



# REFOCUS



## REFOCUS 2014 Executive summary

REFOCUS is a Department of Water program of initiatives to deliver faster and effective services and to provide relevant and useful information to assist licensees through regulatory processes and reports on the outcomes.

The establishment of the Department of Water's REFOCUS program has seen a 25 per cent increase in water licensing applications processed over 2013–14 compared with 2012–13. This is as a result of adopting a risk-based framework enabling low risk licence applications to be fast tracked while still protecting the water resource and better reporting capacity under the Department of Water's Water Online project.

## REFOCUS outlook

The department will increase compliance and enforcement activities by undertaking proactive on-ground compliance monitoring in high risk areas across the state.

An improved online licence assessment module, customer portal for submitting applications and a revised licensing database is being developed to further improve the department's online service capacity. The new tools will form part of the new Water Online project which is due for completion in 2016.