

Queensland Water Commission

Strategic Plan 2009-13

Our Role

The Queensland Water Commission (the Commission) was established as a statutory body in June 2006, under the *Water Act 2000*, with the responsibility for achieving safe, secure and sustainable water supplies in the jurisdiction of South East Queensland (SEQ). This jurisdiction and role can be augmented by the Minister under the Act. The Commission's key functions are :

Planning

- To plan for long-term water security for SEQ
- To ensure the implementation of water security programs approved by the Minister.

Regulatory

- To implement water restrictions where required, and facilitate design and implementation of other urban demand management measures.
- To design the System Operating Plan (SOP), used to govern the operation of the SEQ Water Grid.
- To undertake roles assumed under regulatory instruments

Advisory

- Provide advice to the responsible Minister on matters as directed by the Minister, including the design and implementation of new institutional arrangements for regional water management

Educative

- Work collaboratively with all stakeholders to ensure adequate community and business understanding and support for the regional water management programs

Strategic Challenges and Opportunities

The Commission is working to realise its vision of *Safe, secure and sustainable water for regional prosperity, lifestyles and healthy ecosystems* in a dynamic and rapidly changing environment which is characterised by the following challenges:

- SEQ is one of the fastest growing regions in the nation. Over the decade to 2008, SEQ experienced significant economic and population growth which increased overall demand for water. With the region's population expected to grow from 2.7 million in 2008 to at least 4 million by 2026, the overall demand for water will continue to increase, placing increasing importance on managing demand and ensuring that residents and businesses use water efficiently.
- As SEQ grows, water supply infrastructure and service capability must also grow to meet community, industry and agricultural needs.
- SEQ has exited from the Millennium Drought (Whitaker, R. Australia's Natural Disasters 2005 New Holland: Sydney) which commenced in 1999/2000, but must factor certain climate variability and the prospect of climate change into planning for secure and sustainable water supply for the region.
- Until recently, SEQ's water has been supplied through dams and other low energy intensity infrastructure. SEQ's water supply system will become increasingly energy intensive over time, due to the operation of climate resilient supplies and interconnecting pipelines. Long-term demand management and the efficient operation of the SEQ Water Grid will be essential to saving energy and minimising the greenhouse gas emissions of the system.
- Catchment management is a core element of drinking water quality management. Existing uses need to be managed, and new development planned and assessed, to ensure that risks to water quality are controlled to an acceptable level.
- The need to engage with, and provide support to, a range of organisations undergoing changes designed to improve and grow the efficient and effective operation of the SEQ water industry.
- Continuing to engage with the community of SEQ and providing information and advice on water supply and demand management initiatives to support the achievement of the Commission's stated outcomes.

The SEQ Water Strategy contains a Water Security Guarantee that there will be sufficient water to support a comfortable, sustainable and prosperous lifestyle while meeting the needs of urban, industrial and rural growth and the environment. The Commission's work in meeting the above challenges supports realisation of this vision.

Our Values

The Commission, its management and staff have made a commitment to the following Shared Values as the cornerstone of delivering on its Agency Objectives

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| Wisdom | We seek to draw on the wisdom and knowledge of others so that together we can be more creative |
| Accountability | We are accountable for our work and actions and seek to be recognised by others for our professionalism and integrity |
| Trust | We seek to earn the trust of others by being respectful and honest in what we say and do |
| Engagement | We seek to engage with colleagues, stakeholders and others by being collaborative and consultative |
| Recruit, Retain, Recognise | We seek to recruit, retain and recognise the best people by fostering a rewarding and vibrant work environment |

Supporting Performance Excellence

The Commission strives to excel in the way it undertakes and manages its business. It will be ethical and efficient in delivery of its services and will fulfil its statutory responsibilities economically and effectively. The achievement of agency objectives is supported by, corporate and communications support services provided by the Department of Environment and Resource Management and the Shared Services Agency under Service Level Agreements. The Commission will be using the following strategies to manage its corporate performance and capability:

- Enhance governance and performance management frameworks, and implement them supported by improved policies, procedures and systems.
- Ensure strategic and operational decisions are based on accurate, contemporary and comprehensive information.
- Leverage its demonstrated capacity, capability, flexibility to respond rapidly and to innovatively address urban water management issues as they emerge.
- Collect, collate analyse and model water supply and demand data to educate, inform and support the water industry and Commission activities.

Support from all levels of government, industry and community stakeholders is essential to the success of the Commission's activities. To ensure that these stakeholders understand and support achievement of its objectives, the Commission will:

- Engage and effectively communicate with the community and industry stakeholders through a variety of consultation, targeted communication and feedback opportunities.
- Continue to develop strong linkages between the community, industry, government and the research and development sector, in an environment of rapid population growth and economic change.
- Build on its internationally recognised record of success in undertaking cost-effective information, education and communications campaigns that elicit community support for water conservation and sustainable water resource management.

Realising agency objectives that support the achievement of Government ambitions for Queensland

Towards Q2: Tomorrow's Queensland – Queensland's Vision for 2020

A Queensland that is **Strong** – creating a diverse economy powered by bright ideas, **Green** – protecting our lifestyle and environment, **Smart** – delivering world class education and training, **Healthy** – making Queenslanders Australia's healthiest people, and **Fair** – supporting safe and caring communities

Our Role in Towards Q2

As part of the Government's Environment and Sustainable Resource Management agency cluster, the Queensland Water Commission supports and participates in the State Government's plan for the future – Toward Q2: Tomorrow's Queensland. In particular the Commission contributes to the following targets:

Strong: Queensland is Australia's strongest economy, with infrastructure that anticipates growth.

Strong: Increase by 50 percent the proportion of Queensland businesses undertaking research and development or innovation

Green: Cut by one-third Queensland's carbon footprint with reduced car and electricity use.

The Commission is also committed to working with the Department of Environment and Resource Management and other agencies in the cluster to realise the vision of the Government's *Water Sector Action Plan*: To continue to grow the globally successful Queensland water sector as a recognised domestic and international provider of innovative, best practice technologies and services and a major contributor to a sustainable future for all Queenslanders

Queensland Water Commission

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| QWC Vision | Safe, secure and sustainable water for regional prosperity, lifestyles and healthy ecosystems. | | |
| QWC Mission | Efficient and sustainable water for South East Queensland, delivered through objective planning and advice, contemporary institutional arrangements and good regulation. | | |
| Agency Objectives | Strategies | Performance indicators | Agency Services |
| <p>Achieve sufficient quality and quantity of water for SEQ</p> <p><i>SEQ communities and industries have sufficient water, now and into the future, while maintaining healthy lifestyles and ecosystems.</i></p> | <p>To achieve long – term regional water security over the next 50 years the QWC will, through an evidence based approach:</p> <ul style="list-style-type: none"> – Undertake research, planning, design and analysis to develop and preserve appropriate and viable options to expand the infrastructure and operation of the SEQ Water Grid – Undertake total water cycle planning across SEQ – Coordinate and integrate regional planning for water across SEQ to ensure a secure and sustainable water supply – Advise the Minister on projects to enhance the Water Grid – Meet the Commission's legislative requirements under Section 360J of the <i>Water Act 2000</i> by coordinating regulated projects delivering regional water security options – Develop and promote the planning and Ensure planning and initiation of major infrastructure augmentation projects is undertaken in the most efficient, cost-effective and timely fashion to meet supply gaps | <p>Extent to which water supply infrastructure projects to anticipate growth in the SEQ region have been implemented.</p> | <p>Water Supply</p> <p><i>Water in the region is to be managed on a sustainable and integrated basis to provide secure and reliable supplies of water of acceptable quality to meet users needs</i></p> |
| <p>Achieve water market efficiency</p> <p><i>Communities and industries in SEQ receive reliable water products at a price that is economically efficient and sustains efficient water businesses.</i></p> | <p>To ensure the efficient operation of the SEQ Water Grid under sound economic principles that support long-term sustainability the QWC will:</p> <ul style="list-style-type: none"> – Design and implement regulatory, institutional and water management arrangements to enhance efficiency, quality and security of supply – Support implementation with robust compliance arrangements – Finalise and implement a Compliance Framework which outlines systems and processes to ensure the Commission meets its regulatory responsibilities under the <i>Water Act 2000</i>, the <i>Water Regulation 2002</i> and the <i>Water Supply (Safety and Reliability) Act 2008</i> – Provide support to other regulatory bodies with responsibilities for aspects of the market – Undertake an annual review of the operation and effectiveness of the Market Rules – Provide advice to the Government on water market issues as required | <p>Effectiveness of institutional arrangements in achieving the efficient operation of the SEQ Water Grid.</p> | <p>Water Markets</p> <p><i>Regulatory, institutional and water management arrangements must be based on sound economic principles and robust regulation and compliance frameworks that support long-term sustainability of the resource</i></p> |
| <p>Achieve water use efficiency</p> <p><i>Communities, industries, local governments and planners apply water demand management, efficiency and substitution practices that contribute to a sustainable and secure water supply.</i></p> | <p>To achieve the objectives of water use efficiency the QWC will:</p> <ul style="list-style-type: none"> – Integrate institutional and financial considerations with demand and supply models – Implement water efficiency and demand management initiatives and undertake associated research and data collection – Develop new demand management initiatives, programs and services that assist the community in reducing water use – Undertake water use analysis and profile modelling based on accurate and up-to-date information | <p>Regional water use is within planned consumption levels</p> | <p>Water Use</p> <p><i>Long-term demand management and increased adoption of water use efficiencies will help achieve regional objectives for a sustainable and secure water supply</i></p> |