

What happens when you apply to take and use water?

What happens?

When we receive your application, we immediately:

- scan it and add it to our record keeping system
- send you a receipt for any fees you have paid, and
- acknowledge your application in writing (by mail or email)

We then assign it to one of our Assessment Officers, who will see your application through to the end.

They will check your application to make sure that you have given us all we need to assess your proposal.

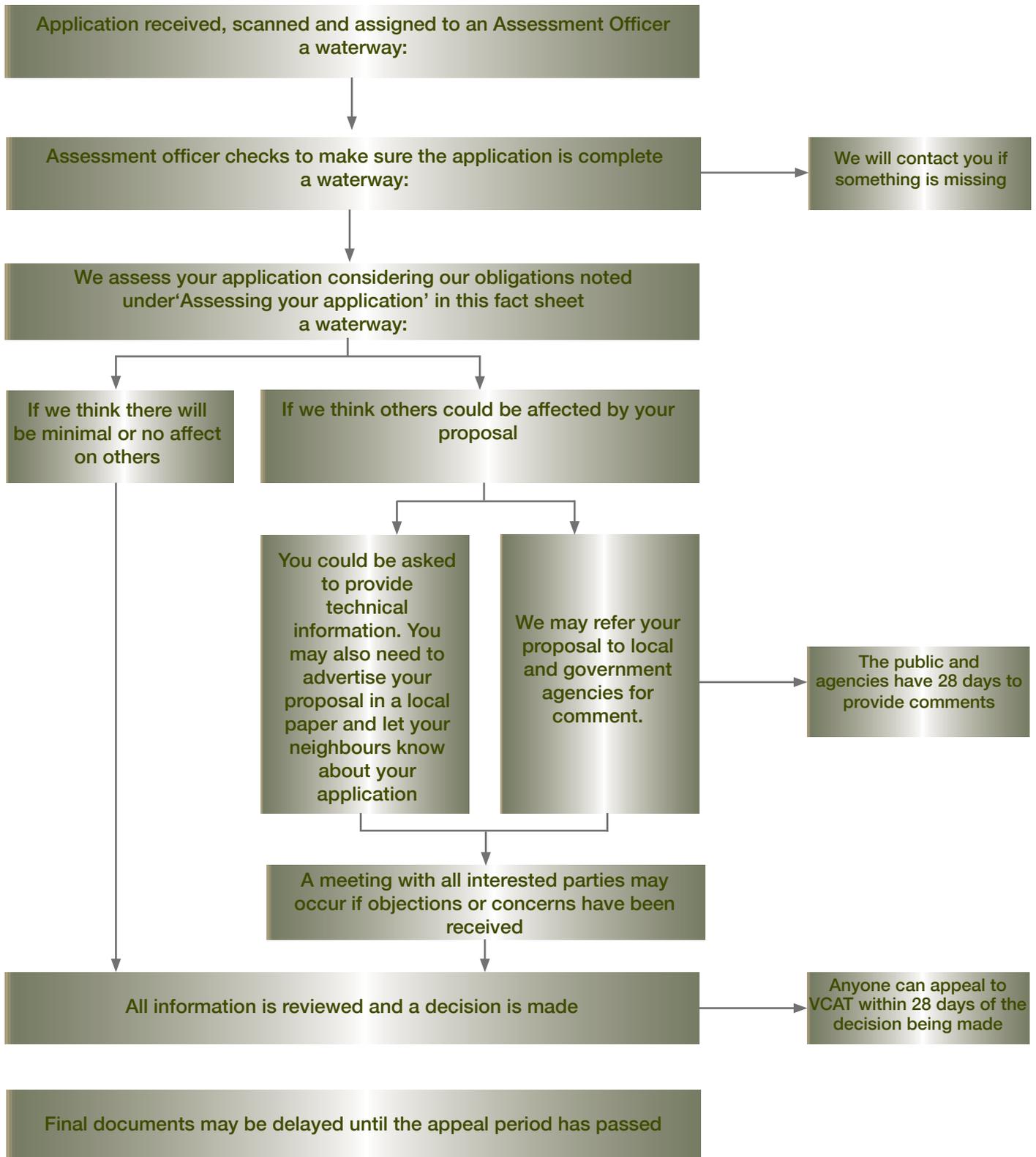
If something simple is missing, they will call you. If something more important is missing, they will write to you. We cannot work on your application until we have all of the details we need.

Assessing your application

When we assess an application, we must think about:

- current water users, waterways and how close they are to you
- section 40 of the Water Act 1989
- government policies
- local management rules or plans
- irrigation development guidelines if they apply

The process explained



Technical work

If necessary, we may ask you to provide technical information about your proposal. This often happens when we think your proposal may affect other users or the environment.

Asking for comment

If your application is controversial, or large, we need to give people a chance to comment.

If your proposal may affect other users or the environment, or is for a significant volume of water, we need to give people a chance to comment. We require you to:

- advertise your proposal in a local newspaper
- let your neighbours know about your application by formal letter

We will provide you with templates for the required advertising and neighbour letters.

We will also refer your application to agencies such as the catchment management authority, local council, urban water authority, Aboriginal Affairs Victoria and Department of Environment, Land, Water and Planning.

The public and agencies have 28 days to provide comments.

If we receive several adverse comments, we may invite all interested parties to a meeting. This gives people a chance to:

- discuss the proposal in more detail
- talk about any concerns

If you have given us expert technical information, you should also bring along the consultant who provided this information.

Making a decision

When we have looked at all information and comments, we will either:

- approve your application, and outline the conditions that will apply
- refuse the application, and tell you the reasons why

We will also advise all interested parties of the decision, and provide a “Statement of Reasons” which explains our decision.

How long will it take?

If you apply for new water, or for a large permanent transfer, we aim to decide within 60 days (from the time we receive all required details).

If you apply for a temporary transfer, we aim to decide within 14 days.

You can appeal

No matter what we decide, anyone can lodge an appeal to VCAT within 28 days of the decision being made.

Because of this, we delay sending you the final documents until the appeal period has passed.

More information

For more information, application forms or fact sheets, phone SRW on 1300 139 510 or visit our website www.srw.com.au