

NRAR's proactive outreach program

Fact sheet

The Natural Resources Access Regulator (NRAR) is an independent regulator established under the *NSW Natural Resources Access Regulator Act 2017*.

We ensure the lawful use of water so communities and the environment get their fair share.

NRAR is equally committed to making it easy to follow the water management rules as we are to enforcing them when they are broken.

NRAR continues to increase our boots on the ground presence in regional NSW to improve our ability to promote compliance and engage with the water community.

Purpose of the outreach program

We have established teams in Dubbo, Tamworth, Deniliquin and Albury who regularly visit properties across regional NSW, meeting water users face-to-face.

This program complements our other monitoring and audit campaigns and enables us to hear directly from licence holders, provide information to help them understand their obligations, and better understand reasons for non-compliance.

Understanding water compliance behaviour

The information we gather through our physical boots on the ground presence across regional NSW helps us to:

- better understand how and why regional water users comply with water laws
- develop education campaigns to help the community understand the water rules
- assess the effectiveness of our existing operations, education and information programs about water law compliance
- inspect water-related activities to ensure compliance with legal requirements
- identify where action may be necessary to avoid or mitigate harm to our water resources and the community.

What to expect when NRAR outreach officers visit your property

A visit from our outreach officers is a friendly check-in to make sure you understand how the rules apply to you and help answer any questions you might have. When possible, officers will contact you beforehand to arrange a property visit.

During these inspections, our officers will confirm that:

- you have a valid licence or approval

- you are taking water in accordance with local and individual restrictions
- all works, pumps and bores are being used in line with their approved purpose
- water take is being appropriately monitored with metering equipment or a logbook, in line with your licence and/or work approval conditions or the NSW non-urban water metering requirements.

If you are present for the inspection, our officers will discuss with you what activities will be undertaken and ask you to identify potential hazards on the property.

If no landholder is present, our officers will conduct a risk assessment and proceed only if it is safe to do so.

Outcomes for landholders

If our officers uncover non-compliance during a property inspection, we will follow up with our investigation process to determine the most appropriate course of action to address the activity.

NRAR uses a risk-based approach to any breaches of water laws, based on the severity of the breach and the landholder's culpability, cooperation and approach to the breach.

More information about our compliance approach is available in our responding to alleged breaches fact sheet, and on the NRAR website at nrar.nsw.gov.au/regulatory-responses



More information

To contact NRAR, you can write to us at nrar.enquiries@nrar.nsw.gov.au

To report a suspected breach of the water laws, visit nrar.nsw.gov.au/report-suspicious-water-activities

Copies of the Acts and associated Regulations are available at legislation.nsw.gov.au

Find more information about how to comply with the water laws on the NRAR website at nrar.nsw.gov.au or scan the QR code below for more information about our outreach program.

