

Community pulse survey 2024

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Lake Canobolas Weir, Orange. Photo: NRAR

Background

Understanding community perspectives on water regulation helps NRAR to make better decisions, identify issues early and build trust with the people we regulate.

Following a comprehensive year of data collection in 2023, we conducted a smaller water sector pulse survey in 2024.

The pulse survey was completed by 596 licence holders compared to a mix of 1,615 stakeholders in the 2023 community benchmarking survey.

Objectives of the research

When the community knows that there is an active and strong regulator on the beat, they have greater confidence in the regulatory system. This also means they're more likely to comply with the rules.

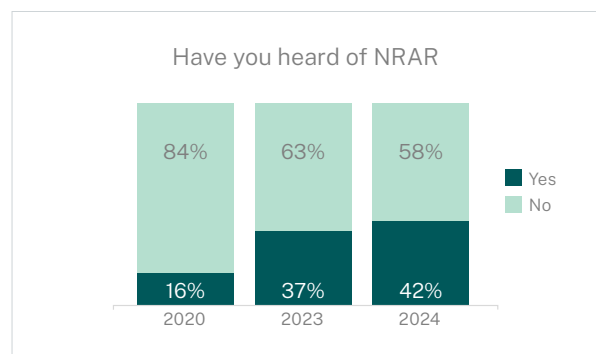
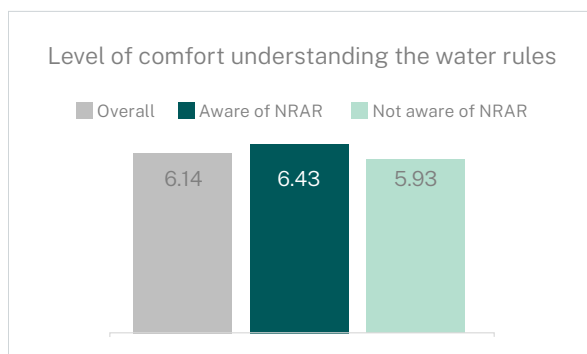
In this survey, we set out to measure these two important areas – trust and confidence – to better understand the regulator's reputation across NSW.

Key findings

Awareness of NRAR continues to rise

Awareness of NRAR increased by 5% compared to 2023. Around half of all licence holders that were currently using water were aware of NRAR.

Licence holders who were aware of NRAR also felt more comfortable with their understanding of the water rules.



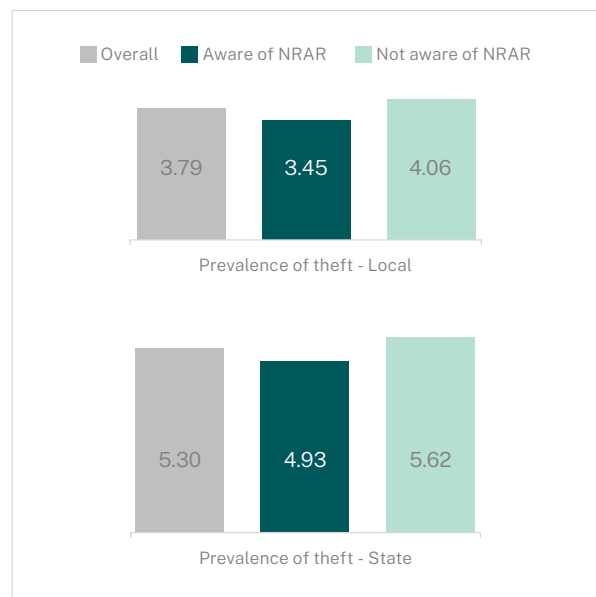
Perception of unlawful water take in NSW is low

In 2024, new questions about the prevalence of water theft were introduced to measure the outcomes achieved by NRAR.

Licence holders who were aware of the regulator and its role had perceptions of lower levels of theft at both the local and state levels.

The survey also highlighted the trend for people to see enforcement of the water rules as more important when times are drier.

Almost 70% of those surveyed believe the regulator should be better resourced to prevent water theft.

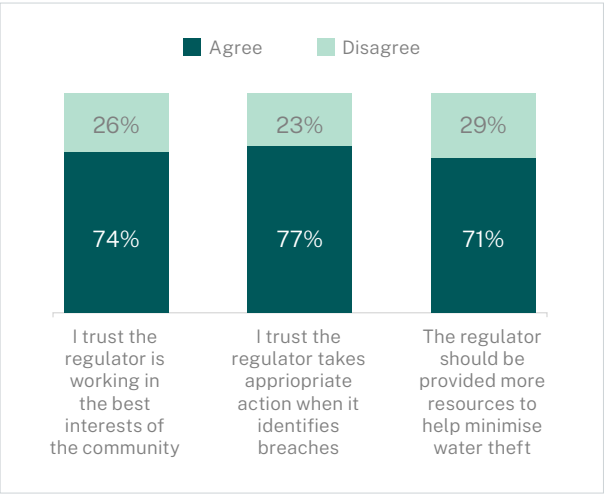


Regulator performance

Overall satisfaction with NRAR's performance increased over the past twelve months with 90% of those surveyed agreeing that enforcing NSW water laws is important.








Licence holders who were aware of the regulator were more likely to find it effective at detecting illegal water activity.

More than 70% of licence holders trust NRAR's ability to work in the community's best interests and take appropriate action when breaches are identified.



Methodology

A total of 596 licence holders were surveyed via telephone and online and divided into three groups: regulated, unregulated and groundwater.

| |  |  |  |  |
|---|--|--|---|--|
| | Regulated | Unregulated | Groundwater | Overall |
| Phone  | 139 | 145 | 143 | 427 |
| Online  | 66 | 65 | 38 | 169 |
| Total Surveys  | 205 | 210 | 181 | 596 |



Yellow Banks, Namoi River - Wee Waa. Photo: NRAR

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