



# WaterNSW Corporate Strategic Plan 2021-25

Partnering with our Customers, Communities and Stakeholders





WaterNSW acknowledges the Traditional Custodians of the land and water on which we work and recognises the continuing cultural and spiritual connections that Aboriginal and Torres Strait Islander People have to Country. We pay our respects to Elders past, present and emerging.



# 01

## A brief word from our CEO



We have set a new vision and purpose for WaterNSW. We are dedicating ourselves to being a high performing, transparent and responsible business that is focused on delivering what matters most to our customers, communities and partners.  
- Andrew George, CEO

Our new Corporate Strategic Plan reflects the things that matter most to our customers and local communities we are here to serve. Built on the back of feedback and taking into account changing government, stakeholder and societal expectations around the management of water, dams and associated infrastructure, we have committed to a new future for the organisation. As a key part of the NSW water sector, we are committing to ongoing improvement in the delivery of our core business and services to customers. We will be focusing on meeting the expectations of our many and varied stakeholders and committing to being an even more collaborative and trusted partner in local communities. Managing water, dams and associated infrastructure in the context of climate change and extreme weather events is always challenging, however, with this plan, along with its priorities for the future, combined with a highly skilled and committed workforce, will enable a better future for our customers and local communities.

## 02 Building on a solid foundation

It's important to remember WaterNSW was only formed in 2015. This is a young organisation performing a critical service for the people of NSW.

It's also important to acknowledge that, in those first 6 years, WaterNSW have navigated some once in a generation events, including drought, fires, flood events and COVID-19.

Through it all, WaterNSW has established a solid foundation by providing critical water

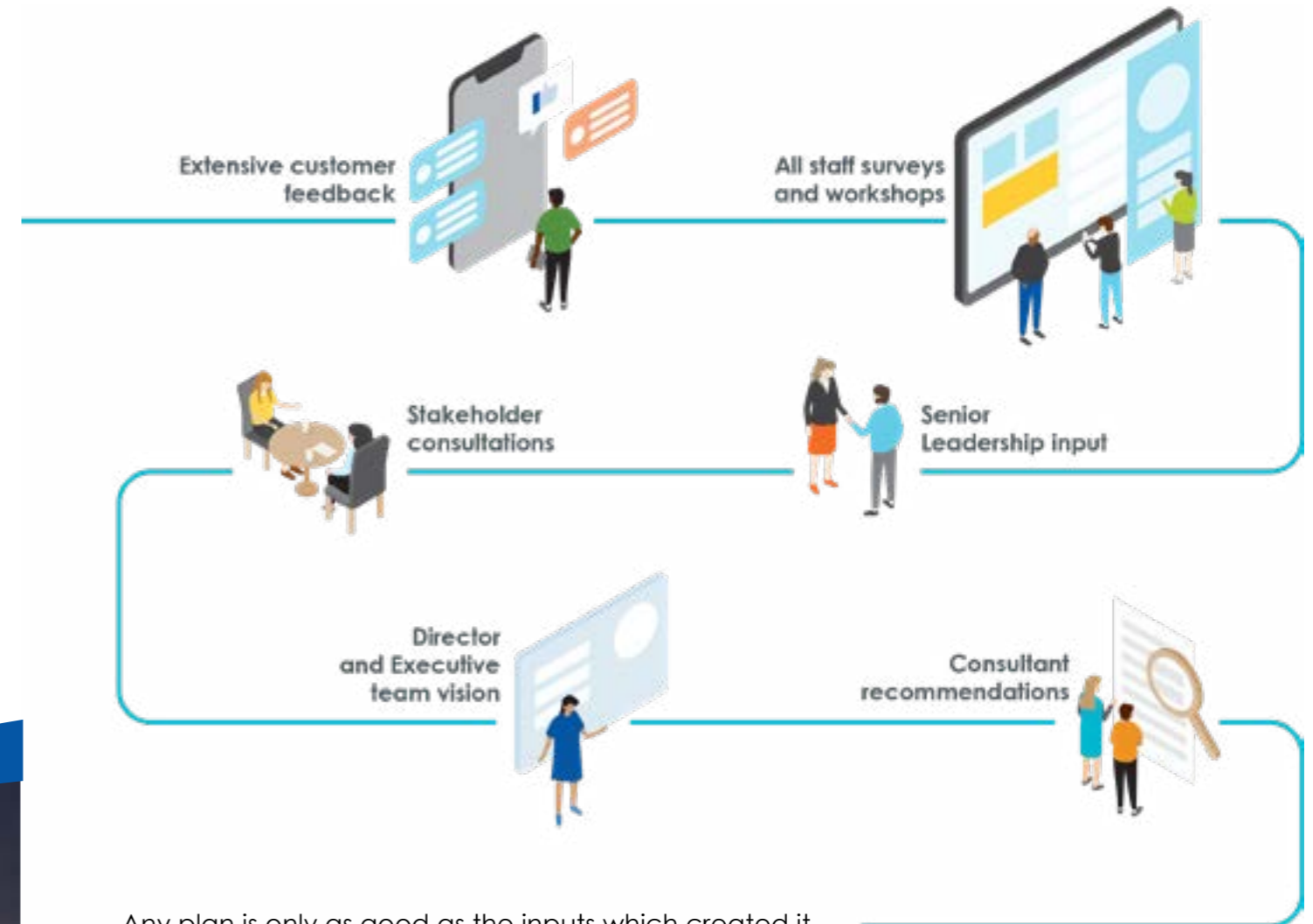
services with an excellent history of safety.

It's now time to build on this foundation. To look to the future. To set ourselves up for success in the decades to come.

In the pages that follow you'll read how WaterNSW will approach every element of how we do business. To deliver maximum value for the people and communities of NSW.



## 03 A deep knowledge pool from many sources



Any plan is only as good as the inputs which created it. Which is why WaterNSW would like to thank everyone involved who has made an immense contribution to shaping our strategy and charting our future direction:

- **Staff** – who shared their deep experience in water management and delivery, and provided their thoughts and insights into the the organisation we should aspire to be
- **Management** – who provided insight on local issues and global trends
- **Stakeholders** – who told us how we can build trust and engagement
- **Community leaders** – who shared with us their region's issues and priorities
- **Customers** – because without them, we simply don't have a business

# 04

## The future distilled onto a page



**Our Purpose**  
Water, delivered when and where it matters.



**Our Vision**  
To support the resilience of NSW communities through our leadership in delivering water services, for generations to come.

# 05

## Turning our Purpose and Vision into action

These five specific priority areas will be our focus going forward. Each reflect what is important to our stakeholders, communities and customers.





## Building a sustainable future

WaterNSW will play our part in creating a more resilient water system. One which enables thriving communities and healthy ecosystems, whilst reducing our environmental footprint – so we don't cost the earth.

### How does that happen?

We will:

- Adopt a comprehensive Environmental, Social and Governance strategy that addresses all aspects of the WaterNSW business and aligns to the 17 United Nations Sustainable Development Goals
- Support the creation and management of healthy ecosystems
- Collaborate with our stakeholders to improve water quantity and quality outcomes for communities and our customers
- Develop climate resilient water plans
- Reduce waste and increasing reuse
- Ensure business, asset management and investment plans all consider climate change and resilience

### What will you see?

You will see transparent decisions that reduce our environmental footprint, and improve the resilience and quality of water sources. You'll see us strengthen our social licence to operate and create healthy ecosystems for our communities to enjoy for generations to come.



## Developing our people and capabilities

WaterNSW will develop and employ a diverse, high performing workforce. One that is responsive to the needs of our customers and the communities we serve.

### How does that happen?

WaterNSW will ensure we foster the right culture. The right people with the right capabilities at the right time. Specifically we will:

- Focus on creating a diverse, high performing workforce that will support the social obligations of our ESG strategy
- Enhance existing and build new capabilities to prepare us for the future
- Build a collaborate culture that delivers continuous improvement across all areas of our business
- Put customers and communities at the heart of our decision making
- Embed new ways of working to create a great place to work

### What will you see?

You will see a broader mix of employees from different cultures – bringing their whole selves to work. Plus, you'll see an innovative and energetic organisation which focuses on delivering value for our customers and communities.



## Respected by the customers and communities we serve

WaterNSW aim to be even more trusted to support the social, cultural and economic prosperity of our customers and communities. We will deliver this through transparent decision making and having a greater community presence.

### How does that happen?

WaterNSW will consult with community leaders and all other stakeholders through:

- Proactive, two-way customer and community engagement
- Community education on water literacy
- The delivery of our Reconciliation Action Plan
- Better customer service delivery and responsiveness
- Understanding and maximising the value of water for our customers
- Being easy to communicate and do business with
- Fair and transparent prices

### What will you see?

You will see a customer and community centric business that is transparent, responsive and easy to deal with. You'll see we have committed to supporting the prosperity of our customers and communities.



## Working together in partnership

WaterNSW is committed to working together in partnership with our stakeholders to manage sustainable, secure and healthy water resources.

### How does that happen?

WaterNSW will work with the NSW Government and other water sector agencies to achieve and sustain regional prosperity, improve water resilience and water quality.

We will evolve our strategic partnerships with suppliers to deliver greater value to customers, communities and government, and enter strategic partnerships with other entities to drive forward our strategic priorities.

### What will you see?

A transparent and collaborative organisation that works in partnership with all water sector stakeholders, including our customers, our communities, local water utilities, and government, with a focus on achieving the best possible outcomes for the people of NSW.



## Delivering operational excellence

WaterNSW has deep expertise in technical and operational elements of water delivery. We will continually extend this expertise to deliver safe, reliable and affordable water management and delivery.

### How does that happen?

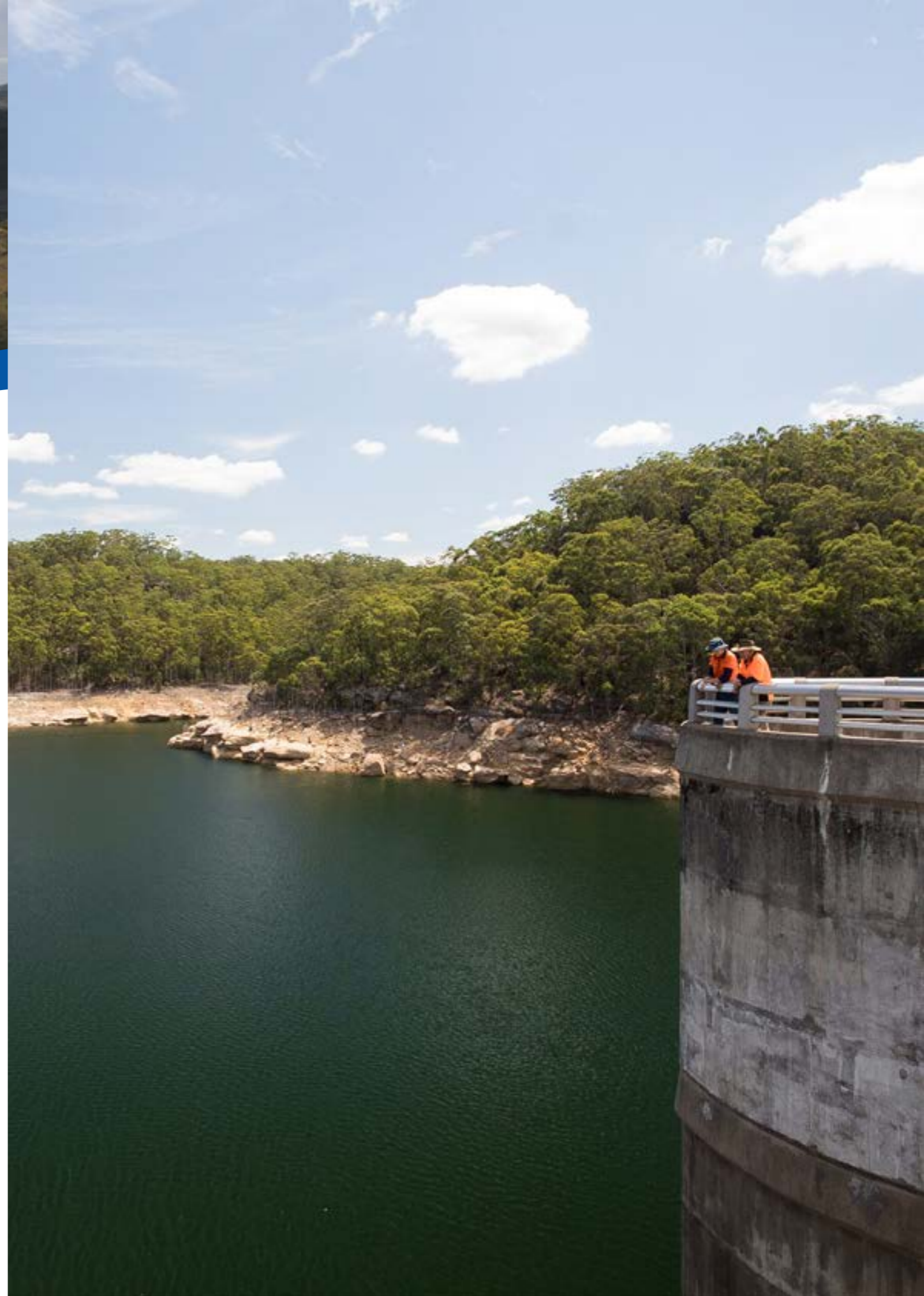
WaterNSW will focus on improving our core operations. That way we can be a simpler, more efficient and responsive business. Plus we can better service the needs of our customers and stakeholders.

Specifically, this will include improvements in:

- Safety – for our workers, communities and suppliers
- Costs – ensuring we are leaner and more efficient
- Innovation – to provide thought leadership and better practice
- Holistic whole of system asset management – to benefit our customers and communities
- Digital solutions – to streamline, automate and digitise much of our operation, helping us to uplift our capabilities, enable efficiencies and to respond faster to the needs of our customers and stakeholders.

### What will you see?

You will see an organisation that strives for excellence in everything that we do in order to deliver the best outcomes for our customers, communities, workers, and stakeholders, and ensuring safety remains our top priority.



## **Water, delivered when and where it matters.**

No matter whether you are a customer, community leader or corporate organisation, you are a partner with WaterNSW on this journey.

[waternsw.com.au](http://waternsw.com.au)

