



Australian Government



Inspector-
General of
Water
Compliance

Murray–Darling Basin community perceptions research 2024–25

Findings relating to the Inspector-General of
Water Compliance

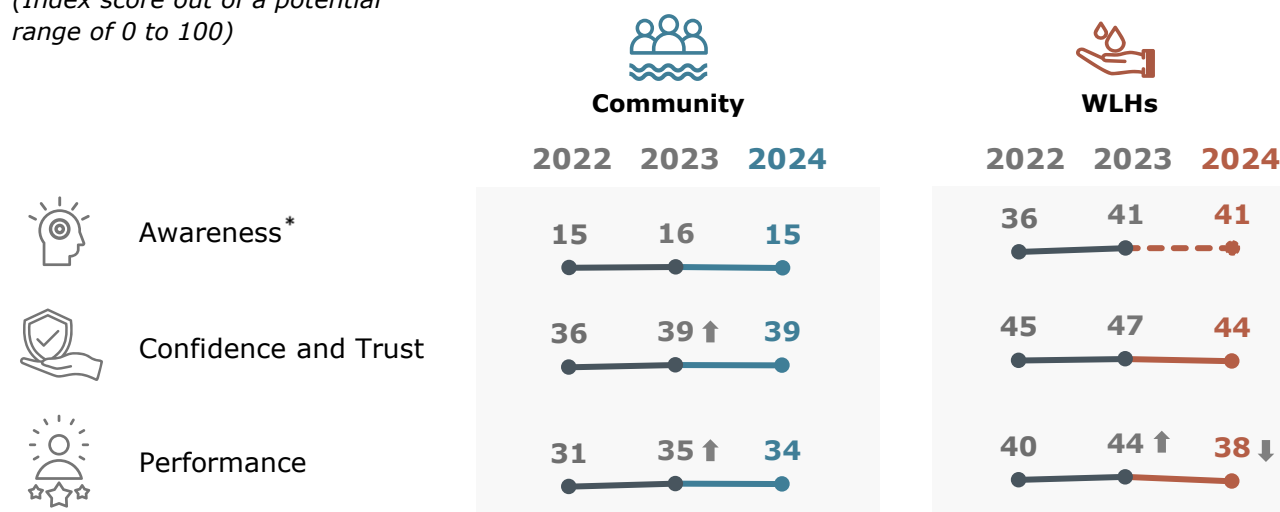


Community sentiment key performance indicators

Whilst the key performance indicators remained stable for community members following an increase in 2023, **a small decline was observed among water licence holders** relating to perceptions of integrity, and the extent to which the IGWC was evidence-based and making a positive difference. The qualitative research found that a lack of information about outcomes meant many were unaware of the impact of the role, or what had been achieved.

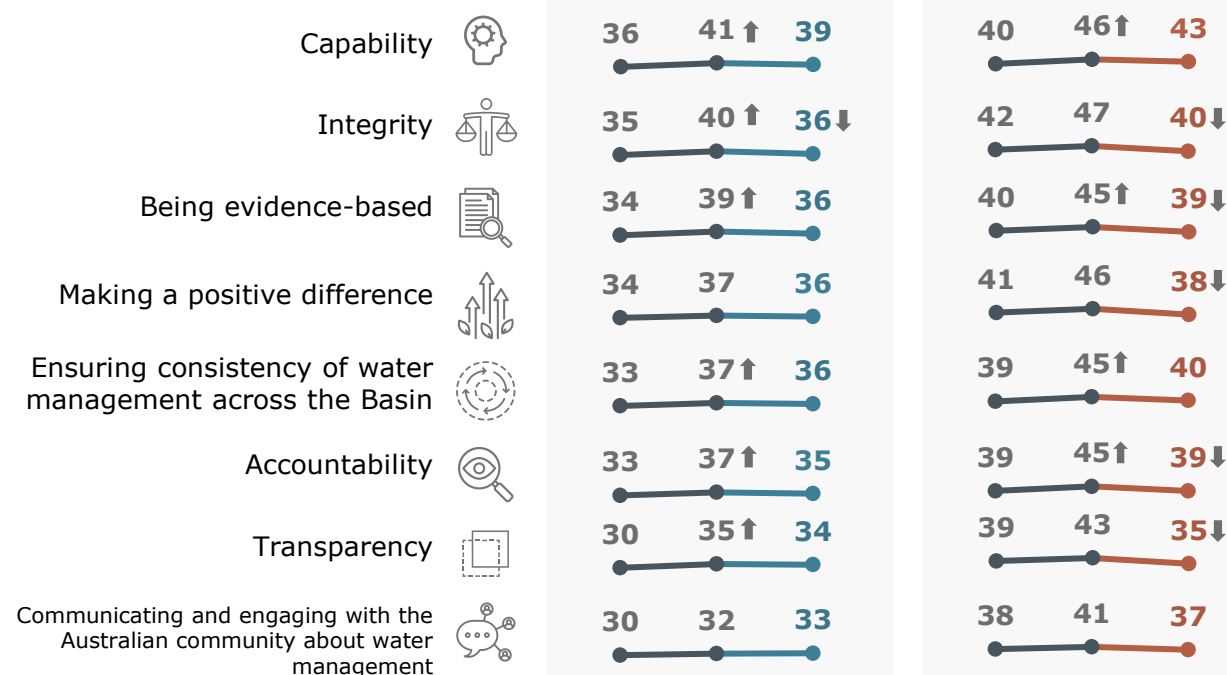
Inspector-General's community sentiment KPIs

(Index score out of a potential range of 0 to 100)



IGWC performance ratings

(index score out of a potential range of 0 to 100)



Base: Community (2024: n=865, 2023: n=800, 2022: n=817), WLH (2024: n=203, 2023: n=214, 2022: n=200).

Notes: Arrows indicate results are significantly higher or lower than the previous year (at a 90% Confidence level).

Indices are calculated based on results from relevant questions, with survey responses given values ranging from 0 to 100.

*Estimated value used for WLHs' 2024 Awareness KPI result — more information in the Research overview and methodology.

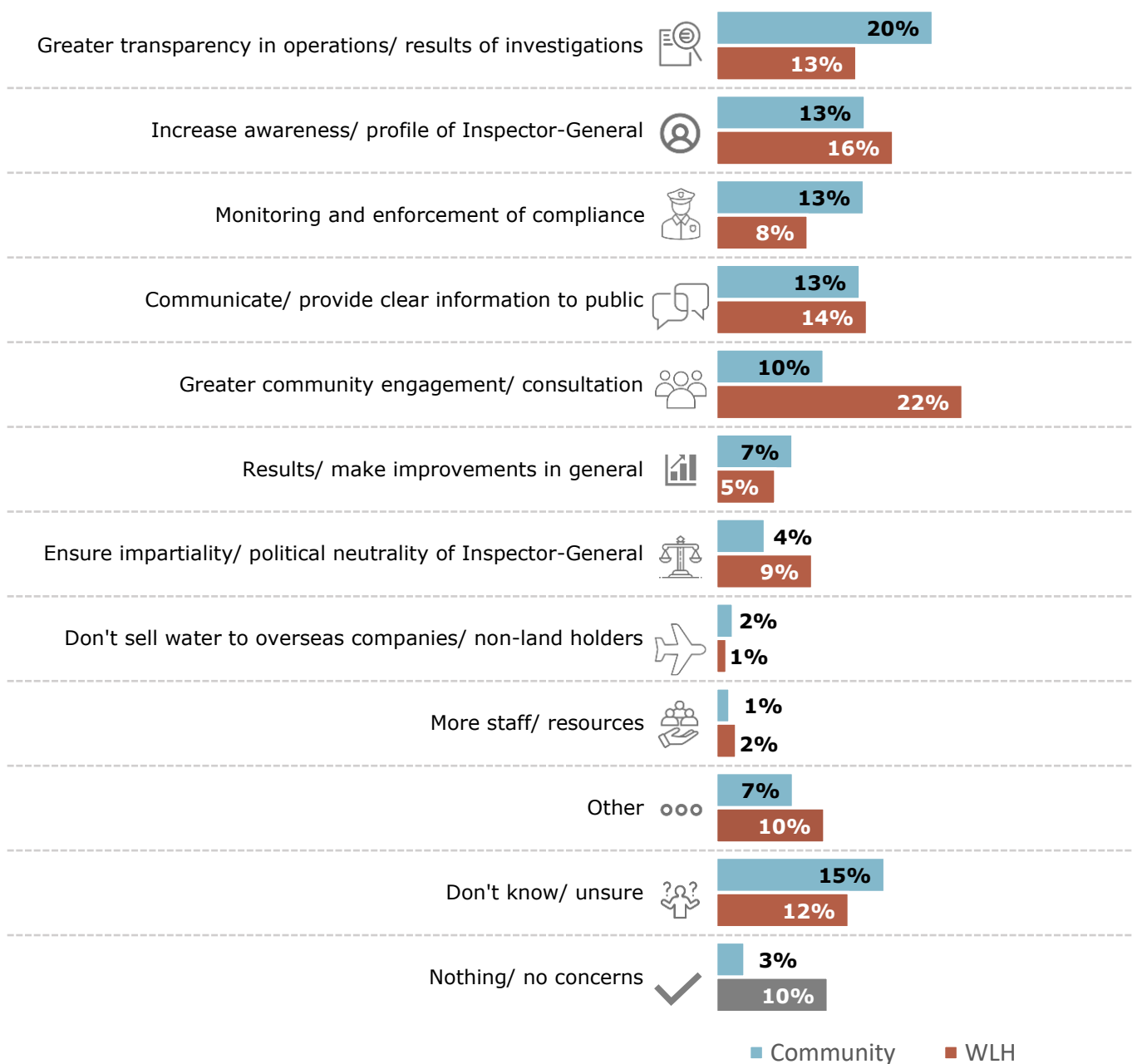
Expectations of the IGWC



89% of community respondents reported neutral, negative, or uncertain views of the Inspector-General's performance, with many in the qualitative research unaware of the role or actions taken to enhance compliance and enforcement. When prompted about what could be done to enhance perceptions of performance, **greater transparency in operations and increasing the profile of the Inspector-General** were most reported for community members, with community engagement also important for water licence holders.

What the IGWC can do to increase perceptions of performance

(unprompted responses from respondents who provided a rating of less than 8 out of 10)



Q38. What can the Inspector-General of Water Compliance or his Office do to increase (your rating of their performance)? [coded]
 Base: Community (2024: n=391) and water licence holder (2024: n=98) respondents who rated the IGWC's performance as less than 8 out of 10, excluding those who responded 'unsure' at Q37.