



# WELCOME TO THE WaterNSW Drillers Portal



As a part of WaterNSW's aim to improve our customer and community experience, we are going digital so you can cut out paperwork and enter Bore Construction Reports (BCR), previously known as a Form A, directly in our new Drillers Portal. You no longer need to complete a paper 'Form A' – it can all be done via a laptop, tablet, or smartphone

Save time with no more printing, hand completing, scanning, emailing or posting paper forms. New bore details are then available on the NSW Water Register within 48 hours for drillers, landowners, and government agencies. Check out the video to find out more at [waternsw.com.au/drillers](http://waternsw.com.au/drillers)

## How do I get started?

Simply register for the portal by visiting [driller.watensw.com.au](http://driller.watensw.com.au) and follow the instructions. If you need help on how to register for the portal or how to submit a BCR, we have in depth guides and FAQs available in the 'Help' section in the portal. These guides include step by step instructions to assist you through the entire process.

**You can also call our Drillers Hotline on 02 9685 4333 for assistance.**

## What's in it for me?

**The Drillers Portal saves administration time and effort for the driller and makes it easier to allocate jobs. Once the BCR is submitted, it feeds into a real time picture of surrounding bores, so drillers are up to date on their district. Other benefits include:**

- provide a more professional BCR on completion of works which you can give to your landholder
- ability to enter works location anywhere and the ability to complete the BCR on site if there is internet access
- the ability to enter the actual location of the bore directly on the map of the portal, using your smartphone/tablet GPS

- quick access to all details related to the approval such as property details, approved coordinates (on a map display), water source, water sharing plan, water management zone, approval purpose, approval issue, expiry date and ALL the conditions attached to the approval
- track jobs in progress and view completed jobs
- record of your work for review by your company administrators (if you have one), so they can make any edits and submit
- easy access to your registration details – drilling endorsements, licence class and expiry date on your licence. You can also update your contact details at your own convenience
- user-friendly guides and FAQs, and a dedicated hotline to assist you



## What's the change?

### CREATING AND ASSIGNING WORK

The portal is available 24/7 so you can enter actual location details of the bore you are constructing on site or back at the office. You will also have access to see the approval conditions that apply to the work which ensures you are on the right Lot/DP and in the right location. **Remember, a change from the approved location will require WaterNSW approval.**

Your company administrators can also register for the portal to create and assign work, as well as submit a BCR on behalf of all the drillers in the company.

### TRACK DRILLING AS YOU PROGRESS

You can view approval conditions and set the location of the works while onsite at any time.

Where you have internet access on your device, you will also be able to enter the construction details into the portal on site. In the meantime, if you don't have internet access, we recommend you record these details during drilling.

### COMPLETING THE WORK

Once the bore is completed, submit the BCR via the portal and you are all done. You can email a copy to the landowner straight from the portal. Bore details are automatically sent to the NSW Water Register, providing you with an up to date source of new bores that have been constructed in your area.



# Continuous Improvement

WaterNSW is continuing to expand the capability of the Drillers Portal as part of our continued investment in self-service and digital tools for our customers and communities.

We value feedback that will help us improve our service to our customers and community and we plan to further develop the portal based on your feedback. Feedback can be provided via email at [driller.portal@waternsw.com.au](mailto:driller.portal@waternsw.com.au)



WaterNSW ABN 21 147 934 787

169 Macquarie Street Parramatta NSW 2150

PO Box 398, Parramatta NSW 2124

T 1300 662 077

E [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)

[WATERNSW.COM.AU](http://WATERNSW.COM.AU)