



Agency Information Guide (AIG)

Government Information (Public Access) Act NSW 2009
2026



Acknowledgement of Country

Sydney Water respectfully acknowledges the Traditional Custodians of the land and waters on which we work, live and learn. We pay respect to Elders past and present.

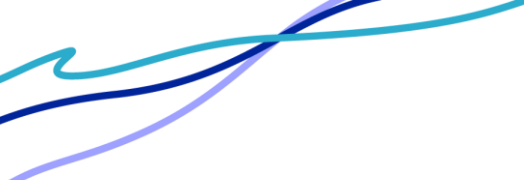
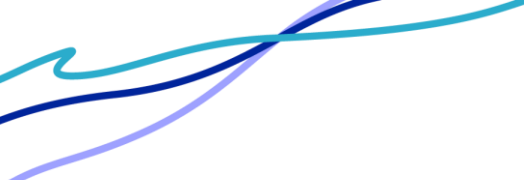


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1 Introduction

Sydney Water is committed to helping members of the public access government information by supporting access promptly and at the lowest reasonable cost.

The [Government Information \(Public Access\) Act 2009](#) (NSW) (**GIPA Act**) encourages the proactive release of government information and provides members of the public a right to access that information. The GIPA Act also sets out the limited circumstances where access to information may be refused or restricted.

Access to the government information held by Sydney Water is supported through this Agency Information Guide (**AIG**). This AIG is designed to help members of the public understand the information Sydney Water holds, how to access it and the different ways the public can participate in and engage with Sydney Water.

Participation and engagement are further supported by Sydney Water's commitment to protecting personal and health information. Our [Privacy Management Plan](#) (**PMP**) outlines how we collect, use and disclose personal and health information under the [Privacy and Personal Information Protection Act 1998](#) (NSW) (**PPIP Act**) and the [Health Records and Information Privacy Act 2002](#) (NSW) (**HRIP Act**).

Links are provided throughout this AIG to facilitate easy access to relevant information.

1.1 Purpose of AIG

Sydney Water has published this AIG in accordance with section 20 of the GIPA Act. This AIG provides information on:

- Sydney Water's structure and functions
- how Sydney Water's decisions and functions may affect the public
- how members of the public can participate in Sydney Water policies and decision making
- the types of information held by Sydney Water
- the information Sydney Water makes, or will make, publicly available
- how information can be accessed
- the information available free of charge
- information that may require a fee or charge.



2 About Sydney Water

Sydney Water provides safe drinking water, wastewater, recycled water and some stormwater services to more than 5.6 million people and over 122,000 businesses across Sydney, the Blue Mountains and the Illawarra.

Sydney Water is a statutory State-Owned Corporation, wholly owned by the NSW Government.

More information about Sydney Water is available on the [About us](#) and [What we do](#) pages on Sydney Water's website.

Sydney Water plans for the future through long-term strategies and planning documents, including the [One strategy to deliver our vision 2025 – 2035](#).

Currently, the Independent Pricing and Regulatory Tribunal (**IPART**) regulates our [Sydney Water Operating Licence 2024-2028](#) which sets out the standards and requirements we must meet.

3 Structure and Functions of Sydney Water

Sydney Water operates under the [Sydney Water Act 1994](#) (NSW) (**Sydney Water Act**) and the [State Owned Corporations Act 1989](#) (NSW) (**SOC Act**).

Under [section 21](#) of the Sydney Water Act, Sydney Water has 3 principal objectives:



Further information about Sydney Water is available on the [Who We Are](#) page on Sydney Water's website.

3.1 How Sydney Water is structured

The NSW Government

The NSW Government oversees Sydney Water through:

- the Portfolio Minister – the Minister for Water
- the Shareholding Ministers – the Treasurer and the Minister for Finance.

The Board

The Board is responsible for setting Sydney Water's strategic direction, approving key policies and overseeing Sydney Water's performance. Under the SOC Act, decisions about the operation of Sydney Water are made by, or under the authority of the Board.

The Board is supported by a number of Board Committees that assist it in carrying out its responsibilities.

Further information is available on the [Board members](#) page on Sydney Water's website and Sydney Water's [25-26 Corporate Governance Statement](#).

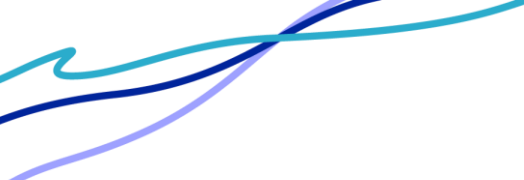
The Executive team

The Managing Director and Executive team are responsible for the day-to-day management of Sydney Water under the authority of the Board and lead the groups responsible for delivering Sydney Water's services.

Further information about the Board and Executive team is available on [Our management structure](#) section of the [Who we are](#) page on Sydney Water's website.

The Groups





3.2 Our functions

Under [sections 5](#) and [12](#) of the Sydney Water Act, Sydney Water is responsible for providing, constructing, operating, managing and maintaining systems and services that deliver essential water services to the community.

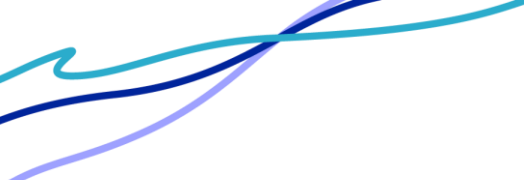
These functions include:

- storing and supplying water
- providing sewerage services
- providing stormwater drainage services
- treating and disposing of wastewater
- supplying safe drinking water
- providing recycled water services
- planning, building, operating, maintaining and renewing water and wastewater infrastructure
- protecting public health
- protecting rivers, waterways and the environment
- responding to water service interruptions and emergencies
- planning for Greater Sydney's future water needs
- supporting sustainable and efficient water use
- complying with legislative and regulatory obligations
- providing information and services to customers.

3.3 How our decisions may affect you

Many of Sydney Water's decisions directly affect customers and the wider community. For example, our decisions may affect:

- your drinking water and wastewater services
- water quality
- water restrictions
- planned maintenance and service interruptions
- infrastructure projects in your local area
- the protection of rivers, waterways and the environment
- customer bills and pricing (subject to IPART review)
- your ability to access information held by Sydney Water
- how your personal information is collected, used and protected
- approvals, licences or permits issued by Sydney Water where applicable.



Where legislation requires, Sydney Water also consults with regulators, government agencies and other stakeholders before making particular decisions.

Digital technologies and Artificial Intelligence (AI)

The Information and Privacy Commission NSW (IPC) published the [Desktop Review of Documented AI or ADM Use within AIGs and PMPs](#) report in November 2025. The report recommends that agencies review and update their AIG to document, where applicable, current uses of AI or automated decision-making.

Sydney Water's RiverWatch predictive model uses machine learning/AI to help predict water quality at monitored swim sites. By analysing water quality sampling data with environmental factors, the model provides water quality predictions.

Sydney Water advises that water quality can change due to weather, tides and other environmental factors. Staff continue to oversee the service.

Further information about Sydney Water's use of AI through the RiverWatch predictive model is available on the following sections on Sydney Water's [Urban Plunge](#) page:

- [Keeping watch](#) (under [What we do](#))
- [RiverWatch Predictive Model](#)
- [Find a swim spot](#).

For enquiries about RiverWatch please email riverwatch@sydneywater.com.au.

4 Public participation

Sydney Water provides a number of ways for customers, communities and stakeholders to have a say in our policies, plans and services. Your feedback helps us understand what matters to our customers, including affordability, service reliability and future water needs.

Sydney Water's [Customer charter](#) page, explains how we listen, act on and respond to your feedback. Also available in [ميثاق العملاء \(Arabic\)](#), [고객 헌장 \(Korean\)](#), [客户章程 \(Simplified Chinese\)](#), [客戶章程 \(Traditional Chinese\)](#) and [Điều lệ Khách hàng \(Vietnamese\)](#).

Further information about how Sydney Water engages with communities and customers is available on the [Community programs](#) and [Customer engagement](#) pages on Sydney Water's website.

4.1 Customer feedback

Customer feedback contributes to Sydney Water's service improvements, future planning and the design and delivery of programs and services. Feedback and consultation may occur through surveys, research and targeted engagement with advocacy groups.

Where projects may affect local communities, Sydney Water consults with those communities throughout project planning and delivery. More information on planned projects is available on the [Projects in your area](#) page on Sydney Water's website.

To provide your feedback and comments please visit the [Email us](#) page on Sydney Water's website.

4.2 Customer and Community Reference Group

Sydney Water is supported by an independent Customer and Community Reference Group (**CCRG**), which provides advice on customer engagement and helps ensure community perspectives are considered during major strategic planning and decision-making activities.

The CCRG reviews customer engagement approaches and provides feedback on how customer insights are incorporated into Sydney Water's planning and regulatory submissions.

Further information, including the [Customer and Community Reference Group Charter](#) and membership, is available on the [Customer and Community Reference Group](#) page on Sydney Water's website.

4.3 Community programs

Sydney Water provides a range of community education and engagement programs that are free of charge, encourage participation and increase understanding of water management, conservation and recycled water.

Community pop-up events – Free community events where customers can learn about water services, ask questions, receive practical water saving advice and managing water use at home. More information about



Sydney Water's upcoming events is available on [Find us at your next local event](#) section of the [Community programs](#) page on Sydney Water's website.

Tours at the Purified Recycled Water Discovery Centre – Sydney Water offers guided tours at our Quakers Hill Purified Recycled Water Discovery Centre. More information about this tour is available on [Visit our Purified Recycled Water Discovery Centre](#) section of the [Purified recycled water](#) page on Sydney Water's website.

Education programs – Sydney Water offers education programs for schools, TAFE classes, community groups and organisations that promote water conservation, sustainability and environmental awareness. For bookings or enquiries, email education@sydneywater.com.au.

4.4 Our Water, Our Voice

Our Water, Our Voice was Sydney Water's largest customer engagement program. The program gave customers the opportunity to provide feedback on issues including service priorities, environmental outcomes, affordability, investment planning and future water services.

Customer feedback has informed Sydney Water's strategic planning, long-term investment planning, pricing proposals, Operating Licence submissions and other significant business decisions.

The program included customer forums, workshops, surveys, interviews, focus groups and online engagement activities to capture the views of customers from diverse communities across Greater Sydney.

Further information about the program and how customer feedback has informed Sydney Water's planning is available on the [Our Water, Our Voice and your insights](#) section of the [Customer engagement](#) page on Sydney Water's website.

4.5 Other ways to participate and contact us

Self – service

Members of the public can also participate by completing a self-service form to:

- [Provide feedback](#)
- [Apply for a pension rebate](#)
- [Report a leak in a public place](#).

5 Government Information held by Sydney Water

Sydney Water holds a wide range of information about its services, operations and responsibilities. Much of this information is available free of charge through the Sydney Water website. Some information and services, such as certain property certificates and development services, may attract a fee.

The table below provides a quick guide to help you find some of the information already available to you.

If you are looking for information relating to:	Visit:
- Property certificates - Section 73 Certificates - Plans, diagrams or development information	Sydney Water Tap in
- Bills - Payments - Rebates - Financial assistance	Accounts and billing
Drinking water quality or water analysis	Daily drinking water quality report
- Policies - Annual Reports - Publications	Policies Reports and publications
Historical archives	Heritage conservation

5.1 Sydney Water Tap in – certificates, plans and diagrams

[Sydney Water Tap in](#) is an online service portal that provides access to a range of applications, approvals and services. Once registered with a valid email address, users can access the following information and services:

- Section 73 Compliance Certificates
- property certificates
- service location prints
- sewer service diagrams
- building approvals
- water and wastewater connection applications
- building over or adjacent to Sydney Water assets
- trade wastewater applications

- 
- property and development information
 - commercial trade wastewater.

Further information is available on the following pages on Sydney Water's website:

- [Certificates, documents and diagrams](#)
- [Diagrams and Prints](#)
- [Engineering Drawings and Diagrams](#)
- [Commercial trade wastewater](#).

5.2 Accounts and billing

Sydney Water provides information to help customers manage their accounts and better understand their water services. Information includes:

- water bills
- payment options
- rebates and concessions
- payment assistance
- water usage
- meter readings and water meters
- service charges and pricing.

Further information is available on the [Accounts and billing](#) page on Sydney Water's website.

5.3 Water quality and the environment

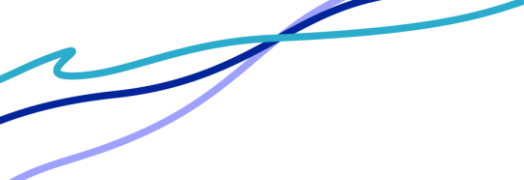
Sydney Water publishes information to help customers understand the quality of their drinking water and how Sydney Water protects public health and the environment. Further information is available on the following pages on Sydney Water's website:

- [Daily drinking water quality report](#)
- [Water analysis](#)
- [Monitoring services](#)
- [Safe drinking water](#).

5.4 Policies, reports and publications

Sydney Water publishes a range of policies, reports and publications to help customers understand our services, decisions and performance. Sydney Water's policies, reports and publications provide information about Sydney Water's performance, long-term planning, regulatory obligations and services. Further information is available on the following pages on Sydney Water's website:

- [Policies](#)

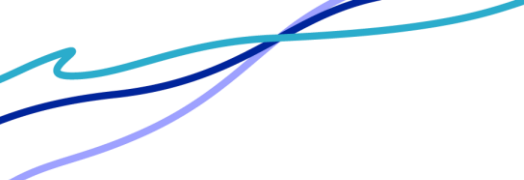
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- [Reports and Publications](#).

5.5 Historical archives

Sydney Water maintains historical records relating to the development of Sydney Water and Greater Sydney's water services. Historical records may include:

- historical Board records
- project and technical reports
- photographs
- maps
- historical publications.

Further information about Sydney Water's historical archives is available on the [Historical archive](#) section on the [Heritage conservation](#) page of the Sydney Water website. Sydney Water's archivist is contactable at archiverequests@sydneywater.com.au.



6 How to access Sydney Water's government information

Sydney Water aims to make government information available unless there is an overriding public interest against disclosure. Most information is available free of charge through the Sydney Water website.

The GIPA Act provides four ways to access government information:

1. Open access information.
2. Proactive release.
3. Informal release.
4. Formal access application.

Further information about these access pathways is available on Sydney Water's [Access to Information](#) page on Sydney Water's website and the [Accessing NSW Government information](#) page published by the IPC.

6.1 Open access information

Open access information is information that Sydney Water is required to make publicly available under the GIPA Act. This information is available free of charge through [Our publications](#) section on Sydney Water's [About us](#) page.

Open access information includes:

- this Agency Information Guide
- the [Disclosure log](#)
- the [Contract register](#)
- [Policies](#)
- [Annual report](#)
- information required to be publicly available under the GIPA Act.

Where applicable, documents tabled in the NSW Parliament by or on behalf of Sydney Water may also be available through the [NSW Parliament website](#).

Some NSW Government datasets, such as policies and resources, are also publicly available through the [Data NSW website](#).

6.2 Proactive release

Sydney Water is committed to making government information publicly available wherever possible.

Where appropriate, information may be released proactively without the need for a formal application. This may include reports, publications, policies and other information that is considered suitable for public release.

6.3 Informal release

Where appropriate, Sydney Water may release information informally without requiring a formal access application. Informal release is generally suitable where the information can be provided easily and without the need for extensive searches, consultation or consideration of public interest factors.

There is no application fee or statutory timeframe for informal requests. Decisions made in relation to informal requests are not subject to review under the GIPA Act. If an informal request is not appropriate, Sydney Water may ask you to make a formal access application.

6.4 Formal access applications

If information cannot be accessed through the other release pathways, you may make a formal access application under the GIPA Act.

Formal access applications with Sydney Water:

- must be in writing and lodged in the approved manner (described below)
- must clearly state that the information is being sought under the GIPA Act
- be accompanied by the application fee of \$30
- have a return email or postal address
- include as much specific information as possible to assist the GIPA team to identify the information you are requesting.

How to lodge a request under formal access

Pay the relevant fee and complete the [Formal access application form](#).

You can either:

- email it to GIPA@sydneywater.com.au or
- post it to GIPA Officer, Sydney Water, PO Box 399, Parramatta NSW 2124.

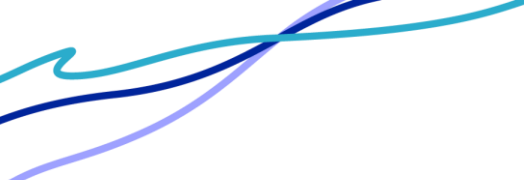
Proof of identity, e.g. driver licence, passport, Health Care Card or Pensioner Concession Card, is required if the request is for personal information.

Sydney Water will determine your access application within 20 working days (subject to any extensions or suspensions under the GIPA Act).

Processing charges

Processing charges may apply to a formal access application depending on the processing time required to deal efficiently with the application or providing access in response to the application. For example, an application that requires significant searching, reviewing, consultation and decision-making may result in processing charges. The application fee you have paid will count towards these charges.

Processing charges are calculated at \$30 per hour based on the time spent by any officer of Sydney Water to deal efficiently with the application or provide access to the application. For further information about fees and charges for access to information under the GIPA Act, please see the [IPC Factsheet – GIPA Act Fees and Charges](#).



6.5 Review rights

If you are dissatisfied with a formal access decision, you may have review rights under the GIPA Act.

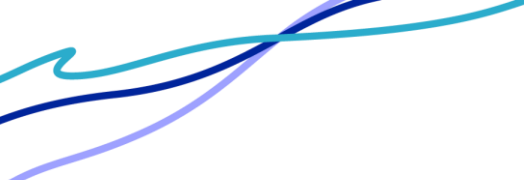
Review options include:

- an internal review by Sydney Water
- a review by the IPC
- a review by the NSW Civil and Administrative Tribunal (**NCAT**).

Brochures explaining your rights under the GIPA Act are available in detail, from Sydney Water's GIPA Officer and the [IPC Resources](#) page of the official IPC website. Sydney Water can arrange interpreters for customers who do not speak English.

Alternatively, you can contact the IPC as follows:

- Phone: 1800 472 679
- Email: ipcinfo@ipc.nsw.gov.au.



7 Further information

Sydney Water welcomes your feedback and encourages members of the public to contact the GIPA team for further information or support relating to access to government information held by Sydney Water. For further information or to provide feedback, please contact the GIPA team as follows:

PO BOX 399, Parramatta NSW 2124

Phone: 02 88496834

Email: GIPA@sydneywater.com.au

Information and feedback can also be provided through [Contact us](#) page on Sydney Water's website.

7.1 Review

This AIG was last internally reviewed and adopted by Sydney Water in **August 2026**. It is reviewed at least every twelve months to take into account legislative or organisational changes.