



Australian Government



Inspector-
General of
Water
Compliance

Murray–Darling Basin community perceptions research 2023

Findings relating to the Inspector-General of
Water Compliance



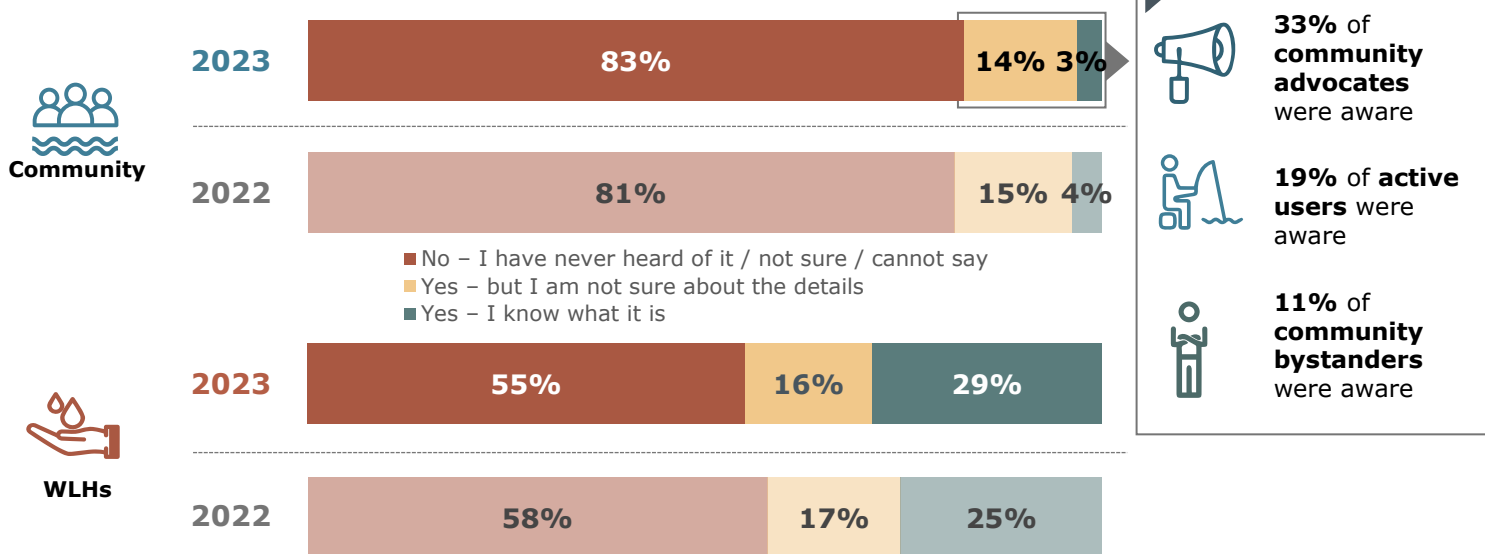
Awareness of the Inspector-General of Water Compliance (IGWC)



Overall, awareness remained relatively consistent with the 2022 results, with marginal but positive shifts. In support of this, a few participants reported knowing about the IGWC in the qualitative research sessions (this was higher among engaged users).

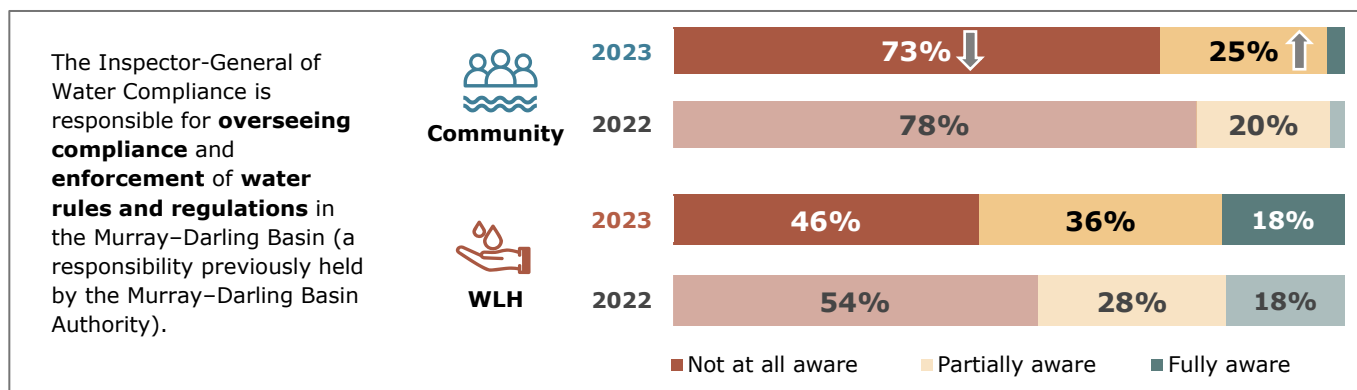
"I know the IGWC are an independent regulator. They're there to make sure everyone does the right thing" – Community member, aged 18-39 years, Murray Bridge

Overall awareness of the IGWC



Q33. Have you heard of the Inspector-General of Water Compliance?
 Base: Community (2023: n=800, 2022: n=817), WLH (2023: n=214, 2022: n=200), community advocates (2023: n=105), active users (2023: n=327), community bystanders (2023: n=368), WLHs in NSW (n=83).

Awareness of details of the IGWC, including that:



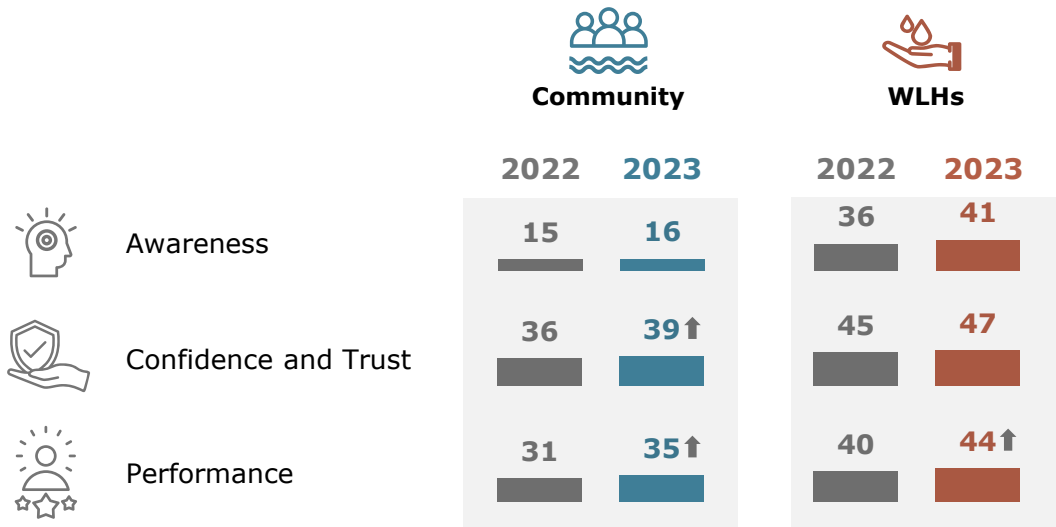
Q34. Before today, how much, if at all, were you aware of the following?
 Base: Community (2023: n=800, 2022: n=817), WLH (2023: n=214, 2022: n=200). Note: Arrows indicate results are significantly higher or lower than the previous year (at a 90% Confidence level).

Perceptions of the IGWC

IGWC's community sentiments are moving in the right direction, with confidence and trust in the IGWC significantly increasing among community members, and the perceived performance of the IGWC increasing significantly among both audiences.

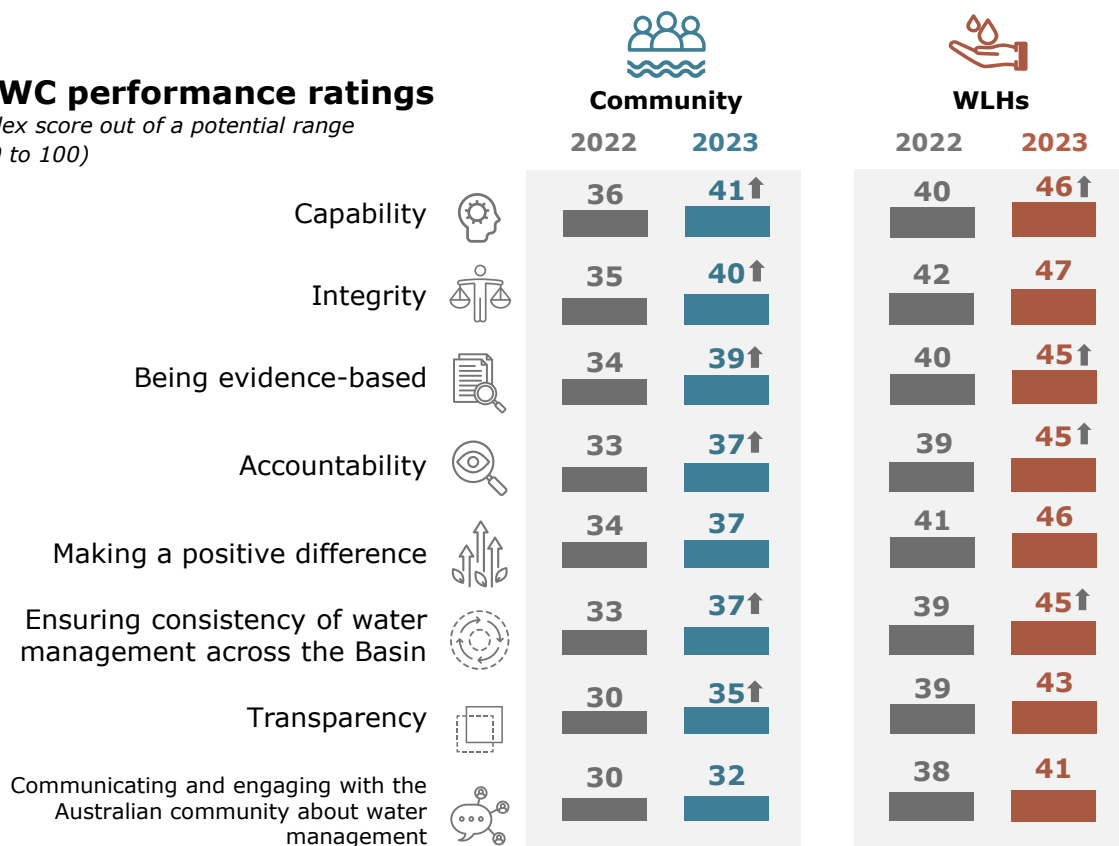
IGWC's community sentiment KPIs

(out of a potential range of 0 to 100)



IGWC performance ratings

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

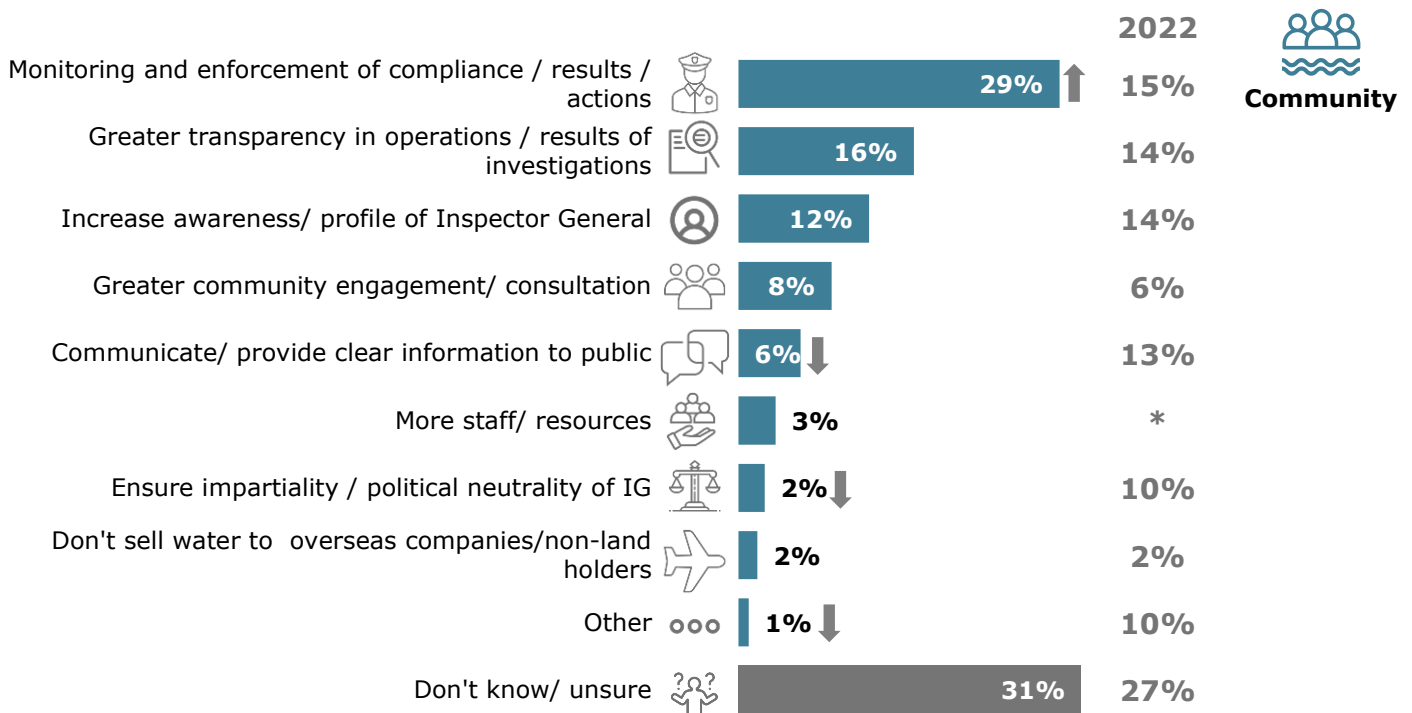


Base: Community (2023: n=800, 2022: n=817), WLH (2023: n=214, 2022: n=200). Notes: Arrows indicate results are significantly higher or lower than the previous year (at a 90% Confidence level). Indices are calculated based on results from relevant questions, with survey responses given values ranging from 0 to 100.

Expectations of the IGWC

Similar to the 2022 findings, most qualitative research participants reported feeling unable to rate the performance of the IGWC (i.e. "sitting on the fence") until they were provided with tangible evidence of the IGWC's performance. In the quantitative research, clear actions and results and greater transparency were seen as central to enhancing community perceptions of the IGWC's performance.

What the IGWC can do to increase community perceptions of performance (unprompted responses from community members 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 respondents who rated the IGWC's performance as less than 8 out of 10, excluding those that said 'nothing', or those who responded 'unsure' at Q37 (2023: n=344, 2022: n=317). *Note: Code added in 2023.