and enforcement, and provide a risk-based regulatory framework that enables us to effectively enforce the water legislation in NSW.

We will ensure best practice by:

Maintaining a quality management system (QMS): We will maintain a QMS in accordance with ISO 9001:2015. NRAR is committed to ensuring the highest standards in water regulation through the implementation, maintenance and continual improvement of an effective QMS.

Providing staff with necessary skills, systems, processes, and equipment: We will ensure NRAR staff have the necessary skills, systems, processes, and equipment to undertake regulatory activities efficiently and effectively.

Fiercely defending NRAR's independence: We will vigorously safeguard our independence to ensure that compliance and enforcement decisions are made in the public interest, with effectiveness, efficiency, transparency, and accountability, in accordance with our legislated principal objectives.

Continually improving regulatory activities: NRAR is committed to continually improving our regulatory activities and ensuring we remain a best practice regulator. We will assess our regulatory maturity against the Modern Regulator Improvement Tool (MRIT) and use this information to identify areas for improvement.

As a leading regulator, NRAR is dedicated to upholding the highest water regulation standards in NSW, through regular reviews of policies, processes, and systems, considering staff input, community feedback, and legal precedents to ensure effectiveness and efficiency. We will continually evaluate our performance against our quality objectives, refining our approach to meet the expectations of the people of NSW.

Grant Barnes
Chief Regulatory Officer