



Australian Government

WATER
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Water Efficiency Labelling and Standards scheme Compliance Plan 2023–24

Purpose

This document outlines where the Water Efficiency Labelling and Standards (WELS) Regulator will direct effort to ensure the regulatory integrity of the WELS scheme. We may adjust this in response to new intelligence and emerging regulatory priorities and risks.

This document should be read in conjunction with the WELS Compliance and Enforcement Policy.

Our risk-based compliance focus in 2023–24

We will monitor compliance in the following areas:

Area of non-compliance	Activity
Supply of unregistered WELS products	<ul style="list-style-type: none">• Conduct onsite inspections of retail outlets• Conduct inspections of building developments• Monitor online advertising of WELS products• Work with co-regulators and e-commerce marketplace administrators to enhance detection capabilities and responses.
Fraud	<ul style="list-style-type: none">• Detection of regulated products offered for supply that claim to be WELS registered• Improvement of compliance analytical capability• Detection of fraudulent documentation through product registration assessments.
Non-compliant labelling and text advice	<ul style="list-style-type: none">• Verifying that WELS products offered for supply correctly reflect the products' registration details and comply with labelling or text advice requirements.

The Water Efficiency Labelling and Standards (WELS) scheme is an Australian Government initiative in partnership with state and territory governments.



Area of non-compliance	Activity
Inaccurate or incorrect documentation and information in product registration applications and registration renewal	<ul style="list-style-type: none"> • Assessment and validation of documents and information provided in product registration applications. • Random auditing of documents and information for product registration renewal applications

Our approach to compliance

In addition to our compliance focus areas, we will continue to:

- respond to allegations of non-compliance,
- actively work with industry to promote compliance with and awareness of requirements,
- monitor suppliers of WELS products,
- detect and respond to non-compliance.

We will work with individuals and businesses to encourage and support voluntary compliance by providing education and advice.

Where non-compliance is detected, we assess this against legislative requirements and use a risk-based approach to determine an appropriate and proportionate response. We have a range of options to escalate our response, including the use of civil and enforcement provisions if necessary.

To learn more, please read the [WELS Compliance and Enforcement Policy](#).

Contact us

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