



NRAR Quality Policy Statement

June 2021 Natural Resources Access Regulator



The Natural Resources Access Regulator (NRAR) ensures efficient, effective, transparent and accountable compliance and enforcement with the natural resources management legislation in NSW. NRAR administers the natural resources management legislation to protect lawful water users and the environment from harmful water activity.

At NRAR we strive to:

- build trust with the people of NSW, maintain public confidence in the enforcement of legislation and foster mutual respect between NRAR and the regulated community
- understand the expectations of the community through engagement on key issues
- meet expectations by applying the NRAR Regulatory Framework, which defines NRAR's core purpose, regulatory outcomes and risk-based regulatory approach.

The principles and approaches that establish NRAR as a best-practice regulator are set out in the NRAR Regulatory Policy and the NRAR Regulatory Framework.

Legislation provides the framework for setting and measuring the achievement of NRAR's quality objectives.

To ensure best practice, we will:

- establish and implement effective, efficient, transparent and accountable regulatory policies, processes and procedures that reflect the principles and requirements of the NRAR Regulatory Policy
- document the regulatory policies, processes and procedures in an approved, accurate, accessible and comprehensive document library to ensure that NRAR staff can apply them with confidence
- make sure that NRAR staff have the skills, systems, processes and equipment to implement the regulatory activities efficiently and effectively
- apply sound service principles to licensing and approval tasks
- encourage and develop an NRAR staff culture that supports a professional regulatory approach
- continually improve regulatory activities and the way in which they are delivered and maintained
- develop and maintain a quality management system in accordance with ISO 9001:2015
- fiercely defend its independence to ensure effective, efficient, transparent and accountable compliance and enforcement decisions are made in the public interest.

NRAR will periodically review its regulatory approach, policies, processes, systems and activities, taking into account staff input, feedback from the community and legal precedents. We will assess whether we are achieving our desired outcomes and quality objectives, determine if our approach continues to reflect regulatory best practice, and improve our approach if and when necessary to meet the high expectations of the people of NSW.



Grant Barnes, Chief Regulatory Officer