



Government of **Western Australia**
Department of **Water and Environmental Regulation**

Water Information Reporting (WIR) system

Frequently asked questions

Looking after all our water needs

Department of Water and Environmental Regulation
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Department of Water and Environmental Regulation
Prime House, 8 Davidson Terrace Joondalup WA 6027
Telephone +61 8 6364 7000
National Relay Service 1800 075 001
<https://www.wa.gov.au/organisation/department-of-water-and-environmental-regulation>

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For more information about this document, contact
Science Data Branch

Email: wir@dwer.wa.gov.au.

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This publication is available from the WIR <[Help and References](#)> page, or for those with special needs it can be made available in alternative formats such as audio, large print, or Braille.

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Frequently asked questions

1 How current is the data in WIR?

This depends on the type of data. The WIR reporting tables are refreshed on a nightly basis.

- For discrete data, this means that the data will be at least one day old; that is, latest data was entered into the system on the previous day.
- For time-series data loaded into WIR:
 - Archive data will be available the day after it is archived. (Note: data may be weeks or months old before it can be verified and archived).
- For time-series data that is loaded to the pre-computed report folders:
 - Archive data is available the day after it is archived, the same as for WIR data.
 - Telemetry data is loaded at least hourly (only the last six days of data). This consists of plots and CSV files.
- Site and borehole information is available the day after it is loaded into the system.

2 Is there a cost?

No, data is provided as a free service to encourage community engagement in water management.

3 How long will it take for my data to arrive?

The time taken for data delivery will vary from minutes to hours, depending on the size of your request and the number of requests already in the queue (requests are processed automatically on a first-come-first-served basis). If your data does not arrive within one working day, please contact the department for further advice and assistance:

Email: wir@dwer.wa.gov.au

4 What browsers are compatible?

Browser issues: WIR is designed to run on Internet Explorer 6 to 9 or Edge. Other browsers may have compatibility issues and may not function as expected.

Known issues include:

- Firefox: when zooming to filtered sites, site symbols may not refresh properly and remain large and pixelated
- Safari: opens links in new windows instead of tabs.
- Ensure cookies are enabled, e.g.:
- Edge: Ellipses (...) | Settings | Cookies and site permissions | Allow sites to save and read cookie data (On)
- Chrome: Ellipses | Settings | Privacy and security | Cookies and other site data | (Either) 'Allow all cookies' (or) 'Block third party cookies in Incognito'
- Try running Chrome in incognito ('In private') mode: e.g. start Chrome and click the ellipses then New Incognito Window and start browsing.
- Ensure JavaScript is enabled, e.g. Chrome: Ellipses | Settings | Privacy and security | Site settings | JavaScript | < > Sites can use Javascript (on)

5 When can I use WIR?

Hours of availability are business hours Monday to Friday. However, WIR may also be available after hours and on weekends. It may be down for maintenance between 3:00 am and 7:00 am AWST each weekday morning.

6 Can I filter sites based on variables or number of measurements?

Filtering is available on variable *types* but not individual variables or numbers of measurements. Filtering options (basic and advanced) are available from the Site Filter pane to the left of the map.

7 Can I filter sites based on aquifer?

Not directly in this version of WIR. However, you can download the full_site_listing.xlsx file from the WIR [Help and References](#) page and filter on the 'Aquifers (DOW)' or 'Aquifers (As reported)' columns to create a site list that can then be loaded into the Site Cart (refer to User Guide for details). Note that:

- the 'Aquifers (DOW)' column contains official Department of Water and Environmental Regulation aquifers and holds most of the aquifer information

- the 'Aquifers (As reported)' column contains aquifer names as reported in third-party hydrogeological reports or bore licencing forms and may not relate to official department aquifers
- NOTE: screened aquifers have not been identified for all bores:
 - only 45% of department bores have aquifers details
 - only 2% of non-department bores have aquifer details

8 What keywords can be used and how are they applied?

A complete listing of WIR sites is available from the WIR [Help and References](#) page (full_site_listing.xlsx), and this will enable you to see the contents of fields that are used for filtering, and therefore the keywords that can be used. The actual fields searched include the following (all fields are searched, for any occurrence of the keyword within the field):

WIN Site Id; Default Site Reference; Default Site Context Name; Default Site Name; Other Site References; Other Site Names; River Basin; Site Purpose Current; Infrastructure Status Current; Projects; Catchment; Estuary; Local Landmark Name; Local Govt Authority; Locality; BOM Rainfall District; Groundwater Province; Groundwater Area; Groundwater Subarea; Surfacewater Area; Surfacewater Subarea; 1:250;000 Map Index.

9 How do I remove individual sites from the site cart?

Click the site you would like to remove from the cart by selecting it in the site cart. The site's identifier popup window should appear on the map window. Click the "remove from cart" link within the window and then close it. Repeat these steps to continue removing individual sites from the cart.

10 Can I select and remove several sites from the site cart at one time?

Yes. Use Shift-click to select contiguous sites, or Ctl-click for noncontiguous site, and then click on the Remove Selected Sites button. 

11 Can I save my site cart?

Your current site cart will be automatically saved as cookies in your browser (if they are enabled) and will be reloaded the next time you use WIR, but only on that PC. If you delete your browsing history the cart will be lost.

There is no direct functionality to save and reload the cart. However, you can run a report (such as site details) and save the CSV list of sites that is provided with the report for reloading into the cart at another time, by using the import cart function.

12 Why does print preview not show just selected sites and identifiers?

The print preview functionality that was able to be implemented in WIR was constrained by limitations with current mapping software. A future upgrade of the software will allow a richer print previewing service to be built. In the interim, it may be more useful to take screen snaps of the interface for printing.

13 Can I customise the site names and identifiers that are displayed for sites, and the zoom levels at which they appear?

No. These settings are fixed within the application and cannot be changed by users. Only the default site references are displayed. They appear at Zoom 13. The zoom level cannot be changed, and site references cannot be turned on or off at will.

14 Can I obtain data by project (measuring program)?

Not directly in this version of WIR. However, you can do so indirectly by using the project code as a site filter keyword (e.g. "SG-E-SWANEST"), and adding the resultant sites to your site cart. Then run your report and use Excel filtering on the Project Code column to exclude any samples not collected for the project. A list of projects and their codes and descriptions is available from the WIR [Help and References](#) page.

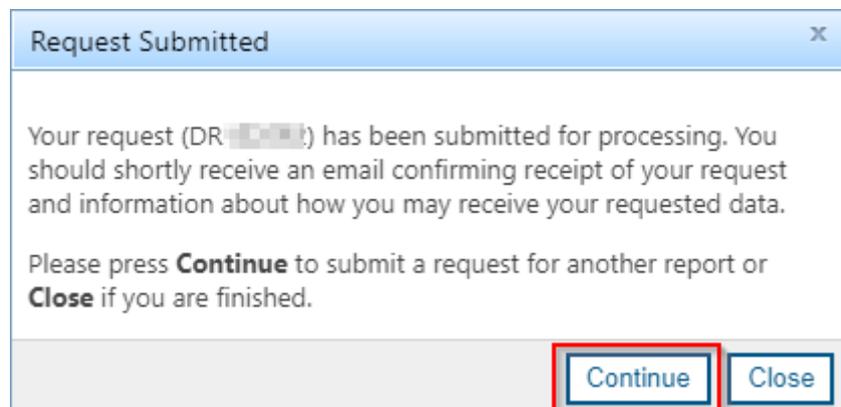
A future release of WIR will include data extraction by Project.

15 Can WIR store my contact details, so I don't have to provide them each time?

No. This feature was not able to be provided for this release. It may be addressed in a future release.

16 Can I select and run multiple reports at a time?

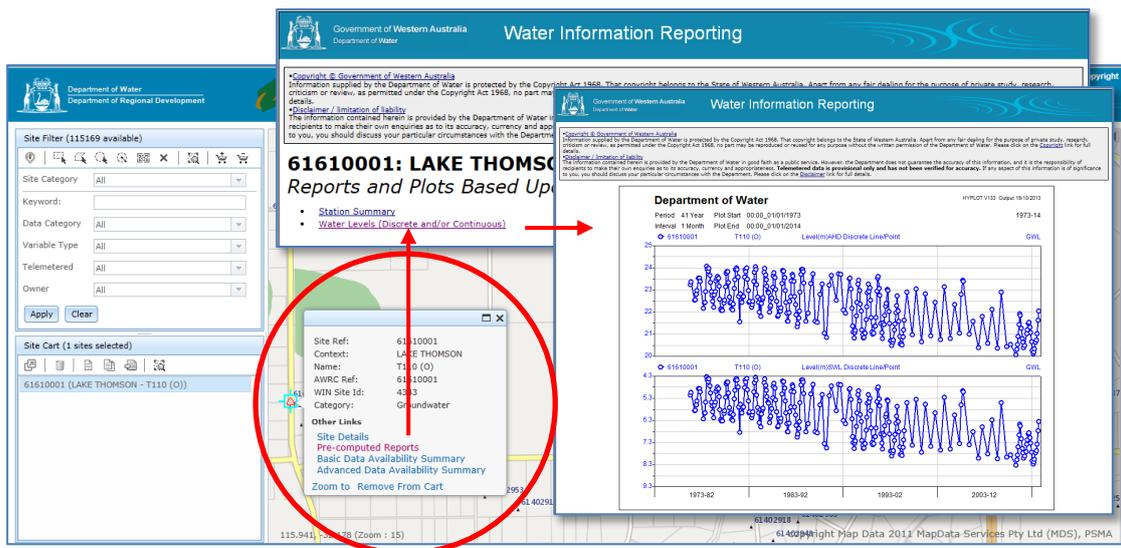
No, only one report can be selected and run at a time. However, after your initial request has been submitted, you can click *Continue* in the dialog to return to the Request Details screen and submit another report.



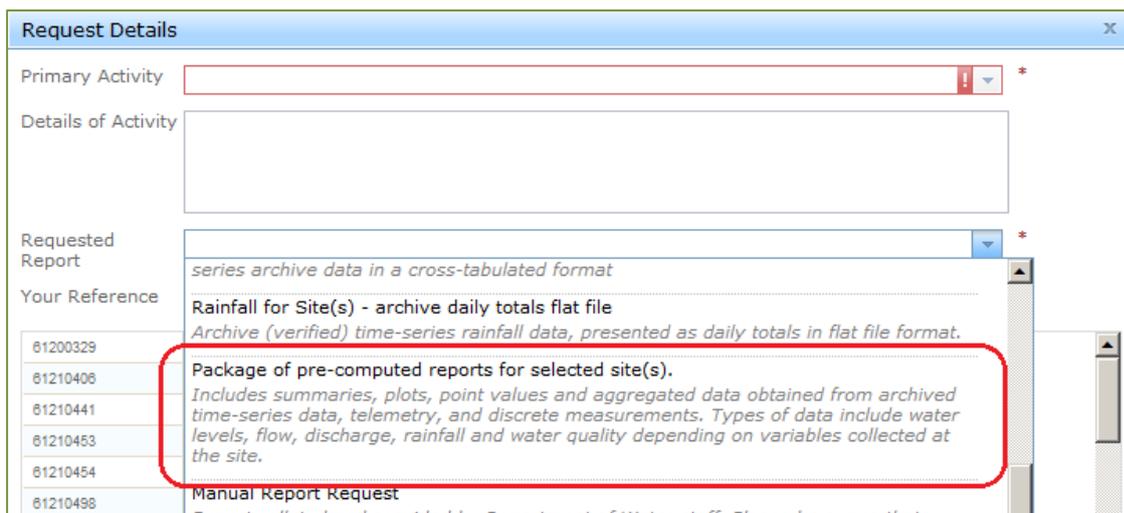
17 Can I obtain water level plots (hydrographs) through WIR?

Yes, through the pre-computed report store. This is available in two ways:

- 1 As a link in the site identifier popup window of an individual site, e.g.



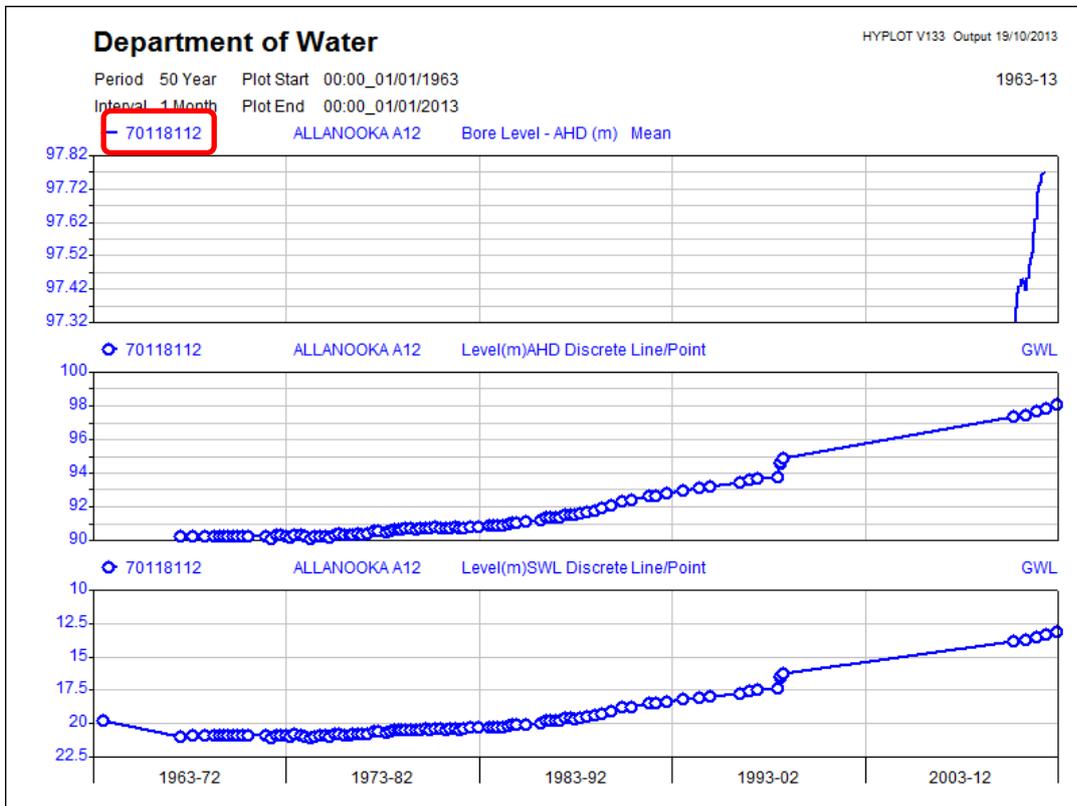
- 2 As the 'package of pre-computed reports for selected site(s)' available from the request details screen



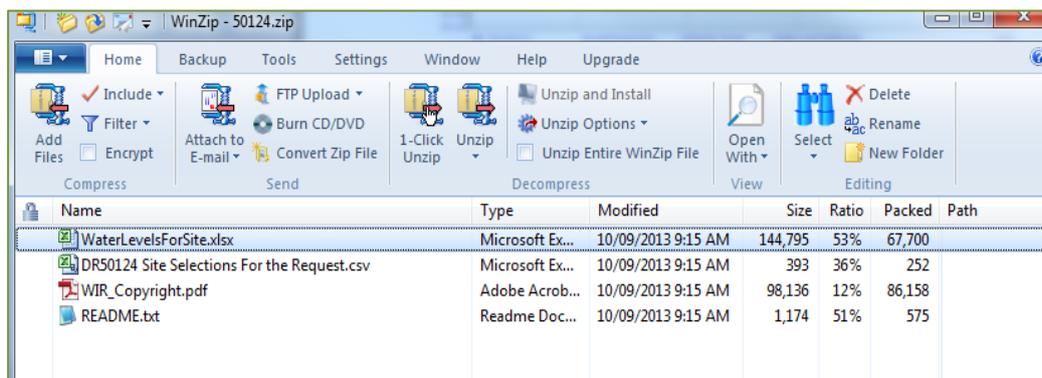
18 Can I obtain point data for the plots (hydrographs) displayed under pre-computed reports?

Yes, by running a data report.

Example using the pre-computed plots for site 70118112:



- 1 Add the site to the cart (e.g. 70118112) and submit a data request.
- 2 Request report “Water Level / Flow for Site(s) cross-tabulated (or flat file)”
- 3 A report “WaterLevelsForSite” will be sent to you by the system.



- 1 This report will contain all the water level data for the site. For the example above the file will include:
 - a) Continuous logger recorded data:
 - Groundwater Level (AHD) – daily max

- Groundwater Level (AHD) – daily mean (as displayed in the plot)
 - Groundwater Level (AHD) – daily min
- b) Discrete point data:
- Water Level (AHD)
 - Water Level (GL)
 - Static Water Level
 -

19 Can I obtain bore licensing information from WIR?

No, WIR does not hold licensing information. Please refer to the [Water register](#) on the Department of Water and Environmental Regulation website for this information.

20 How often are the WIR reference codes and other metadata updated?

Reference codes, variables and analysis methods are updated on a frequent basis. Listings are re-published daily, and you are encouraged to download the latest versions when referring to them. Explanatory notes and metadata change infrequently and are only re-published when changes occur. You are welcome to download them at any time.

21 Why have I not received an email confirming that my request has been submitted?

There may be several reasons why you have not received a confirmation email, for example:

- you mistyped your email address during the checkout process
- the department may be experiencing technical issues with email delivery.

Note that if you have not provided sufficient or correct contact details we may not be able to let you know that a problem has occurred.

Please contact one of our water information officers for further advice (refer to Contact Information.)

22 I have received the confirmation email but why have I not received the following email with the data?

Requests are placed in a queue and processed one at a time in order of lodgement. Depending on the number and size of requests in the queue, it may take some time for your request to be processed. If the data has not arrived by the next working day, please contact one of our water information officers for assistance.

Please also check your junk email folder in case the data has been automatically moved there.

Another possibility is that your service provider or organisation has a limit on the size of emails that can be received. WIR emails can be up to 10MB in size. If this exceeds your allowable limit, please contact one of our water information officers and the data will be placed on an online share folder for you to download (refer to Contact Information.)

23 If my report just contains headers but no data, does it indicate that the report has failed?

An empty report indicates that there is no data for the site(s) selected, or the date range, or the specific type of report you have requested. Check the Data Availability Summaries for the site(s).

24 Can I obtain all telemetered data for a site?

No. Telemetered data is unverified and is provided as an *indicator only* of recent site conditions, as a service to the community. Unverified data should not be used for mission-critical data analysis.

Contact information

Our water information officers can be contacted during office hours,
Monday to Friday 8:30 am to 5:00 pm:

Email: wir@dwer.wa.gov.au

Alternatively, contact Reception:

Prime House

8 Davidson Terrace Joondalup WA 6027

Locked Bag 10 Joondalup WA 6919

Phone: (08) 6364 7000

Email: primehouse.reception@dwer.wa.gov.au