

Department of State Development, Infrastructure and Planning

Implementation of the Queensland Government's Regulator Performance Framework

2024–25 Performance Report

Background

The purpose of the Queensland Government's Regulator Performance Framework (the Framework) is to achieve positive regulatory outcomes in Queensland through effective and efficient regulatory practice.

The Framework sets out five model practices to support the achievement of government policy objectives through better interactions between regulators and their stakeholders, which aim 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 is available from the Queensland Treasury [website](#).

The following report outlines the Department of State Development, Infrastructure and Planning's (DSDIP) performance in implementing the Framework during 2024–25 incorporating the Office of the Coordinator-General and Planning which undertake regulatory functions.

The Office of Industrial Relations (OIR) also undertakes regulatory functions. OIR's report is published separately on its website [OIR Regulatory Performance Self-Assessment Reports](#).

Regulator model practices and supporting principles	In 2024–25 report on: <ul style="list-style-type: none"> evidence to demonstrate the extent to which DSDIP's regulatory practices align with the regulator model practices including examples or case studies actions taken to improve regulatory activities and business practices.
Office of the Coordinator-General	
<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>The Office of the Coordinator-General (OCG) continued to ensure regulatory activity was proportionate to risk and minimised unnecessary burden for key stakeholders.</p> <p>The OCG adhered to relevant legislation under the <i>State Development and Public Works Organisation Act 1971</i> (SDPWO Act), namely Part 7A of the SDPWO Act which provided guidance to officers on the management of enforcement and general offences. The guidance under Part 7A being:</p> <ul style="list-style-type: none"> Part 4 (Environmental coordination) Part 4A (Assessment and approval of particular coordinated projects under the Bilateral Agreement) Part 5 (Prescribed development) Part 5A (Prescribed projects) Part 6 (Planned development). <p>The OCG continued to provide advice on approvals processes for major projects considering risk and impact specifically to:</p> <ul style="list-style-type: none"> assess project risks and manage project specific risk registers impose conditions requiring third-party audit reporting to ensure ongoing compliance (where appropriate to risk) review third-party independent audit reports for projects, as part of its compliance framework, to evaluate the level of compliance monitor and report on any compliance or enforcement action. <p>The OCG continued to utilise both the Environmental Impact Statement (EIS) and the Impact Assessment Report (IAR) processes, which were managed using a flexible approach to respond to individual projects. Both processes ensure project impacts are assessed appropriately and managed properly.</p> <p>The OCG continued to operate under the Bilateral Agreement between the Commonwealth and the State of Queensland, allowing projects to be assessed by a single EIS which addressed State and Commonwealth environmental legislation, where approvals are required by both levels of government.</p>

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	<p>The OCG took actions to improve regulatory activities and business practices. This included formalising a significant milestone - a Memorandum of Understanding (MoU) with the Commonwealth Department of Climate Change, Energy, the Environment and Water (DCCEEW) to introduce new mechanisms to de-risk development and accelerate assessments under the Commonwealth <i>Environment Protection and Biodiversity Conservation Act 1999</i> (EPBC Act).</p> <p>By formalising the MoU, the OCG demonstrated its commitment to:</p> <ul style="list-style-type: none"> progressing work to modernise the assessment bilateral agreement between both governments, to ensure more timely and effective environmental approval processes in Queensland enhancing cooperation and communication between both governments to enable faster project delivery and unlock Queensland’s development pipeline, achieving better outcomes for Queensland industries, communities and stakeholders. <p>Additional actions were taken throughout the period by the OCG to improve regulatory activities and business practices including:</p> <ul style="list-style-type: none"> actively sought opportunities to improve regulatory activities and business practices on a quarterly or annual basis including through implementing the State Development Area (SDA) business improvement program which is focussed on improvements to development assessment processes and decision making in SDAs and involved a review of delegations, templates, performance indicators, fees and practice guidelines undertook regular reviews of proposed policy to ensure a proportionate approach to the assessment of projects worked with state entities to identify opportunities to streamline project assessment processes for time-pressured projects, such as large-scale construction projects within the Dam Improvement Program strengthened collaborative approaches across government; including risk identification and management to ensure a proportionate response to issues and ability to identify, manage, and neutralise risks more efficiently strengthened strategic information sharing and highlighted key issues on a regular basis within the OCG between Directors-General, CEOs, and the CG.

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	<p>The OCG continued to maintain responsibility for the implementation and administration of the <i>Strong and Sustainable Resource Communities Act 2017</i> (SSRC Act), which is supported by a guideline on social impact assessments (SIA).</p> <p>The SSRC Act aims to:</p> <ul style="list-style-type: none"> ensure that residents of communities near large resource projects (LRPs) benefit from their construction and operation, noting it: <ul style="list-style-type: none"> prevents the use of 100% fly-in, fly-out (FIFO) workforce arrangements on operational LRPs prevents discrimination against locals in the future recruitment of workers, through amendments to the <i>Anti-Discrimination Act 1991</i> ensure SIAs are mandatory for LRPs, including prioritisation of recruitment from local and regional communities ensures SIA processes are the same under both the <i>Environmental Protection Act 1994</i> and the SDPWO Act. <p>In line with the SSRC Act the OCG continued to:</p> <ul style="list-style-type: none"> assess project specific social impacts and approve social impact management plans (SIMP) impose state conditions under the SSRC Act, that may require third-party audit reporting to ensure ongoing compliance (where appropriate). For example, a standard condition for the proponent is to provide an annual social impact management report for the project review the performance and implementation of proponent SIMPs and commitments monitor social impact management reports for project compliance. regularly monitor and undertake an annual compliance audit to evaluate compliance with the CG's conditions and recommendations on LRPs including SIAs under the SSRC Act implement appropriate action to address non-compliance, such as the OCG conducted investigations and considered whether enforcement was warranted regularly monitor resource industry activity to ensure resource projects that meet the criteria of an LRP are captured by the SSRC Act and published on the CG's list of LRPs.

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	<p>Additional actions taken to improve regulatory activities and business practices included:</p> <ul style="list-style-type: none"> continued to work collaboratively with industry, local and state government agencies in ensuring LRP compliance with the SSRC Act reviewed the SIA Guideline and SIA supplementary material, which was amended to also include the requirement for SIA for prescribed development under the <i>Planning Act 2016</i> continued to proactively raise the profile of the SSRC Act across government and industry to increase awareness of the SSRC Act requirements continued to promote the SSRC Act in Project Pipeline pre-lodgement meetings with proponents the departmental website continued to host information pertaining to: <ul style="list-style-type: none"> the SSRC Act the SIA guideline publicly available resources such as the SSRC Factsheet and SIA guidance material, including the SIA process overview and assessment guidance.
<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 	<p>The OCG continued to engage meaningfully with stakeholders by utilising several mechanisms to strengthen effective and efficient collaborative relationships and drive informed decision-making outcomes.</p> <p>Effective engagement was recognised as crucial to shaping informed decision-making capabilities in relation to matters pertaining to key projects (Prescribed or Coordinated), SDAs (Development Applications including updates, changes and Draft Development Schemes) and other key processes in line with both the SDPWO Act and the SSRC Act.</p> <p>Mechanisms of engagement included:</p> <ul style="list-style-type: none"> seeking advice from other government agencies: <ul style="list-style-type: none"> through various processes such as the environmental assessment process, the CG continued to seek advice from government agencies, and technical specialists engagement with state agencies:

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the efficiency and effectiveness of the regulatory framework.	<ul style="list-style-type: none"> continued to actively engage with state agencies and other entities that have condition jurisdiction or a compliance role in relation to key projects or processes being undertaken by the OCG continued to implement a standard and streamlined practice to engage with relevant government agencies when formulating conditions to ensure they are fit-for-purpose engagement with First Nations people: <ul style="list-style-type: none"> engagement with First Nations people and communities was held, in collaboration with proponents, to seek deeper understandings to inform project design and delivery. An example of this is Kabi Kabi engagement for the Borumba Pumped Hydro project participation in targeted community and broader stakeholder forum engagements and consultations: <ul style="list-style-type: none"> representatives of the OCG participated in community and stakeholder 'town hall' events within various local/regional communities where impacts and effects may be felt by projects and processes being undertaken by the OCG and prior to a decision being made. Such community events provided a platform for feedback opportunities and information sharing specific/targeted consultations were also held with impacted landowners/occupiers, prior to the exercise of land access and/or the use of the CG's land acquisition powers direct engagement with relevant local governments and proponents/owners of LRPs, and social service providers formal consultation was held with industry, unions, peak bodies, local and state government agencies to inform the CG's discretionary decisions under the SSRC Act public consultations/notification stages demonstrated the OCG's commitment to improving public consultation processes while building trust and confidence through utilising various methods: <ul style="list-style-type: none"> online platforms such as 'have your say' - which invited the public to submit their feedback including for EISs - terms of reference, draft EISs, SIAs, SDA applications, as well as SDA development schemes and project change applications providing e-mail or postal methods for the public to respond during public consultation periods

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	<ul style="list-style-type: none"> pre-lodgement meetings provided an opportunity for proponents to discuss their project with the OCG before lodging an application for the following: <ul style="list-style-type: none"> SDA applications coordinated projects and prescribed projects any other declarations under the SDPWO Act the OCG remained committed to delivering transparent and accessible information to stakeholders through: <ul style="list-style-type: none"> website information and document sharing, for example: project information, fact sheets, templates, processes, guidelines, SDAs, development schemes, how to undertake development in an SDA public telephone line via a dedicated 1800 number associated email addresses for projects and development application processes the OCG remained committed to delivering and maintaining current information by conducting regular reviews as well as providing refreshed and reformed information, where relevant the OCG stood up a project dedicated to refreshing the OCG internet presence to create a more effective, efficient, user centric and accessible experience for key stakeholder groups such as government, industry and community users: <ul style="list-style-type: none"> the project focused on refreshing the web design, content and information presented while the new website project was not completed within the period and is yet to ‘go-live’, it reached a significant milestone in its content development stage by the end of 2024–25 and aims to launch in early 2025–26 the OCG utilised methods of external stakeholder communications: <ul style="list-style-type: none"> external mail outs to key stakeholders were utilised to keep them informed of current achievements and upcoming work of the OCG social media channels were utilised such as LinkedIn to highlight key milestones, engagements and work of the OCG relevant to the OCG LinkedIn audience demographic. <p>The following projects underwent public notification processes:</p>

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3. Provide appropriate information and support to assist compliance	<ul style="list-style-type: none"> decision to release the request for change to the Coordinator-General's Evaluation Report (CGER) for the Six Mile Creek Dam Safety Upgrade Project decision to release the Inland Rail Border to Gowrie project revised draft EIS for public notification decision to release the Julia Creek Vanadium and Energy project draft terms of reference for public notification for an EIS decision to release the request for change to the CGER for the New Acland Coal Stage 3 Expansion Project decision to release the Port of Brisbane Channel Enhancement project draft terms of reference for an EIS. <p>Community consultation engagements included:</p> <ul style="list-style-type: none"> the OCG was represented at all community information sessions during the 12-week public notification period for the Inland Rail Border to Gowrie project revised draft EIS and attended meetings with directly affected landowners, when invited the OCG provided interactive presentations at formal community consultation group events for the Inland Rail Border to Gowrie and Paradise Dam Improvement Project. <p>The OCG engaged with core stakeholders at industry forums and events to strengthen meaningful messaging and build trust, examples include:</p> <ul style="list-style-type: none"> Infrastructure Association of Queensland Australian Water Association FNQ Industry Breakfast (Cairns) Queensland Resources Council. <p>The OCG continued to provide appropriate information and support to proponents and stakeholders to assist compliance matters, while striving to improve process efficiencies.</p>

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<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>The OCG continued to engage with stakeholders affected by the exercise of powers under the SDPWO Act and the SSRC Act and worked closely with proponents and government agencies to facilitate prescribed and major projects in obtaining relevant approvals.</p> <p>To guide proponents and the public on how to undertake and participate in processes under the SDPWO Act and the SSRC Act, the OCG continued to practise transparent communication by publishing guidance materials to assist and inform stakeholders via the department website across matters relating to:</p> <ul style="list-style-type: none"> assessment and approval processes project stage updates (for e.g. at EIS stage, or out for public consultation phase) compliance and enforcement matters. <p>In parallel, the OCG provided:</p> <ul style="list-style-type: none"> pre-lodgement meetings with proponents to inform them of requirements and expectations around approvals processes to achieve best possible outcomes key project/office contact methods, including emails such as a general email address for all enquiries, specific project email addresses and key contacts as well as an 1800 phone line suite of guidelines and document templates access to a diverse range of resources and information on the department website. <p>The OCG also demonstrated its commitment to improving efficiencies and its consistency in assessment and administration of applications and approval timeframes, advancing and developing standardised suites of document requirements, such as:</p> <ul style="list-style-type: none"> generic Terms of Reference (ToR) an Environmental Impact Assessment (EIA) Toolkit generic environmental authority (EA) conditions for resource projects. <p>The generic ToR aims to outline essential EIS requirements for resource and non-resource projects, while the EIA toolkit will offer accessible guidance documents to establish clear standards for environmental assessments. These documents also aid to support improved community and stakeholder relations for proponents and agencies by setting a consistent expectation and reducing consultation fatigue.</p>

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	<p>The OCG also worked closely with the Department of Environment, Tourism, Science and Innovation to progress the development of generic EA conditions issued as part of the CGER to provide certainty for resource project proponents.</p> <p>The OCG is committed to driving clear guidance to proponents and stakeholders whilst also implementing strategic project planning and critical path analysis in partnership during the early stages of EIA planning, to expedite approval timeframes and actualise outcomes (i.e. removing burdensome processes).</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. The OCG continued to:</p> <ul style="list-style-type: none"> work closely with proponents, including local and state government agencies, to ensure conditions on projects were reasonable, relevant, clear and enforceable, conditions were drafted to be ‘fit-for-purpose’ and impacts were mitigated where necessary oversee post CGER negotiations between proponents and local governments, in particular in relation to SIMPs under the SSRC Act. <p>Other compliance matters included:</p> <ul style="list-style-type: none"> the OCG provided direct contact details of officers to landowners and interested holders who were subject to land access or resumption notices, to enable affected parties to obtain timely guidance or advice should an issue with compliance of a statutory process or notice arise published information on the department website about the compulsory acquisition process, including frequently asked questions to provide parties with an understanding of the process to help them determine whether statutory processes or notices are compliant published information about management and enforcement of compliance issues maintained the list of large resource projects subject to the SSRC Act on the departmental website published online documents related to development approvals made by the CG in SDAs continued to publish online documents related to development approvals made by the CG in SDAs.

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	<p>The OCG continued to review and monitor projects under compliance. Compliance activities included:</p> <ul style="list-style-type: none"> provision of advice to the CG on the conditioning of approvals, to ensure that conditions are reasonable, relevant and enforceable monitoring of proponent compliance with imposed conditions of approval assessment of non-compliance notifications and provision of possible enforcement options to the CG with the CG deciding on the most appropriate enforcement option reviewing of third-party audit reports and provision of advice to the CG on audit outcomes and any actions that may be required maintenance of collaborative working arrangements with state agencies, or other entities that have condition jurisdiction or a compliance role. review actions included: <ul style="list-style-type: none"> guidelines and the suite of standard templates continue to be reviewed annually to ensure they provide consistency and transparency in the approach and the best outcomes for all involved the delivery of 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>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. 	<p>The OCG continued to demonstrate its commitment to continuous improvement:</p> <ul style="list-style-type: none"> continued to regularly review its practices, guidelines and processes to ensure it provides the best approach to achieving outcomes all CG decisions continue to consider human rights in accordance with the <i>Human Rights Act 2019</i> and staff continued to have the necessary tools to assist in preparing material for statutory decisions a review of human rights considerations was sought for decisions under the SDPWO Act and SSRC Act to ensure staff had appropriate guidance material available when preparing material for statutory decisions, and to ensure consistency in application of human rights considerations

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<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> staff undertook training to ensure they had the necessary capabilities for their respective roles, with training provided by legal firms, other agencies as well as in-house training. <p>The OCG has demonstrated its commitment to improving its project, program and portfolio management practices and systems with activities which included:</p> <ul style="list-style-type: none"> the OCG engaged in a process working with a dedicated facilitator to implement 'activist program management' to enhance its capabilities overseeing and monitoring projects and programs against R (red), A (amber), G (green) statuses within the context of the broader portfolio this work enhanced the OCG's abilities to intervene early by making informed decisions when a project flags as 'red' which essentially identifies risks as early as possible in parallel the OCG demonstrated its commitment to continuously building and embedding a disciplined approach more broadly around project management culture and systems by hosting in-house training, workshops, enhancing project, program milestones and monitoring capabilities advanced its level of effective practice around accountability, with respect to project management, implementing roadmaps for projects and peer reviewing and 'rigour' testing project roadmaps to ensure they effectively demonstrate accurate milestones and project pathways to achieving success continued to upskill their abilities to be able to identify key issues, focusing on improved quality of assessments, reduce assessment delivery timeframe, de-risking projects and remain globally competitive established and retained proactive compliance frameworks for critical timeframe projects. Where non-compliance against conditions is identified, the OCG continues to take action to ensure the matter is addressed and the project can proceed commenced procurement of a new Project Portfolio Management system with a view to its rollout at the end of 2025 continued to conduct periodic reviews and updates to guidance materials (as stated above) with respect to assessment processes under the SDPWO Act and SSRC Acts to gain effective efficiencies for all involved.

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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. 	<p>The OCG continued to demonstrate its commitment to transparent and accountable actions and decision-making which included:</p> <ul style="list-style-type: none"> regulatory decisions, including copies of gazettes, project reports and links to new regulations continue to be published on the departmental website which is accessible by stakeholders the OCG published transparent processes and guidance materials for stakeholders the OCG demonstrated its commitment to transparency by utilising social media platforms such as LinkedIn, highlighting decisions, engagement activities and/or activities involving the OCG. <p>The OCG continues to publish on the website:</p> <ul style="list-style-type: none"> the fees payable for applications fact sheets and guidelines on assessment timeframes, processes and requirements 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 online documents related to development approvals made by the CG in SDAs.

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Planning	
<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>The recent amendments to the Planning Regulation 2017 demonstrate a commitment to ensuring regulatory activity is proportionate to risk and minimises unnecessary burden. By refining thresholds, updating definitions, and streamlining administrative processes, the changes focus regulatory effort on higher-risk developments while reducing compliance requirements for low-risk or routine matters. These updates reflect a targeted, intelligence-led approach that supports efficient planning outcomes, avoids unnecessary imposition on stakeholders and aligns with broader government priorities such as housing delivery, infrastructure coordination and industry equity.</p> <p>List of Amendments included:</p> <ul style="list-style-type: none"> updated Schedule 16 to reflect the annual indexation of prescribed amounts introduced an administrative definition for 'build to rent' in Schedule 4 to clarify planning pathways supported the operationalisation of the State Facilitated Development pathway required registration of temporary use licences (TULs) only when amended, cancelled, or suspended, and clarified application requirements for changes and extensions updated the currency date of the Development Assessment (DA) Rules and Minister's Guidelines and Rules (MGR) ensured sex work businesses are treated the same as other businesses under the planning framework amended Schedule 10, Part 2A to support the declaration of the Waraba Priority Development Area adjusted the threshold measure in Schedule 20, item 43 for development impacting State transport infrastructure, allowing local governments to assess lower-risk proposals reflected the updated date for the Queensland Rural Workers' Accommodation Initiative reflected the updated date for the State Development Assessment Provisions (SDAP) extended the sunset clause for development of relocatable classrooms at State schools by two years enabled delivery of the government's commitment to unlock church and charity-owned land for community housing by the end of 2024

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Planning	
	<ul style="list-style-type: none"> ensured all renewable energy projects are impact assessable and subject to rigorous approval processes, consistent with other resource projects facilitated the appointment of two judges to the Planning and Environment Court to maintain efficient administration in South-East Queensland.
<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. 	<ul style="list-style-type: none"> Planning actively engages with a broad range of stakeholders, including industry peak bodies, local governments, state agencies and the community, to shape policy outcomes and improve the operation of Queensland's planning framework. Engagement is both formal and informal, and is designed to build trust, promote transparency, and ensure the system reflects the realities of those it regulates. Planning continued to consult through targeted project work, including legislative reform and strategic government initiatives. This included structured engagement with technical working groups, advisory panels and cross-agency committees to ensure that policy development is informed by diverse perspectives and operational experience. Public consultation is a core feature of Planning's approach. Statutory and non-statutory consultation processes are used to gather feedback on emerging planning matters and proposed reforms. A recent example is the comprehensive consultation undertaken on proposed amendments to planning legislation to support renewable energy development. This included: <ul style="list-style-type: none"> a formal 'Have Your Say' process on supporting instruments targeted engagement with local governments and energy proponents publication of explanatory materials and draft instruments for public review. To better understand stakeholder sentiment and identify opportunities for improvement, Planning also undertakes regular feedback mechanisms. The annual State Assessment and Referral Agency (SARA) customer satisfaction survey invited applicants, state agencies and development industry representatives to provide insights into their experience with the planning system. The results inform service delivery improvements and help shape future engagement priorities.

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	<ul style="list-style-type: none"> Planning recognises that meaningful engagement is not just about consultation, it’s about listening, responding, and co-designing solutions. The department is committed to strengthening collaborative relationships with other regulators and stakeholders to ensure the planning system remains responsive, efficient, and fit for purpose. The qualitative and quantitative data obtained is used to identify and prioritise areas of improvement to address the survey responses.
3. Provide appropriate information and support to assist compliance <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. 	<ul style="list-style-type: none"> The Planning Group is committed to supporting stakeholders, particularly local governments and planning professionals, through clear, timely and tailored guidance that enables effective compliance with Queensland’s planning framework. Guidance materials are developed to assist councils in undertaking plan-making and infrastructure planning in their local areas. These resources are primarily targeted at local governments and planning consultants involved in drafting planning schemes and implementing state and regional planning policy. Materials are regularly updated to reflect legislative changes, policy shifts, and emerging planning challenges. Information is disseminated through multiple channels to ensure broad accessibility and consistency. This includes: <ul style="list-style-type: none"> updates and technical guidance published on the department’s website targeted outreach and support from Planning’s regional offices presentations and Q&A sessions to ensure consistent interpretation and application of guidance. To ensure advice remains consistent and fit-for-purpose, Planning coordinates closely across regional offices and technical teams. This includes internal briefings and distribution of explanatory materials to support local government officers involved in plan drafting and infrastructure planning.

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Planning	
	<ul style="list-style-type: none"> Planning maintains a continuous improvement agenda across the planning framework, including legislation, regulation, statutory instruments and implementation of state planning policy. Regular reviews are undertaken to identify and implement improvements to: <ul style="list-style-type: none"> Planning Regulation 2017 development assessment triggers operational procedures SARA's key performance indicators. These reviews are informed by stakeholder feedback, system performance data, and emerging trends in development activity. The goal is to ensure that compliance requirements are proportionate, transparent, and aligned with the realities of local government operations and industry practice.
<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. 	<ul style="list-style-type: none"> Regular reviews are undertaken across planning legislation, regulation, statutory instruments, and operational procedures to ensure the system remains contemporary, efficient and aligned with government priorities. These reviews are increasingly focused on practical implementation challenges, with reforms prioritised based on their impact on stakeholders and the community. Planning introduced a streamlined section 18 planning scheme amendment process, enabling councils to fast-track amendments within 3, 6, or 12 months. This reform supports the rapid alignment of local planning schemes with dwelling supply targets and diversity sub-targets set out in <i>ShapingSEQ 2023</i>, helping councils respond more quickly to housing needs and growth pressures. Amendments were made to the Ministerial Infrastructure Designations (MID) process to streamline approvals for social and affordable housing developments, enabling decisions within three months. Planning is actively engaging with stakeholders to identify further opportunities to improve the MID process, including clearer guidance, faster pathways, and better integration with infrastructure planning. Staff across Planning are supported with training, tools, and internal guidance to ensure they can consistently and effectively implement reforms. This includes technical briefings, cross-agency collaboration

Regulator model practices and supporting principles	In 2024–25 report on: <ul style="list-style-type: none"> evidence to demonstrate the extent to which DSDIP's regulatory practices align with the regulator model practices including examples or case studies actions taken to improve regulatory activities and business practices.
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	<p>and knowledge-sharing forums to build capability and ensure consistent interpretation of policy and regulatory changes.</p> <ul style="list-style-type: none"> The commitment to continuous improvement is embedded in Planning's culture and operations, ensuring that the system evolves in step with Queensland's growth, community expectations, and strategic priorities.
<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. 	<ul style="list-style-type: none"> To support transparency, Planning publishes development application materials, including decision notices, referral agency responses, and conditions, within 24 hours of issue on the department website. To support transparency of applications made under the <i>Regional Planning Interests Act 2014</i>, Planning publishes Regional Interest Development Approvals including application material and decision notices, on the department website. This ensures applicants, local governments and the public can access decisions in real time and understand the basis for regulatory outcomes. Ministerial decisions, such as State Facilitated Development, Ministerial Infrastructure Designations, Ministerial Call Ins and plan-making approvals, are also published promptly and in full. This includes supporting documentation and explanatory statements to clearly articulate the rationale behind each decision. Planning also measures and reports on its performance. Going forward, in the <i>2025–26 Service Delivery Statement</i>, a new efficiency measure was introduced to publicly report the percentage of referral agency responses completed within 25 business days. This provides a transparent benchmark for service delivery and helps stakeholders understand how Planning is performing against its regulatory timeframes. These practices are supported by internal systems that ensure consistency and accountability. Planning staff are trained to apply decision-making frameworks accurately and communicate outcomes clearly. Where appropriate, explanatory materials accompany decisions to help stakeholders understand what is required to achieve compliance and how decisions align with broader planning objectives.