



Changes to reporting requirements — Participation in the National Performance Report

FACT SHEET

From 2024/25, water and sewerage service providers with fewer than 10,000 connected properties will be included in the Bureau of Meteorology’s National Performance Report (NPR). This means you will need to report on some additional indicators as part of your annual KPI reporting.

Most of these will draw on information that is already available to you, but some will require you to collect new information.

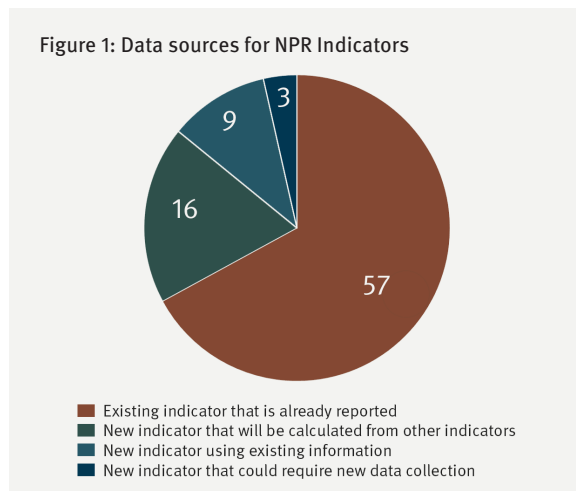
The three new indicators include information on property service connections, the volume water supplied for own use and the volume of waste water collected.

You will continue to report all your information to the Queensland Water Supply Regulator (regulator) through the Statewide Water Information Management (SWIM) System in October each year.

You may need to start collecting new data from July this year so you have it available for your October 2025 report.

Making it easy to comply

To support your organisation, Queensland Water Directorate (*qldwater*) will be holding workshops and training over the coming months as well as providing guidance on how to collect the new information and derive indicators from existing data sets.



Canungra Water Treatment Plant.



Capalaba Water Treatment Plant, next to Leslie Harrison Dam.

The Department of Regional Development, Manufacturing and Water (the department) is the NPR data coordinator for Queensland.

It has worked closely with a small group of service providers and *qldwater* to make sure the NPR indicators are meaningful, can be easily collected and that the number of indicators reported on are reflective of organisation size and capacity.

There will be some minor changes to the KPI framework to ensure, where possible, it is aligned with the NPR framework. You will receive a new report requirement notice and definition guide with these changes from the regulator by April 2024.

The National Performance Report

The changes are to allow smaller providers to be included in the [NPR](#) from 2024/25.

This [change](#) has been agreed by all states and territories, including Queensland, to allow the NPR to provide a comprehensive performance dataset for water and sewerage service provision nation-wide. Larger providers have participated in NPR since 2014.

The Bureau has published a [guidance note](#) about the new indicators.

The Bureau publishes its annual NPR to improve transparency and raise public confidence on how these services are delivered across Australia. These data sets are vital to support decision making processes of service providers and Government alike.

Further information

The Queensland Water Directorate will be in touch shortly to tell you more about these reporting requirements.

In the meantime, you can contact the department on:



Water.Reporting@rdmw.qld.gov.au