
Implementation of the Queensland Government's Regulator Performance Framework 2021–22 performance report

Background

The Queensland Government's Regulator Performance Framework (the Framework) is a key element of the Better Regulation Strategy.

The Framework sets out five model practices to support the achievement of government policy objectives through better interactions between regulators and their stakeholders, which aims to reduce the burden and/or costs for all parties.

The model practices are to:

1. **Ensure regulatory activity is proportionate to risk and minimises unnecessary burden**
2. **Consult and engage meaningfully with stakeholders**
3. **Provide appropriate information and support to assist compliance**
4. **Commit to continuous improvement**
5. **Be transparent and accountable in actions**

Further information about the Framework and the Better Regulation Strategy is available from the Queensland Treasury [website](#) and Section 5 of the [Queensland Government Guide to Better Regulation](#).

The following report outlines the Department of State Development, Infrastructure, Local Government and Planning's (DSDILGP) performance in implementing the Framework during 2021–22, incorporating three parts of DSDILGP which undertake regulatory functions:

- Economic Development Queensland (EDQ)
- Office of the Coordinator-General (OCG)
- Planning.

Performance report – 2021-22

Regulator model practices and supporting principles	Evidence and relevant information to demonstrate the extent to which DSDILGP’s regulatory practices aligned with the regulator model practices throughout 2021–22	Examples or case studies to highlight the extent to which DSDILGP’s regulatory practices in 2021–22 aligned with the model practices, or to indicate where business practices could be enhanced in line with the model practices	Actions taken in 2021–22, or currently being taken by DSDILGP, to improve regulatory activities and business practices to reflect the model practices
<p>1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden</p> <ul style="list-style-type: none"> ▪ A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions ▪ Regulations do not unnecessarily impose on regulated entities ▪ Regulatory approaches are updated and informed by intelligence gathering so that effort is focussed towards risk. 	<p>EDQ</p> <p>EDQ continued to apply the approach that when dealing with compliance and enforcement, EDQ accounts for the impacts from COVID-19, as well as post-COVID-19 impacts, on undertaking site inspections and accessing required technical expertise to address/rectify any issues, and (where appropriate) in providing additional time and assistance to do so.</p> <p>EDQ continued to ensure that in all Priority Development Areas (PDA), low risk development is categorised as exempt, self-assessable or PDA accepted development, meaning a development application is not required.</p> <p>EDQ continued a compliance assessment process to lessen regulatory and financial burden for certain types of development in a PDA.</p>	<p>Engagement activities are designed to ensure stakeholders can participate in a flexible manner. EDQ has established a number of mechanisms to ensure that stakeholders can have effective two-way communication including the establishment of a general email address and engagement website to manage all enquiries and feedback from its stakeholders and the general public.</p>	<p>EDQ continued to provide for applications for a temporary use licence during COVID-19, and flooding and rainfall applicable events.</p> <p>Two extensions were provided to the currency periods of applicable PDA development approvals totalling a cumulative 18 months.</p> <p>EDQ continued to allow modified public notice requirements and ability to access documents to 30 April 2022.</p>

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	<p>OCG</p> <p>Part 7A of the <i>State Development and Public Works Organisation Act 1971</i> (SDPWO Act) provides guidance to officers on the management of enforcement and general offences. The guidance under Part 7A applies to:</p> <ul style="list-style-type: none"> • Part 4 (Environmental coordination) • Part 4A (Assessment and approval of particular coordinated projects under bilateral agreement) • Part 5 (Prescribed development) • Part 5A (Prescribed projects) and • Part 6 (Planned development). <p>The Environmental Impact Statement (EIS) process is managed using a flexible approach which responds to each individual project.</p> <p>OCG operates under the Bilateral Agreement between the Commonwealth and the State of Queensland allowing projects to be assessed by a single environmental impact assessment that addresses State and Commonwealth environmental legislation where approvals are required by both levels of government.</p> <p>OCG regularly monitors compliance and undertakes an annual compliance audit to evaluate compliance with the Coordinator-General's (CG) conditions and recommendations on projects (including</p>	<p>OCG provided advice on approvals processes for major projects taking into account risk and impact.</p> <p>During this period, the CG completed evaluation reports for:</p> <ul style="list-style-type: none"> • Cross River Rail project (three project changes). • New Acland Coal Mine Stage 3 (one project change). <p>The CG declared three projects required to undertake a coordinated impact assessment process: H2 Hub Gladstone Project, Blackwater South Coking Coal Project, and Richmond-Julia Creek Vanadium Project.</p> <p>With regard to the SDPWO Act, OCG:</p> <ul style="list-style-type: none"> • assesses project risk and manages project specific Risk Registers • imposes conditions requiring third-party audit reporting to ensure on-going compliance (where appropriate to risk) • reviews third-party independent audit reports for projects, as part of its compliance framework, to evaluate the level of compliance • monitors and reports on any compliance or enforcement action 	<p>With regard to the SDPWO Act the OCG:</p> <ul style="list-style-type: none"> • actively looks for opportunities to improve its regulatory activities and business practices on a quarterly or annual basis • undertakes regular reviews of proposed policy to ensure a proportionate approach to the assessment of projects • continues to strengthen its collaborative approach across government including risk identification and management to ensure a proportionate response to issues and ability to identify, manage and neutralise risks more efficiently. Strategic issues and information sharing occurs on a regular basis with Directors-General, CEOs, and the CG. <p>With regard to the SSRC Act, the OCG is preparing guidance material to assist project proponents in applying the SSRC Act and the SIA Guideline 2018. Targeted consultation with government agencies commenced during 2021–22.</p> <p>OCG continues to work collaboratively with industry and local and state government agencies in ensuring LRP compliance with the SSRC Act. OCG is proactively raising the profile of the SSRC Act across</p>

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	<p>social impact assessments (SIA) under the <i>Strong and Sustainable Resource Communities Act 2017</i> (SSRC Act)). Where non-compliance is discovered, OCG takes appropriate action to address non-compliance and, following investigation, may proceed with enforcement if warranted.</p> <p>The CG is responsible for implementation and administration of the SSRC Act which aims to ensure that residents of communities near large resource projects benefit from their construction and operation. The SSRC Act prevents the use of 100% fly-in, fly-out (FIFO) workforce arrangements on operational large resource projects (LRP). It prevents discrimination against locals in the future recruitment of workers, through amendments to the <i>Anti-Discrimination Act 1991</i>.</p> <p>The SSRC Act makes SIA mandatory for large resource projects, including prioritisation of recruitment from local and regional communities. It ensures SIA processes are the same under both the <i>Environmental Protection Act 1994</i> and the SDPWO Act.</p> <p>The SSRC Act is supported by a statutory SIA Guideline 2018. OCG regularly monitors resource industry activity to ensure resource projects that meet the criteria of a large resource project are captured by the SSRC Act and published on the CG's list of LRPs.</p>	<p>undertaken to comply with CG conditions and recommendations on projects</p> <ul style="list-style-type: none"> maintained a risk register which is used to ensure best practice is carried out by the OCG in undertaking land management activities on land owned by the CG. <p>Since the commencement of the SSRC Act, the CG has applied the SSRC Act to 72 LRPs and 297 nearby regional communities across Queensland.</p> <p>These LRPs are subject to the 100% FIFO prohibition and the residents of these communities are protected from being discriminated against (for employment purposes), on the basis of their place of residence.</p> <p>During 2021–22, 10 projects were undertaking the enhanced SIA process.</p> <p>The Ensham Life of Mine project completed the enhanced SIA process. The CG also decided that the construction workforce for this project would be subject to the 100% FIFO prohibition under the SSRC Act.</p>	<p>government and industry to increase awareness of the SSRC Act requirements.</p>

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	Planning		
	<p>Planning progressed amendments to the Planning Regulation 2017 (Planning Regulation) to:</p> <ul style="list-style-type: none"> • support the delivery of government policy • convert fees and charges to fee units in line with the fee unit model under the <i>Acts Interpretation Act 1954</i> • apply increases to State Assessment and Referral Agency's (SARA) fees and charges in line with government indexation rates. <p>The fees and charges were also converted to fee units in the Regional Planning Interests Regulation 2014.</p> <p>In order to maintain the due administration of the Planning and Environment Court's busy lists in Brisbane, Planning also processed the appointment of two judges – Judge Amanda McDonnell and Judge Deborah Holliday QC as per the request of the Chief Judge, District Court of Queensland.</p> <p>Rigorous analysis of planning matters is undertaken to understand implications for stakeholders and communities and develop responsive policy and regulatory solutions.</p>	<p>On 18 February 2022, the Planning Regulation was amended to remove the regulation of living arrangements from 'rural workers accommodation' and 'non-resident workforce accommodation' as it was unnecessarily restricting who could occupy these land uses.</p> <p>This change responded to feedback from councils about the limitations on these uses. For example, the definitions didn't support accommodation for transient workers that are not located on the farm where a rural industry is being undertaken.</p> <p>This amendment removes limits regarding who can occupy rural workers and workforce accommodation without impacting on the land use.</p> <p>The amendment also provides certainty to the rural industry, accommodation owners and to workers, about who can occupy rural workers accommodation and workforce accommodation.</p> <p>DSDILGP's website was updated to include information regarding the extension of the COVID-19 applicable event 1/2021 and the Rainfall and Flooding applicable event declared for the period 4 April – 30 June 2022, and further</p>	<p>SARA continues to monitor and report annually on key performance indicators (KPIs) as part of the ongoing commitment to improve service delivery, and transparency of performance monitoring under the <i>Planning Act 2016</i> (Planning Act) and Development Assessment Rules.</p>

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		<p>extended for the Gympie area on 6 May 2022.</p> <p>As part of internal business practices, Planning officers were advised by email about the extension and new declaration and the implications for business processes.</p>	

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<p>2. Consult and engage meaningfully with stakeholders</p> <ul style="list-style-type: none"> ▪ Formal and informal consultation mechanisms are in place to allow for the full range of stakeholder input and Government decision-making circumstances ▪ Engagement is undertaken in ways that helps regulators develop a genuine understanding of the operating environment of regulated entities ▪ Cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework. 	<p>EDQ</p> <p>The <i>Economic Development Act 2012</i> (ED Act) requires development schemes and scheme amendments to undergo public notification to enable stakeholders, including the local community, to express their views about the contents of the development scheme including the development vision and the regulation that applies to new development in the area.</p> <p>The ED Act and PDA development schemes require certain PDA development applications to undergo public notification, which provides an opportunity for stakeholders, including the local community, to express their views about the proposal. The ED Act requires these views to be considered when deciding the application.</p> <p>Pre-lodgement discussions between EDQ development assessment staff and development proponents are encouraged. There is no fee for these meetings and multiple meetings are available.</p>	<p>All PDA development applications, when EDQ is the Minister for Economic Development Queensland's (MEDQ) delegate, are uploaded onto the DSDILGP website, enabling interested parties to review the proposed development.</p> <p>EDQ is continuing to invest in digital platforms (including a specific community engagement website https://haveyoursay.dsdmip.qld.gov.au/) to ensure that engagement with communities can continue following the relaxation and lifting of COVID-19 restrictions. EDQ has also created new project pages for any newly announced projects.</p> <p>EDQ undertook extensive industry and stakeholder consultation for the further development of Development Charges and Offset Plans (DCOP) for greenfield development sites.</p> <p>EDQ undertook extensive community and stakeholder consultation for the development of a draft master plan for the Currumbin Eco-Parkland.</p> <p>The consultation included a dedicated Have Your Say web page including an online survey, pop-up event and a series of face-to-face community sessions.</p>	<p>EDQ adheres to six key principles for driving good engagement outcomes:</p> <ol style="list-style-type: none"> 1. Engagement needs a clear definition and language is inclusive and clearly understood by all participants. 2. The purpose of the engagement must be clearly understood before activity proceeds and the purpose of the engagement must be linked to the project. 3. Transparency of decision making is key to maintain trust with the community. EDQ will always endeavour to clearly articulate the negotiable and non-negotiable elements of a project. 4. Engagement does not always mean that a community will respond positively to a decision but the rationale why a decision was made must be articulated to all stakeholders. 5. Evaluation should be linked to the purpose of the engagement, ongoing and tied to improving processes and delivering on values. 6. EDQ will always communicate to participants how their input affected the decision.

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		<p>The Have Your Say page also included a new interactive interface to enable interested parties to pin comments to an options master plan. The platform allowed users to respond to other people's comments.</p> <p>Ongoing community engagement for the Oxley PDA project – Songbird, Oxley included a dedicated Place Program and the establishment of a Community Advisory Committee.</p>	
OCG			
	<p>OCG continues to engage with all relevant stakeholders, using a variety of platforms including advertisements, online and newspapers, fact sheets, targeted consultation and stakeholder meetings to discuss projects or processes and provide feedback.</p> <p>Engagement with stakeholders occurs regularly on matters such as a potential new SDA, a variation to the boundary of an existing SDA, draft development schemes, prescribed projects, coordinated projects, and large resource projects.</p> <p>OCG encourages applicants to take advantage of the pre-lodgement stage to discuss their project before lodging:</p> <ul style="list-style-type: none"> • their development application in an SDA for assessment by the CG 	<p>During the period, consultation with proponents and other regulators and agencies led to the declaration of one new prescribed project – the Townsville Energy Chemicals Hub Project. The declaration enables the CG to assist with timely decision-making of project approvals to realise jobs and investment in Queensland.</p> <p>The OCG undertook engagement with key stakeholders for coordinated projects and made use of the 'have your say' website and other consultation mechanisms for public submissions to improve input into and build confidence in the submissions process. The following coordinated projects underwent public notification:</p> <ul style="list-style-type: none"> • Inland Rail – Gowrie to Helidon project draft EIS 	<p>Information published on DSDILGP's webpage provides details of the current 12 SDAs, development schemes, and how to undertake development in an SDA.</p> <p>Guidelines and a suite of standard word templates are available and are regularly reviewed to ensure they provide consistency and transparency in the approach and the best outcomes for all involved.</p> <p>Prescribed project application guidelines are publicly available and provided to proponents during 'pre-application' discussion, to assist proponents to submit meaningful applications that promote robust decision-making.</p> <p>Active imposed conditions are managed to evaluate their effectiveness and enforceability. Feedback is sought from the assessment officers and project proponents</p>

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	<ul style="list-style-type: none"> • applications for coordinated projects and prescribed projects • any other declarations under the SDPWO Act. <p>In carrying out development assessment within an SDA, a proponent may be required to undertake a public consultation stage with relevant stakeholders. The OCG provides the proponent with the timing requirements and, to ensure a consistent approach, the templates for signage to be placed onsite and for advertisements (online or newspapers).</p> <p>The OCG consults with other regulators and agencies that may be impacted by a prescribed project or critical infrastructure project declaration, prior to making a decision on the declaration.</p> <p>Consultation is carried out with impacted landowners and occupiers prior to the exercise of land access and/or the use of the CG's land acquisition powers.</p> <p>The environmental assessment process has been proven to deliver a comprehensive and coordinated whole-of-government evaluation of major projects. Throughout the environmental assessment process, the CG seeks advice from government agencies and technical specialists.</p> <p>Public input is routinely sought and considered on coordinated projects' terms of reference, the draft EIS, and project change</p>	<ul style="list-style-type: none"> • Winchester South project draft EIS <p>The OCG undertook key stakeholder engagement and public consultation on an updated development scheme and boundary variation for the Gladstone SDA.</p> <p>The CG also collaborates closely with the Commonwealth government on matters of national environmental significance covered by the Bilateral Agreement and conducts a single EIS that addresses State and Commonwealth environmental legislation. As a result, Commonwealth assessment times have reduced.</p>	<p>and where appropriate, suggested amendments are proposed for discussion and actioning.</p> <p>OCG:</p> <ul style="list-style-type: none"> • hosts two senior official meetings each year with the Commonwealth government in relation to bilateral assessment projects under the <i>Environment Protection and Biodiversity Conservation Act 1999</i> • engages strongly with regional stakeholders, including local government, in the administration of the SDPWO and SSRC Acts • meets regularly with other regulators internal to the department such as Planning and Economic Development Queensland as well as external to the department with government agencies such as Department of Environment and Science, Department of Resources, Department of Agriculture and Fisheries, and Queensland Treasury to strengthen working relationships • engages with government agencies to ensure an efficient approach to public notification of project material.

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	<p>applications. The OCG actively engages with state agencies and/or other entities that have condition jurisdiction or a compliance role.</p> <p>It is standard practice for OCG to engage with relevant government agencies when formulating conditions to ensure they are fit-for-purpose.</p> <p>SIA decisions under the SSRC Act are informed by stakeholder views obtained through formal public notification stages (as part of the EIS process), and direct engagement with relevant local governments, proponent for or owner of LRPs, and social service providers. Formal consultation with industry, unions, peak bodies, local and state government agencies is also undertaken to inform CG's discretionary decisions under the SSRC Act.</p>		

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	<p>Planning regularly engages with industry peak bodies, local government and state agencies seeking to effect policy outcomes and improve the overall operation of the planning framework.</p> <p>Specifically in regard to state agencies, the following aspects of the planning framework are considered in order to effect policy outcomes and continual improvement:</p> <ul style="list-style-type: none"> • assessment triggers • policy documents • State Development Assessment Provisions (SDAP) assessment benchmarks • SARA procedures and operations • SARA model conditions (only consult with state agencies). <p>Planning continued to engage with key stakeholders through expert committees such as:</p> <ul style="list-style-type: none"> • the Planning System Reference Group which is a group of key planning system stakeholders that meet several times a year to identify, discuss and drive enhancements to various facets of the planning system • the Housing Supply Expert Panel 	<p>The Planning System Reference Group (PSRG) is an example of the extent to which Planning consults and engages meaningfully with stakeholders to develop a genuine understanding of the operating environment of regulated entities.</p> <p>The group provides a collaborative forum for members to table concerns and issues aimed at bettering the Queensland planning system. It provides an opportunity for the department to update members on the status of key planning documents and discuss proposed initiatives that may affect the planning system and is an opportunity for all members to raise matters for discussion. The Planning System Reference Group met twice during this period.</p> <p>The Growth Areas Advisory Committee is comprised of representatives from industry and local government advocacy groups including:</p> <ul style="list-style-type: none"> • Local Government Association of Queensland • Council of Mayors (SEQ) • Planning Institute of Australia • Urban Development Institute of Australia • Property Council of Australia 	<p>The PSRG was established in 2018 to align key planning industry stakeholders with DSDILGP to identify, prioritise and implement ongoing improvements to the planning system. Stakeholders are able to attend these quarterly meetings by invitation. Invitations to the PSRG were expanded to include representatives from the social and community housing sectors in 2022 to ensure their interests are considered in housing policy discussions.</p> <p>The annual SARA customer satisfaction stakeholder survey was completed in April 2022 as a means of gaining insights into stakeholder sentiment about the different elements of the SARA process and the planning framework.</p> <p>Stakeholders (including applicants, representatives from state agencies and the development industry) are invited to participate in the survey.</p> <p>The qualitative and quantitative data obtained is used to identify and prioritise areas of improvement to address the survey responses.</p> <p>SDAP was comprehensively reviewed in consultation with the relevant state agencies to ensure that the provisions were clearly drafted, up to date and fit for purpose. SDAP v3.0 was approved by the Minister on</p>

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	<ul style="list-style-type: none"> the Growth Areas Advisory Committee, which meets four times a year to discuss work being undertaken by the Growth Areas Team. 	<ul style="list-style-type: none"> Housing Supply Expert Panel. <p>The Growth Areas Advisory Committee provides coordinated and up to date advice to the Growth Areas Team about challenges affecting land supply, housing choice and affordability, land fragmentation, development applications and infrastructure delivery.</p>	<p>29 December 2021 and commenced on 18 February 2022 following an amendment to the Planning Regulation 2017.</p> <p>Regular meetings were held with the relevant state agencies to promote and foster relationships as part of the continued operation of SARA.</p> <p>The Growth Areas Team provides updates and seeks strategic advice about its work program for the Growth Areas Advisory Committee. Feedback from the Growth Areas Advisory Committee has:</p> <ul style="list-style-type: none"> helped to shape Growth Area Team's project scopes and prioritisation highlighted opportunities and justifications for potential legislative amendments through the Priority Growth Areas Bill.

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<p>3. Provide appropriate information and support to assist compliance</p> <ul style="list-style-type: none"> ▪ Clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience ▪ Advice is consistent and, where appropriate, decisions are communicated in a manner that clearly articulates what is required to achieve compliance ▪ Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g. small business) or require specialist advice. 	<p>EDQ</p> <p>For EDQ's development assessment (DA) function, the DSDILGP website:</p> <ul style="list-style-type: none"> • outlines the DA process including statutory timeframes • provides the DA fees and charges schedule • provides DA decisions in writing and clearly outlines any conditions required as part of the approval. <p>Regarding the compliance function within PDAs, EDQ:</p> <ul style="list-style-type: none"> • receives and documents complaints received in relation to any alleged unlawful development / uses • undertakes the necessary investigations for any alleged unlawful development / uses • takes the necessary steps to ensure any development (or uses) deemed unlawful is removed (or ceases) or is appropriately legitimised through a formal assessment process. 	<p>EDQ engagement processes adhere to the International Association for Public Participation (IAP2) Quality Assurance Standard which was endorsed by the IAP2 Federation in May 2015 and is recognised as the International Standard for Public Participation practice.</p> <p>EDQ's stakeholder management process in relation to construction adheres to the Department of Employment, Small Business and Training <i>Works with Small Business: Good practice guidance for working with small businesses</i> framework to minimise business disruption and support jobs when undertaking capital works projects.</p> <p>EDQ offers pre-lodgement meetings with people wanting to lodge a development application, to provide applicants with advice and direction; and allows them to review their application and make possible changes before officially lodged.</p>	<p>DSDILGP's website was updated and refreshed to allow easier access to information relating to EDQ's development assessment information including:</p> <ul style="list-style-type: none"> • the development assessment process including statutory timeframes • the fees and charges schedule for the current and previous financial year • the publicly accessible database of documents for development applications currently under assessment and decision documents for determined development applications • details outlining the requirements for making and lodgement of submissions. <p>With the improved enforcement provisions made to the ED Act, EDQ is now better equipped to regulate development and take necessary action on unlawful development within PDAs.</p> <p>EDQ has maintained a continual improvement program to ensure the suite of model conditions are contemporary, appropriate and reflect best practice.</p>

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	<p>OCG</p> <p>OCG engages with parties affected by the exercise of powers under the SDPWO Act and the SSRC Act and works closely with proponents and government agencies to facilitate prescribed and major projects in obtaining relevant approvals.</p> <p>OCG publishes guidance on the DSDILGP website about the assessment processes, compliance and enforcement matters to guide proponents and the public on how to undertake and participate in the processes under the SDPWO Act and the SSRC Act.</p> <p>Supporting this, OCG has guidelines and a suite of standard word templates to ensure consistency and transparency in any actions taken.</p> <p>During assessment processes under the SDPWO Act, the CG may apply conditions to a project to manage project impacts. Compliance with CG-imposed conditions is an indicator that projects are proceeding lawfully, in line with government and community expectations and environmental standards.</p> <p>OCG works closely with proponents, local and state government agencies to ensure conditions on projects are reasonable, relevant, clear and enforceable. Conditions are drafted to be fit-for-</p>	<p>OCG provides a 1800 number, a general email address for all enquiries, specific project email addresses and contacts, and website content for projects.</p> <p>OCG provides direct contact details of officers to landholders who are subject to land access or acquisition notices, to enable affected parties to obtain timely guidance or advice should an issue with compliance of a statutory process or notice arise.</p> <p>The CG maintains the list of large resource projects subject to the SSRC Act on the DSDILGP website.</p>	<p>Guidelines and the suite of standard word templates are reviewed quarterly to ensure they provide consistency and transparency in the approach and the best outcomes for all involved.</p> <p>Information published on the DSDILGP website about the compulsory acquisition process, including frequently asked questions, provides parties with an understanding of the process, which can help them determine whether statutory processes or notices are being complied with. Also published is information about management and enforcement of compliance issues.</p> <p>OCG has delivered additional risk management for compliance responsibilities for projects under construction, including development of roles and responsibilities and communications plans and review of governance frameworks to exclude conflicts of interest.</p>

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	<p>purpose and mitigate impacts where necessary.</p> <p>OCG oversees post Coordinator-General Evaluation Reports negotiations between proponents and local governments related to Social Impact Management Plans under the SSRC Act.</p>		
Planning			
	<p>Tools and guidance are provided to support and assist local governments to undertake plan-making in their local area.</p> <p>The guidance material is primarily aimed at local governments, and other planning professionals involved in drafting planning schemes. It supports compliance with the planning framework and implementation of state and regional planning policy.</p> <p>The guidance is communicated through newsletters to planning system stakeholders; the DSDILGP website; and promotion by Planning's regional offices. Information is distributed to regional offices, supported by presentations and Q&A sessions, to ensure that advice provided to local government plan drafters is consistent.</p>	<p>The following guidance materials were updated to assist in preparing a new, or amending a current, planning scheme:</p> <ul style="list-style-type: none"> • A toolkit for local government when making or amending a planning scheme (November 2021) • Integrating building work in planning schemes – Guidance for local governments (November 2021) • Planning scheme monitoring and undertaking a ten-year review (November 2021) • Local infrastructure planning – Guidance for local governments and applicants (January 2022) • Planning for Queensland's waste and resource recovery industry – Guidance for local government plan drafting (February 2022) • Drafting a planning scheme – Guidance for local governments – (March 2022). 	<p>Regular review of plan-making guidance materials to support best practice is an ongoing business activity.</p>

Regulator model practices and supporting principles	Evidence and relevant information to demonstrate the extent to which DSDILGP's regulatory practices aligned with the regulator model practices throughout 2021–22	Examples or case studies to highlight the extent to which DSDILGP's regulatory practices in 2021–22 aligned with the model practices, or to indicate where business practices could be enhanced in line with the model practices	Actions taken in 2021–22, or currently being taken by DSDILGP, to improve regulatory activities and business practices to reflect the model practices
<p>4. Commit to continuous improvement</p> <ul style="list-style-type: none"> ▪ Regular review of the approach to regulatory activities, collaboration with stakeholders and other regulators, to ensure it is appropriately risk based, leverages technological innovation and remains the best approach to achieving outcomes ▪ To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community ▪ Staff have the necessary training and support to effectively, efficiently and consistently perform their duties. 	<p>EDQ</p> <p>EDQ regularly reviews its guidelines, practice notes, systems and processes to meet / reflect industry and community standards and expectations.</p> <p>EDQ maintains a list of future regulatory process improvement projects.</p>	<p>EDQ invests in training frontline staff in the IAP2 Australasia Certificate in Engagement. This course was developed to meet the needs of the Australasian engagement practitioner, using local terminology, the latest case studies and concepts. IAP2 is the international association for public participation and is recognised as the peak body for the community and stakeholder engagement sector.</p> <p>EDQ has implemented a DA Tracker system using Power BI which enables EDQ-DA to:</p> <ul style="list-style-type: none"> • better project-manage the assessment of PDA development applications to minimise processing timeframes • monitor project timelines and deliverables, and • report on productivity. 	<p>EDQ continues to implement business improvements including:</p> <ul style="list-style-type: none"> • application monitoring and tracking systems • providing training and workshops for MEDQ delegates about administering the ED Act • providing training for ED Act development assessment staff. <p>The intent of these business improvement processes is to streamline processes and achieve time and resource savings for EDQ and development stakeholders.</p>

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	OCG		
	<p>OCG regularly reviews its practices, guidelines and processes to ensure it provides the best approach to achieving outcomes.</p> <p>The CG's EIS processing times have been streamlined, with significant time reductions over several years. Similarly, the provisions in SDA development schemes are continually reviewed and refined to streamline assessment processes.</p> <p>Rolling audits are conducted to measure the effectiveness of the CG's imposed conditions and related compliance and enforcement framework.</p>	<p>OCG is committed to continuously building an embedded disciplined project management culture and systems through in-house training, project programs with milestones and accountabilities, project control groups for all projects and peer reviews on key issues – all of which focus on improved quality of assessments and reduced assessment delivery times.</p> <p>OCG has established proactive compliance frameworks for critical timeframe projects. Where non-compliance against conditions is identified, the OCG takes action to ensure the matter is addressed and the project can proceed.</p>	<p>Appropriate training is provided to employees to ensure they have the necessary capabilities for their respective roles. This includes opportunities to attend training provided by legal firms as well as in-house training.</p> <p>There are periodic reviews and updates to guidance material for assessment processes under the SDPWO Act and SSRC Act.</p> <p>OCG:</p> <ul style="list-style-type: none"> completed its annual review of its public facing compliance guidance material to ensure that information is current and fit-for-purpose refreshed its internal guideline about the application of CG conditions, which has an internal condition monitoring program which audits compliance against conditions.
	Planning		
<p>Planning has a continuous improvement agenda for the planning framework, including planning legislation, regulation and statutory planning instruments and the implementation of state planning policy.</p>	<p>Planning has supported the hydrogen industry as an emerging priority sector by committing to undertake a further review of guidance material designed to assist local government support hydrogen development through plan-making based on outcomes of the Hydrogen Regulatory</p>	<p>The SARA model conditions 4.0 project is being undertaken to ensure that the conditions are clearly drafted, up to date and fit for purpose. This project will be delivered in stages, with the final stage being the release of the SARA model conditions version 4.0. In the interim, the SARA model conditions 3.8 have been delivered which</p>	

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	<p>Regular reviews are undertaken to identify and implement improvements of:</p> <ul style="list-style-type: none"> • the Planning Regulation • development assessment triggers • assessment benchmarks • operational procedures • SARA's KPIs. <p>SARA has established KPIs and customer satisfaction surveys, which are published annually on the DSDILGP website. These results contribute to the identification of areas for improvement.</p> <p>Planning has a continuous improvement agenda for SARA which includes reviewing and updating SARA conditions imposed to any development application which triggered SARA assessment under the regulation. These conditions have been drafted in consultation with technical agencies to:</p> <ul style="list-style-type: none"> • clearly articulate what is required to achieve compliance • minimise the requirements of when specialised advice is required depending on the nature of the development. 	<p>Review Report undertaken by the Office of Productivity and Red Tape Reduction.</p> <p>The review will look at identifying what additional information is required to support local government when preparing a planning scheme that appropriately supports the assessment of hydrogen development proposals.</p> <p>Planning is continuing to work with this sector to identify opportunities to improve the existing guidance material.</p> <p>Planning employees regularly participate in professional development and knowledge sharing opportunities to improve understanding of regulatory, policy and operational matters.</p> <p>Planning continues to support renewable energy sources such as wind farms, solar farms and the hydrogen industry. Guidance material has been updated to assist with an understanding of the assessment considerations.</p>	<p>included updates to water conditions and dredging conditions.</p> <p>The SARA Key Performance Indicators and Customer Satisfaction Survey Report 2021-2022 will be published on the DSDILGP website.</p> <p>SARA uses the results of the annual stakeholder survey to improve on current practices and identify training opportunities.</p> <p>A further revised training package was developed and delivered to Planning employees. This covered revised conditions, drafting principles and practices and was developed to train and refresh SARA employees on best practice condition drafting and use. It has been published via the DSDILGP Learning and Development platform for ongoing use and reference by staff.</p>

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<p>5. Be transparent and accountable in actions</p> <ul style="list-style-type: none"> ▪ Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders • Decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions • Indicators of regulator performance are publicly available. 	EDQ		
	<p>EDQ publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> • a range of guidelines and practice notes to assist people prepare development applications consistent with EDQ's planning framework • a self-certification manual which streamlines the operational works process to promote more efficient delivery of land development within PDAs • all development applications and approvals. <p>The benefits of the self-certification process include:</p> <ul style="list-style-type: none"> • innovation and improved outcomes • reduction in approval timeframes • earlier commencement of construction • potential reduction in holding costs. 	<p>EDQ publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> • details about the process followed by EDQ when assessing and deciding PDA development applications • all PDA development schemes, draft development scheme and superseded development schemes • the fees payable for all PDA development applications • all gazettes showing declarations of all new or amended PDAs • submissions report for all proposed new or amended PDA development schemes • all current and decided PDA development applications. <p>EDQ proactively announces details of major Development Applications (DA) on the Have Your Say page to further notify interested parties of DA details.</p>	<p>The webpages are regularly reviewed to be kept up to date with relevant information.</p> <p>The Have Your Say web pages are regularly reviewed to be kept up to date with relevant information.</p>
	OCG		
<p>OCG publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> • information and decisions • guidance on compliance and enforcement matters 	<p>OCG publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> • the fees payable for applications • fact sheets and guidelines on assessment timeframes, processes and requirements 	<p>The webpages are regularly reviewed and updated with relevant information.</p>	

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	<ul style="list-style-type: none"> information about SDAs, development schemes, prescribed projects, coordinated projects and large resource projects fact sheets and guidelines on how development assessment is carried out and the associated timeframes. <p>Each SDA is subject to a development scheme which is a regulatory document that controls planning and development in that SDA.</p> <p>Applicants and all referral agencies are provided with the decision on all development applications.</p>	<ul style="list-style-type: none"> all declarations of coordinated projects, prescribed projects, critical infrastructure projects and approved works with links to project information environmental assessment material considered by the CG in the evaluation of coordinated projects instructions for the public to have their say on projects undergoing evaluation the CG's evaluation report information providing an overview of the SSRC Act and SIA requirements including a list of LRPs and associated nearby regional communities information on the SSRC Act review. 	
Planning			
	<p>To ensure transparency and accountability, Planning complies with established government decision making processes and decision notices, referral agency responses and conditions in a timely manner in accessible locations on the DSDILGP website, in addition to direct communication with affected stakeholders.</p> <p>Planning also maintains and publishes a record of Temporary Use Licences (TUL) decisions. This material is made publicly available on the DSDILGP website.</p>	<p>Planning informed stakeholders about decisions affecting TULs in a timely manner, in line with extensions to the COVID-19 applicable event made under the Planning Act. Planning communicated expectations ahead of time to enable TUL holders to prepare for changing circumstances.</p>	<p>Each year SARA assesses its performance against certain KPIs and publishes both the KPIs for the financial year and a report on SARA's performance on the DSDILGP website.</p> <p>SARA uses the results of the annual stakeholder survey to improve on current practices and identify training opportunities.</p> <p>The COVID-19 applicable event was extended twice in 2021–22, and a new Rainfall and Flooding applicable event was declared on 1 April 2022 and extended on 6 May 2022 for the Gympie local government</p>

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			<p>area. To ensure transparency and accountability, the DSDILGP website was updated to communicate each applicable event extension and to provide information on past events for stakeholders to see the sequence of decision making leading to current events.</p>