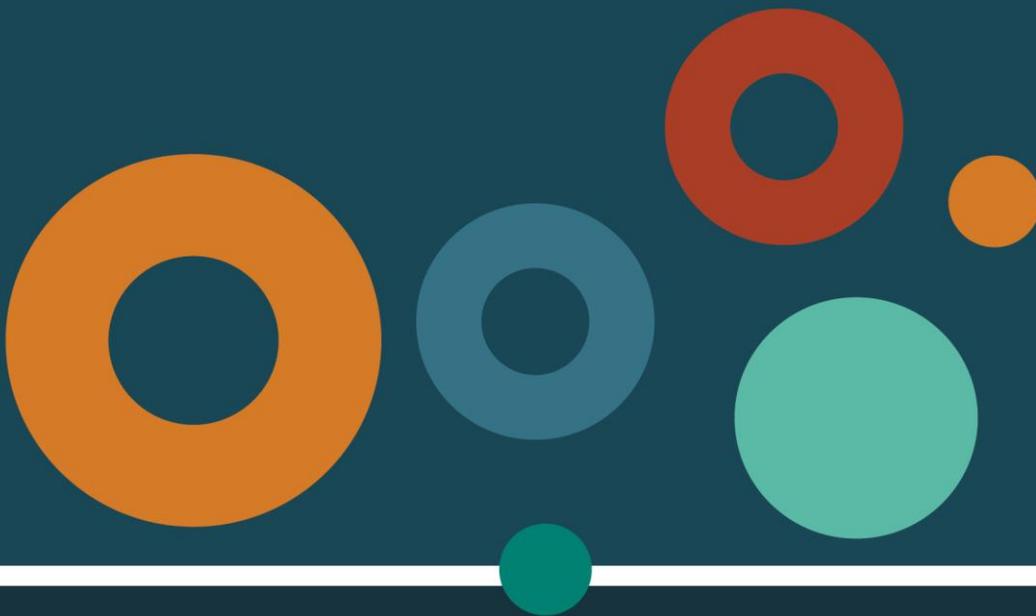


Compliance plan 2020–21



This publication has been compiled by the Strategy and Capability team, Natural Resources, Department of Natural Resources, Mines and Energy.

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About the compliance plan

The Department of Natural Resources, Mines and Energy's (DNRME) compliance plan 2020–21 is a consolidation of each regulatory division's business-area plans.

The plan is completed annually to identify the activities that support each business area to implement the compliance approach, including compliance outcomes, performance measures, focus areas, activities, targets and measures.

The plan supports those business areas to take a risk-based, transparent and consistent approach to how we regulate Queensland's land, water, mineral and energy resources.

How to read the plan

The table below explains the content in the compliance plan.

Column heading	Explanation
Performance measure	How will we know we have achieved the outcome – what does success look like?
Focus area	What areas of focus will help us achieve the outcome?
Activity	What activities do we need to do to achieve the outcome?
Target	How much/what is enough of the activity to do to be able to achieve the outcome?

1. Natural Resources
i. Land compliance plan 2020–21

Performance measure	Focus area	Activity	Target
Decisions on compliance and enforcement action are made in a timely manner	reporting, addressing and case managing non-compliance	<ul style="list-style-type: none"> respond to high priority non-compliance 	<ul style="list-style-type: none"> prioritise 80% of recorded non-compliance incidents received in 2020–21 allocate high priority cases for further investigation within 40 business days
Decrease in non-compliant behaviour	use and development of allocated State land	<ul style="list-style-type: none"> undertake targeted proactive desktop audits of tenures for compliance with Land Act tenure/authority conditions 	<ul style="list-style-type: none"> conduct 12 targeted proactive audits of tenures issued under the Land Act to ensure compliance with tenure/authority conditions
	use of state land, including non-freehold and trust land held by the department	<ul style="list-style-type: none"> use existing work programs to audit land held by the department 	<ul style="list-style-type: none"> conduct 100 proactive field audits of unallocated state land held by the department, including checks for unauthorised activity

1. Natural Resources
ii. Water compliance plan 2020–21

Performance measure	Focus area	Activity	Targets
Decisions on compliance and enforcement action are made in a timely manner	reporting, addressing and case managing non-compliance	<ul style="list-style-type: none"> respond to non-compliance in a timely and efficient manner 	<ul style="list-style-type: none"> allocate 95% of cases of non-compliance for further investigation within 10 business days finalise 80% of cases of non-compliance in the 2020–21 water year within 9 months
Decrease in non-compliant behaviour	water take and interference	<ul style="list-style-type: none"> undertake proactive field audits for authorised water take and/or interference 	<ul style="list-style-type: none"> conduct 350 proactive field audits of authorised water take and/or interference and flow events
		<ul style="list-style-type: none"> undertake proactive desktop audits of self-read meter reads (water taken) 	<ul style="list-style-type: none"> audit 100% of meter reads received for compliance against authorised water take
		<ul style="list-style-type: none"> educate water entitlement holders 	<ul style="list-style-type: none"> inform metered entitlement holders in targeted areas about compliance actions that have been undertaken in their water management area as a result of meter reads for water year 2019-20
	drilling	<ul style="list-style-type: none"> undertake proactive desktop audits of drill logs 	<ul style="list-style-type: none"> audit 150 drill logs received for compliance against the minimum construction standards and conditions
		<ul style="list-style-type: none"> undertake proactive field audits of water bore drillers 	<ul style="list-style-type: none"> conduct 10 proactive field audits during the construction of water bores in areas where the risk to the resource is high
	Quarry Material Allocation Notices (QMAN)	<ul style="list-style-type: none"> undertake proactive desktop audits of QMAN monthly returns 	<ul style="list-style-type: none"> audit 95% of monthly QMAN returns for compliance against authorised allocation
<ul style="list-style-type: none"> undertake proactive QMAN field audits 		<ul style="list-style-type: none"> conduct 40 proactive field audits and inform allocation holders of outcomes 	

1. Natural Resources
iii. Vegetation compliance plan 2020–21

Performance measure	Focus areas	Activity	Target
Decisions on compliance and enforcement action are made in a timely manner	investigate alleged unauthorised clearing	<ul style="list-style-type: none"> manage reactive investigations of alleged clearing notifications (received via Early Detection System and alleged tree clearing complaints) 	<ul style="list-style-type: none"> prioritise 95% of EDS and alleged tree clearing complaints within 10 business days of receipt. ensure 80% of cases result in recommended action within 9 months of detection
Decrease in non-compliant behaviour	monitoring category A areas	<ul style="list-style-type: none"> audit category A areas 	<ul style="list-style-type: none"> undertake a minimum of 12 desktop and/or field audits state-wide, such as: <ul style="list-style-type: none"> – exchange areas – restoration notices – reasonable belief property maps of assessable vegetation (PMAV)
	proactive opportunities	<ul style="list-style-type: none"> proactive monitoring of authorised clearing activities 	<ul style="list-style-type: none"> conduct 12 desktop and/or field audits of authorised clearing, such as: <ul style="list-style-type: none"> – development permits – accepted development vegetation clearing codes (ADVCC) notifications
	education	<ul style="list-style-type: none"> stakeholder engagement 	<ul style="list-style-type: none"> provide information and educate stakeholders about the vegetation management framework at a minimum of 12 state-wide workshops, meetings, field days, webinars or targeted education for landowners

1. Natural Resources

iv. Water Supply Regulation compliance plan 2020–21

Performance measure	Focus area	Activity	Target
More than 75% of service providers agree that they understand regulatory requirements	service provider support and educational program	<ul style="list-style-type: none"> conduct workshops/ forums/webinars distribute e-alerts to service providers present at industry forums 	<ul style="list-style-type: none"> conduct 5 workshops/ forums/webinars distribute a minimum of 5 email communications participate in at least 4 industry forums
Site assessments are conducted, outcomes reported and recommendations given to the relevant service provider, once finalised	safe drinking water assessments	<ul style="list-style-type: none"> complete assessments and prepare reports monitor service provider performance against report recommendations engage with stakeholders, including other government agencies, to facilitate necessary support programs and service funding opportunities 	<ul style="list-style-type: none"> conduct at least 3 site assessments provide reports to service providers with recommendations within 30 business days of completing the relevant site assessment follow up on actions taken by at least 5 service providers to implement report recommendations
All notifiable incidents actioned and resolved in accordance with legislative requirements	drinking water incidents	<ul style="list-style-type: none"> undertake assessment and compliance activities for drinking water incidents 	<ul style="list-style-type: none"> meet statutory timeframes set by the water supply regulator
Service providers report against customer service key performance indicators 4.8a and 4.9a (bursts, leaks, breaks, chokes)	performance reporting	<ul style="list-style-type: none"> review performance reporting data submitted by service provider for 4.8a and 4.9a 	<ul style="list-style-type: none"> receive a complete data set from service providers required to report on customer service KPIs 4.8a and 4.9a by 1 December 2020

1. Natural Resources
v. Dam Safety compliance plan 2020–21

Performance measure	Focus area	Activity	Target
A decrease in non-compliant dam safety documentation	stakeholder engagement	<ul style="list-style-type: none"> undertake client and stakeholder engagement activities 	<ul style="list-style-type: none"> conduct 1 dam owners forum conduct 10 specialised training programs/ educational workshops for dam owners
	monitoring compliance	<ul style="list-style-type: none"> undertake site audits to ensure compliance with regulatory requirements through identification of any shortfalls in the dam owner's dam safety management programs and areas of non-compliance with specific legislative requirements including dam safety conditions 	<ul style="list-style-type: none"> audit 10% of total regulated dams
		<ul style="list-style-type: none"> review and assess emergency action plans submitted to the regulator within legislative timeframes 	<ul style="list-style-type: none"> review and assess 100% of emergency action plans received
		<ul style="list-style-type: none"> review wet season preparedness reporting, submitted for 1 October 2020 at the start of the wet season 	<ul style="list-style-type: none"> receive reports from 90% of dam owners
		<ul style="list-style-type: none"> identify and appropriately address non-compliance 	<ul style="list-style-type: none"> ongoing monitoring of dam owner compliance, 100% of non-compliances identified respond to 100% of non-compliant dam owners 100% of non-compliant dam owners adhere to documented non-compliance response plan

Performance measure	Focus area	Activity	Target
Increased awareness of small dam owners regarding regulatory obligations	compliance	<ul style="list-style-type: none"> undertake field audits of priority dams identified and issue referable dam notices for those with confirmed persons at risk 	<ul style="list-style-type: none"> complete assessments of 10 dams
	stakeholder engagement	<ul style="list-style-type: none"> undertake client and stakeholder engagement activities 	<ul style="list-style-type: none"> publish communication material for small dam owners by October 2020 include topic in specialised training programs and educational workshops for local government
Implement the Dam Safety Quality Management Framework <ul style="list-style-type: none"> achieve ISO accreditation 	compliance	<ul style="list-style-type: none"> ensure 100% of work practices are ISO:9001 2015 standard compliant 	<ul style="list-style-type: none"> achieve and maintain ISO:9001 2015 accreditation
Ensure information and support tools are available to facilitate voluntary compliance	compliance	<ul style="list-style-type: none"> distribute Dam Safety e-newsletter quarterly review Dam Safety website content 	<ul style="list-style-type: none"> issue 4 newsletters review and update website content by 31 March 2021
Ensure legislation remains appropriate and support tools are current	compliance	<ul style="list-style-type: none"> review Dam Safety Management guideline (incorporating Dam Safety Conditions) review Acceptable Flood Capacity guideline 	<ul style="list-style-type: none"> publish Dam Safety Management Guideline by 31 March 2021 (subject to Paradise Dam Commission of Inquiry actions) publish Acceptable Flood Capacity Guideline by 30 June 2021

1. Natural Resources
vi. Natural Resources Programs compliance plan 2020–21

Performance measure	Focus area	Activity	Target
Audits of Natural Resource Investment Program delivery organisations undertaken to ensure ongoing contractual obligations	monitor delivery organisations compliance with contractual obligations	<ul style="list-style-type: none"> undertake proactive audits of delivery organisations' performance against their contracts with DNRME 	<ul style="list-style-type: none"> audit 6 delivery organisations to ensure compliance with contractual obligations by 30 June 2021 inform delivery organisations of the audit findings by 30 June 2021
	stakeholder engagement	<ul style="list-style-type: none"> undertake regular stakeholder engagement activities 	<ul style="list-style-type: none"> engage with 100% of delivery organisations about their contractual obligations every quarter attend 3 workshops/field days to develop and foster networks with delivery organisations
Category 2 water boards are aware of their obligations under the <i>Water Act 2000</i> regarding Board appointments	engage with category 2 water boards about compliance with board appointment currency	<ul style="list-style-type: none"> undertake stakeholder engagement with category 2 water boards regarding compliance with board appointment currency 	<ul style="list-style-type: none"> engage with any category 2 water boards that have upcoming vacancies to explain their appointment obligations 12 months before their term of appointment expires
River improvement trusts are aware of their obligations under the <i>River Improvement Trust Act 1940</i> regarding membership appointments	engage with river improvement trusts about compliance with trust membership appointment currency	<ul style="list-style-type: none"> undertake stakeholder engagement with river improvement trusts regarding compliance with trust membership appointment currency 	<ul style="list-style-type: none"> engage with 100% of river improvement trusts about their trust membership obligations at a minimum, 12 months and again at 6 months before their term of appointment expires

1. Natural Resources
vii. Strategy and Capability compliance plan 2020–21

Performance measure	Focus area	Activity	Target
Natural Resources (NR) implements the DNRME compliance approach (framework, strategy and plan)	engagement and communication	<ul style="list-style-type: none"> develop communication materials to support NR staff to understand, communicate and consistently apply DNRME’s compliance principles and approach 	<ul style="list-style-type: none"> develop and release key messages and communication presentation for staff by 30 October 2020
NR compliance reporting drives continuous improvement – identify risks, opportunities and priorities	performance culture	<ul style="list-style-type: none"> report on the NR compliance plan 	<ul style="list-style-type: none"> publish a summary report on the DNRME website within 3 months after the reporting period
NR staff have the capability and confidence to do their job well	organisation and workforce capability	<ul style="list-style-type: none"> develop and deliver technical training that meets the needs of the NR business and staff 	<ul style="list-style-type: none"> deliver 3 compliance-focused training courses by 30 June 2021 to build the regulatory capability of NR staff
NR staff, customers and stakeholders understand our regulatory role and their obligations	engagement and communication	<ul style="list-style-type: none"> publish contemporary information about our regulatory role, including the compliance framework and strategy 	<ul style="list-style-type: none"> review and update, as needed, information about NR’s role as a regulator on the department’s website at the start of each quarter provide resources for regional staff to educate and inform external stakeholders about NR’s role as a regulator through existing stakeholder networks

2. Georesources compliance plan 2020–21

Performance measure	Focus area	Activity	Target
Reduction in complaints regarding unauthorised mining Identified non-compliances are remedied in a timely manner through appropriate compliance action	desktop audits and field-based inspections	<ul style="list-style-type: none"> undertake proactive desktop assessment of satellite imagery followed by unannounced field inspections undertake proactive field inspections undertake targeted fossicking field inspections provide reactive responses to complaints at any time 	<p>Fossicking</p> <ul style="list-style-type: none"> undertake 15 programmed inspections of fossicking areas (designated fossicking land and general permission areas) across the State at peak periods <p>Minerals</p> <ul style="list-style-type: none"> undertake 2 proactive compliance campaigns targeting illegal mining activities in high-risk areas – small-scale mining in Gemfields and alluvial mining in north/north-west Queensland
Identified non-compliances are remedied in a timely manner through appropriate compliance action	desktop audits and field-based inspections	<ul style="list-style-type: none"> undertake proactive desktop audits including: <ul style="list-style-type: none"> in conjunction with finance overdue reports checks of media and ASX statements and proactive engagement with mines at risk of non-compliance seek advice from Office of State Revenue re royalty payment status, and audits of production reporting for petroleum leases undertake proactive field inspections provide reactive, targeted responses to incoming complaints and intelligence from external sources undertake performance audits for petroleum and gas production leases 	<p>Minerals</p> <ul style="list-style-type: none"> conduct 200 desktop compliance audits (exploration and production) conduct 60 field inspections <p>Coal</p> <ul style="list-style-type: none"> conduct 40 desktop compliance audits (exploration and production) <p>Petroleum and Gas</p> <ul style="list-style-type: none"> audit performance of all petroleum production leases in the Surat and southern Bowen Basins using the Petroleum Lease Compliance framework

Performance measure	Focus area	Activity	Target
Identified non-compliances are remedied through appropriate compliance action	proactive industry engagement and field-based inspections	<ul style="list-style-type: none"> review land access systems and protocols, and provide best practice advice to targeted small and junior exploration companies provide reactive, targeted responses to incoming complaints and intelligence from external sources about land access 	Petroleum and Gas <ul style="list-style-type: none"> Phase 1: campaign on 3 small/junior petroleum explorers Minerals and Coal <ul style="list-style-type: none"> Phase 2: campaign on 7 small/junior mineral and coal explorers
Identified non-compliances are remedied through appropriate compliance action	desktop audits and field-based inspections	<ul style="list-style-type: none"> undertake spot check desktop and field inspections on tenure granted native title excluded provide reactive, targeted responses to incoming complaints and intelligence from external sources 	<ul style="list-style-type: none"> pilot spatial analysis on tenure granted native title excluded – develop methodology to assess compliance and pilot on 3 resource exploration tenures
Identified non-compliances are remedied through appropriate compliance action	desktop audits/reviews and field-based inspections	<ul style="list-style-type: none"> undertake proactive desk-top reviews of Associated Water Take (AWT) reports and reporting of outcomes undertake proactive field inspections undertake reactive, targeted responses to incoming complaints and intelligence from external sources 	<ul style="list-style-type: none"> review 100% of AWT reports report AWT usage state-wide within 5 months of receiving AWT reports audit 2 sites for AWT annually audit 3 conversion of Coal Seam Gas wells to groundwater monitoring bores annually initiate CSG and Mining Impact investigations within 10 days of receiving complaint/enquiry
<p>All compliance staff have core competencies and our critical and specialist skills are understood and developed</p> <p>Increased utilisation of new technologies to drive efficiencies in business</p>	workforce development and compliance framework review and improvement	<ul style="list-style-type: none"> progress a program of core capability upskilling based on capability needs assessments build capability and consistency in compliance and enforcement by collaborating with and shadowing formal investigation experts 	<ul style="list-style-type: none"> deliver targeted competency upskilling for compliance personnel develop and evaluate Georesources compliance risk and prioritisation framework and tool develop and evaluate Spatial Assessment Tool pilot to assist with desktop tenure application and compliance assessment process

Performance measure	Focus area	Activity	Target
		<ul style="list-style-type: none"> evaluate increased use of automated and spatial technologies for assessment or inspection purposes 	<ul style="list-style-type: none"> ensure all major compliance investigations include shadowing by investigation experts (Natural Resources, Resources Safety and Health Queensland)
<p>Positive feedback received from attendees as part of formal, structure feedback process</p> <p>Reduction in requests for information, enquiries and complaints</p>	community and industry engagement	<ul style="list-style-type: none"> undertake proactive stakeholder engagement sessions, such as face-to-face, webinars review and update supporting collateral and information 	<ul style="list-style-type: none"> deliver 5 stakeholder engagement sessions targeted at communities or industry within resource communities hold 2 annual resources industry forums and 1 Authorised Holder Representative forum engage with all key stakeholders regarding Queensland Exploration Program annual publication of key compliance plan outcomes relating to compliance priorities

3. Energy compliance plan 2020–21

Performance measure	Focus area	Activity	Target
100% of evidenced compliance matters are actioned within 3 months	operations of all licence holders	<ul style="list-style-type: none"> • review annual reports to identify compliance issues • annual reports received: <ul style="list-style-type: none"> – are quality assurance assessed (i.e. information provided is validated) – identify possible compliance issues • assess compliance issues and action if sufficient evidence is found 	<ul style="list-style-type: none"> • review 100% of annual reports and identify compliance breaches actioned
Suitability of authority holder to provide electricity	special approval holders that supply electricity to external customers	<ul style="list-style-type: none"> • undertake spot audits of special approval holders to determine ongoing suitability to operate the works • engage with authority holders to inform them of their ongoing obligation to remain a suitable operator 	<ul style="list-style-type: none"> • undertake spot audits and number of resulting compliance actions (lower compliance actions as a result is better)
Reliable electricity supply	monitor compliance with minimum service standards conditions	<ul style="list-style-type: none"> • review minimum service standards reports quarterly to identify potential risks of distribution networks exceeding minimum service standards limits • engage with authority holders to: <ul style="list-style-type: none"> – inform them of their statutory obligations – understand the underlying issues resulting in exceeding the minimum service standards limits 	<ul style="list-style-type: none"> • publish quarterly and annual reports on website to ensure customer transparency

Performance measure	Focus area	Activity	Target
<p>Queensland fuel sellers meet their obligations under the Biofuels Mandates by doing one of the following:</p> <ul style="list-style-type: none"> • sell the prescribed minimum amount • take all reasonable steps to meet the mandate • hold a valid exemption 	<p>monitor:</p> <ul style="list-style-type: none"> • compliance with requirement to sell minimum percentage of biofuels • hold an exemption • compliance with conditions of any exemption • compliance with requirement to report fuel sales data 	<ul style="list-style-type: none"> • inform fuel sellers of their statutory obligations to report fuel sales data • engage with fuel sellers who have not complied with their obligations • consider whether to grant an exemption • conduct spot site audits of fuel sellers to determine compliance (consistent with COVID-19 restrictions) • contact all fuel sellers who did not sell the minimum requirement or hold an exemption 	<ul style="list-style-type: none"> • inform all registered fuel sellers of their obligations to report fuel sales data by the due date • ensure 100% of liable fuel sellers are: <ul style="list-style-type: none"> – compliant with their obligations or – subject to compliance actions