

# **Strategic Compliance Focus Areas 2023-24**

**Final Report**

**Department of Resources**

This publication has been compiled by the Regulatory Strategy & Capability team of Lands Policy & Support, Department of Resources.

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## Introduction

The Department of Resources (the department) manages the fair and responsible use of Queensland's land, vegetation, and mineral resources. Our compliance efforts ensure Queensland's resources are capitalised for sustainable economic prosperity and the interests of Queenslanders are protected.

Our Strategic Compliance Focus Areas provide a targeted and transparent approach to compliance, ensuring our compliance effort is focused on actively reducing identified risks and informing the regulated community about what to expect.

The compliance activities and outcomes contained within this report relate to the strategic compliance focus for 2023-24.

In 2023-24 the strategic compliance focus areas were:

- Vegetation Management
- State Land - Tourism Island leases
- Surveying
- Small scale mining activities
- Active tenure management of resource activities
- Pathways to compliance for resource activities

# Lands Division

## Vegetation Management

Since 2000, native vegetation clearing in Queensland has been regulated under the Vegetation Management Framework, being the *Vegetation Management Act 1999 (VMA)* and the *Planning Act 2016*.

This financial year the department focused efforts and resources on proactive engagement and education, working with stakeholders to understand and meet their responsibilities under the framework.

Our efforts have delivered demonstrable improvements in the regulation of the Vegetation Management Framework during the reporting period compared to 2022-23 including:

- a 20% increase in the number of potential non-compliances addressed, and
- a 9% reduction in the number of instances of vegetation cover change identified by our monitoring activities that was either non-compliant or unexplained.

We will continue to deliver our strategy of driving voluntary compliance via education and engagement to deliver further improvements in the future management of Queensland’s vegetation.

The Vegetation Management Framework continues to form an important part of the State’s policy framework, protecting Queensland’s vegetation and associated biodiversity while allowing for economic development to occur.

### Objectives

- The department is active and present in the community to educate and promote voluntary compliance.
- Informed stakeholders comply with the Vegetation Management Framework.
- Enforcement is used to deter non-compliance with the Vegetation Management Framework.
- Stakeholders who are non-compliant with the Vegetation Management Framework are held to account.

Things we accomplished	Regulatory insight
<p>We provided information and clarity to our customers about a range of matters within our legislative framework via the Vegetation Hub including:</p> <ul style="list-style-type: none"> <li>• over 3000 calls answered</li> <li>• over 1700 emails responded to</li> </ul>	<p>The Vegetation Hub is a high-volume service which offers a single point of contact for stakeholders with enquiries about the Vegetation Management Framework.</p> <p>We are committed to continually improving this service and measure our performance through customer sentiment surveys.</p> <p>In 2023-24 our customers rated the Vegetation Hub service usefulness at 8.8/10 reflecting high levels of customer satisfaction due to the department’s efficient operation of the Vegetation Hub.</p>

<p>40 proactive audits of authorised clearing completed to ensure clearing was compliant with an authorisation under a development approval or an accepted development vegetation clearing code.</p>	<p>We targeted our proactive auditing to include several wind farm development approvals and notifications made under the accepted development vegetation clearing code for managing encroachment.</p> <p>60% of the proactive audits of wind farm development approvals and 89% of the proactive audits of encroachment were found to be compliant.</p> <p>Overall, 80% of all proactive audits found the clearing was compliant with the authorisation.</p>
<p>89 group stakeholder engagement activities delivered.</p> <p>Tailored educational messages were delivered to targeted stakeholder groups.</p> <p>Educational messages related to:</p> <ul style="list-style-type: none"> <li>• clearing native vegetation to prepare for the bushfire season</li> <li>• managing pest plants</li> <li>• our regulatory activities under the Vegetation Management Framework</li> </ul>	<p>Our engagement activities reached more than 1800 people and increased landholder awareness about the Vegetation Management Framework.</p>
<p>We utilised multiple methods to monitor vegetation cover change across the state including satellite imagery through our Early Detection System (EDS).</p> <p>2010 instances of vegetation cover change were detected by the EDS, which compared to the previous financial year, was a 48% increase in detections received and assessed.</p> <p>Detections were reviewed and non-compliances with the Vegetation Management Framework addressed.</p>	<p>78% of detected vegetation cover change from EDS was either consistent with the Vegetation Management Framework or explained by natural events such as fire or seasonal change.</p> <p>Despite the increase in number of detections this financial year, the percentage found to be non-compliant or unexplained vegetation cover change decreased by 9% since the 2022-23 financial year.</p>
<p>519 instances of potential non-compliance with the Vegetation Management Framework were finalised during the reporting period that resulted in the following actions:</p> <ul style="list-style-type: none"> <li>• 358 advisory letters</li> <li>• 34 formal warnings</li> <li>• 5 statutory notices including: <ul style="list-style-type: none"> <li>○ 3 stop work notices</li> <li>○ 1 restoration notice</li> <li>○ 1 property map of assessable vegetation making the offence area category A</li> </ul> </li> <li>• 4 penalty infringement notices</li> <li>• 1 prosecution</li> </ul>	<p>The instances of potential non-compliances addressed during the reporting period increased by approximately 20% on the previous financial year.</p> <p>Our responses to identified non-compliances reflect our aim to promote voluntary compliance and risk-based approach to enforcement.</p> <p>Where compliance is not achieved voluntarily, our compliance responses aim at deterring future non-compliance and are proportionate to the severity of the harm caused by the non-compliance.</p>

## State Land

Approximately 60% of Queensland is non-freehold state land administered under the *Land Act 1994* for the benefit of the people of Queensland. Our tenure management activities contribute to Queensland’s economy and ensure that land is appropriately managed to maximise its cultural, environmental, and social value for the betterment of all Queenslanders.

In 2023-24 we focused our compliance efforts on 10 non-operational tourism island resorts delivering on the approved Government response to the Transport and Resources Committee report ‘Inquiry into the economic and regulatory frameworks for Queensland Island resorts’ (CLC407).

### Objectives

- The department is active and present in the community to educate and promote a culture of compliance.
- Informed stakeholders understand and comply with the legislative requirements of the *Land Act 1994*.
- Regulatory tools are used to deter non-compliance with the *Land Act 1994*.
- Stakeholders who are non-compliant with the *Land Act 1994* are held to account.
- Amplify uniquely Queensland attributes, while delivering tourism experiences those contemporary travellers from both Australia, and the world, value most – engaging, regenerative tourism experiences in naturally beautiful environments.

Things we accomplished	Regulatory insight
<p>Mapping of available compliance pathways under the <i>Land Act 1994</i>, combined with efforts to improve the capability and efficiency of our compliance workforce have enabled us to deliver a range of compliance responses to deter non-compliance with the <i>Land Act 1994</i> and hold non-compliant island lease operators to account.</p> <p>Appropriate pathways to compliance were implemented for all 10 audited islands.</p> <p>The compliance response included:</p> <ul style="list-style-type: none"> <li>• regular and consistent engagement with our island lessees</li> <li>• the forfeiture of a regulated tourism island lease</li> <li>• the recovery of significant rental arrears from a regulated tourism island lease following formal notice of intention to forfeit</li> <li>• make safe works underway on forfeited island leases to support site safety.</li> </ul> <p>The department will continue to implement these pathways in 2024-25.</p>	<p>Each land compliance case has unique circumstances, possible pathways, and multiple compliance tool options. Due to specialised nature of assessment of regulatory obligations and WHS risks that may be present, management of the islands must be carefully planned and effectively resourced pre and post forfeiture.</p> <p>Land tenure compliance action may not always achieve the overall compliance outcome sought. For example, in the case where a lessee may be non-compliant with a development milestone condition – enforcement in this situation does not necessarily result in compliance, as development investment ultimately needs to be financially viable.</p> <p>Highest priority is placed on protecting human life, then infrastructure, cultural, community and environmental values. Make safe works on recent forfeited island leases ensures that assets or infrastructure under state administration are not hazardous to the public.</p>

<p>The department manages unallocated state land on a risk basis until it can be appropriately allocated. This includes land that has been returned to the state via various pathways including forfeiture.</p> <p>Focus areas include adherence to Biosecurity legislation, abandoned asset remediation, and the completion of audit activities to manage other land compliance issues.</p>	<p>The actions taken by the department ultimately demonstrates that, where a lessee fails to comply with lease conditions, the lease may be forfeited to the state for determining best future use which may be reallocation for tourism use.</p> <p>Determining the future of islands that have had leases forfeited needs to consider factors such as tourism market demand, economic benefits to local and regional communities, and preserving the island’s natural and cultural assets.</p>
<p>Over the past 12 months we engaged regularly and consistently with our island lease stakeholders. Including:</p> <ul style="list-style-type: none"> <li>• 45 meetings/communications with audited island lease stakeholders</li> <li>• 4 proactive communications with Great Keppel Island stakeholders through island email channel</li> <li>• 10 island visits.</li> </ul>	<p>Our regular communications have focused on supporting lessees in seeking approvals or engaging with other authorities, and offering information and assistance to help them get to a point where they can re-open. This has resulted in 4 lessees taking positive action to obtain approvals and/or funding to work towards compliance without the need for a punitive response being delivered.</p> <p>We have promoted a culture of compliance.</p>



## Surveying

The department maintains the integrity of the cadastre (land boundary system) which underpins the economic development in the state. The Cadastral Survey Requirements (CSR) are published, and cadastral surveys are audited for compliance against the CSR. The department provides advice on land boundary and tenure matters to a range of external and internal clients.

### Objectives

- The integrity of the cadastre is maintained and enhanced.
- Surveyors are aware of current processes, procedures and legislation and can provide input into changes to legislation, procedures and standards.
- Provide timely advice to ensure that surveys conform with legislation, procedures and standards.

Things we accomplished	Regulatory insight
<p>161 survey audits (target 150). Audits included the planning, desktop audit and field components.</p>	<ul style="list-style-type: none"> <li>• 51.5% of audited surveys were compliant.</li> <li>• Top two areas of non-compliance through field sampling are encroachment and occupation and insufficient evidence.</li> </ul> <p>This information along with discussions with the Surveyors Board of Queensland will be used to target our compliance focus in 2024-25.</p>
<p>We responded to external requests for survey advice on 1,010 occasions and 85% were provided within our target of 10 business days.</p>	<p>The most frequent topics about which advice was sought were physical feature boundaries (state land actions, tidal and non-tidal boundaries and exemptions from standards).</p> <p>77% of the regulated community are satisfied with the service they receive from the department (source Resource customer sentiment survey, section: survey auditing and plan standards).</p>
<p>9 information sessions were presented to industry stakeholders on topical matters, pending changes to legislation or requirements and to seek their views on higher level strategic matters concerning the industry.</p> <p>Information sessions and consultation have been conducted at peak industry body conferences (Geospatial Council of Australia, Surveyors Australia), with the Surveying Reference Group and the Strategic Surveying Group.</p> <p>Surveying Alerts are released to alert the industry and other stakeholders of developments and changes instigated by the department.</p>	<p>Our efforts to keep industry informed about changes to legislation, procedures and standards have received positive feedback from the surveying industry. Particularly communications to introduce the Survey Audit Modernisation (SAM) project and providing meaningful auditing data to the industry.</p>

## Georesources Division

### Small scale mining activities

More than 1900 current mining claims were in effect at the beginning of the 2023-24 reporting year, authorising the mining of Queensland's extensive opal, sapphire and other gemstone bearing fields. The year also saw ongoing consultation and engagement activities occur around changes being proposed to the regulatory setting for small-scale mining activities and further engagement will occur in 2025. The department focused its compliance efforts for this sector on three main areas of the current regulatory requirements:

- existing holders that are not actively mining, or that have erected structures and whether sufficient security is held;
- applicants proposing new structures; and
- education/guidance around legal obligations.

### Objectives

- Improved co-existence outcomes between small-scale mining tenement holders, landholders and the broader communities.
- Appropriate levels of security are held for mining claims which may be used for rehabilitation and improvement restoration in instances of abandonment.
- An improved baseline of mining claim conditions to support the roll-out of any future reforms to the regulatory framework to small-scale mining.
- Small-scale mining communities are more informed and aware of their legal obligations.

Things we accomplished	Regulatory insight
<p>The Field and Compliance team completed 87 inspections of the 112 renewal application inspection requests received (78%) for small-scale mining activities. Whilst 248 renewal applications were lodged across the same period, not all were determined to require referral for an inspection. Some applications may still be under review before determining whether inspection is required and will be carried over to the 2024-25 reporting year.</p> <p>A total of 250 inspection requests relating to small-scale mining activities were completed in the reporting year, with inspections also being completed for new applications, terminations (surrenders/expiries), transfers, or other non-compliances notified to the department. In some instances, these other inspections were deemed to be of a higher priority than inspections relating to renewals.</p>	<p>Where field inspections were warranted, particular attention was given to any structures on the mining claim site to ensure that security could be properly assessed and set, ensuring that in the advent of tenement holders defaulting on their obligations, that the State is not left with a clean-up bill.</p> <p>Not all renewal applications require a field inspection to be undertaken – especially if an assessing officer has been able to resolve a concern by way of discussion with the mining claim holder.</p> <p>Or, if a mining claim under renewal is surrounded by several other mining claims that share or have overlapping boundaries and that are not under renewal – inspection of these other tenements at the same time helps to alleviate any issues associated with overlapping mining claim boundaries or determining whether any activities are being undertaken off-tenure</p>

<p>In all instances, field inspections have collected accurate geographic boundary coordinates where required.</p>	<p>and facilitates the collection of more accurate coordinate information.</p> <p>Furthermore, additional planning and resourcing is required for field inspections of mining claims in remote locations – so priority needs to be given to the matters that would most benefit from a field inspection, which may not necessarily be the mining claim under renewal.</p>
<p>Departmental officers attended two online and face-to-face engagement sessions with small-scale mining representatives throughout the reporting period to discuss the proposed changes to the small-scale mining framework being proposed as part of the Mineral and Energy Resources and Other Legislation Amendment Bill 2024 (MEROLA).</p> <p>In June 2024, departmental officers provided information regarding land access as part of the Authorised Holder Representative forum organised by the mineral assessment hub, that was also attended by some small-scale mining holders.</p> <p>Thousands of emails were sent to mining claim holders as part of the department's MEROLA engagement activities, and many more phone calls with small-scale mining holders and representatives occurred via the Resources Info community hotline than in previous years.</p>	<p>During the 2023-24 reporting period, two discussion papers relating to proposed changes to the small-scale mining framework were released, inviting submissions from the sector.</p> <p>To ensure the industry had capacity to engage with the proposed reforms to the small-scale mining sector and to make submissions which would contribute to the better regulation of this sector, and to not overwhelm the sector with 'consultation fatigue', some engagement was postponed until 2025.</p> <p>The industry should expect engagements relating to the current framework in the 2024-25 financial year.</p>
<p>248 renewal applications for mining claims were received in the 2023-24 reporting year with all having had an initial check undertaken. However, 139 were still under assessment at the end of the reporting year. Mining claim areas with structures were prioritised for referral for field inspections.</p> <p>53 new applications for mining claims were received, and as of 30 June 2024, 66 mining claim applications remained under assessment. 166 transfers were approved during this period for which security was assessed as part of the assessment process.</p>	<p>There are four opportunities to assess the appropriate amount of security required for mining claims: as part of new and renewal applications, during the review of later work programs submitted, and as part of a transfer application. The department recognises that mining operations may evolve over time, and having multiple opportunities to assess security ensures that appropriate amounts are held throughout each project's life cycle.</p> <p>All new mining claim applications that include a proposed structure are reviewed as part of the assessment of that application.</p> <p>Existing structures are being reviewed as part of assessment of a renewal application. Usually, the amount of security required to be held increases as a result of greater scrutiny of existing or proposed structures, with some holders opting to remove structures to decrease their security amount.</p>

	<p>As part of the process, a copy of the assessment and the information used is provided to the tenure holder as part of the request for security. This has significantly reduced the complaints that arise from the often-significant increase in security. This has also prompted tenure holders to remove items to reduce the security amount. Reassessment of security amount occurs once evidence of removal is demonstrated. The department takes care to navigate social challenges associated with structures being dwellings.</p>
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## Active tenure management of resource activities

As a modern regulator for resource activities, the department uses active tenure management to ensure that companies optimise their development and use of State resources, with compliance assessed at various stages of a tenement’s life. Where a departmental assessment hub identifies an issue with the application or permit that may require a deeper dive, referral is made to the Field and Compliance team. Risk assessments of assessment hub referrals are completed to determine whether desktop and/or field inspections are required, with the outcomes of those assessments used to prioritise activities in accordance with available resources and environmental conditions.

This reporting year, the department paid particular attention to renewal applications to ensure that resource tenements continue to operate in the best interests of the State, the resource permit holders, and the community. Resource permits holders are expected to comply with their legal obligations so that the resource activity can continue under a renewed permit. If not, the department has an obligation to take appropriate and proportionate compliance action, which may include the refusal of a renewal, or order for the area to be made available for another party to explore or develop the resource.

Compliance efforts for this topic were focused on two main areas:

- prioritising desktop and field review of relevant issues to support active tenure management.
- the percentage of resource permit holders found to be compliant with regulatory requirements of the relevant resources legislation when assessed at renewal (excluding mining claims).

### Objectives

- Collaborative 'active tenure management' and periodic reviews highlight issues of concern to both the department and resource tenement holders (or their representatives).
- Issues raised may relate to compliance with work programs and development plan obligations, whether a workable quantity of the resource remains, whether the renewed term sought is appropriate, whether the permit holder continues to have financial and technical resources available to undertake the resources activities, and whether the renewal of the permit is in the public interest.
- Issues are resolved collaboratively (or through compliance actions where applicable) so that most existing tenement holders can continue to meet legislative requirements and have terms of permits renewed.

What we accomplished	Regulatory insight
<p>During the 2023-24 financial year, the Field and Compliance team received a total of 483 new hub inspection requests in relation to small-scale mining (286), minerals (187) and coal (10). Most of these were for renewal applications (150), new applications (136), proactive identification of issues (65), and other compliance matters (49).</p>	<p>The department’s risk-based approach to determining which resource tenements undertake a field inspection means that some issues that may only be identifiable on the ground may be missed if they are not visited.</p> <p>However, the department is not aware of any instances where this presented a significant issue this reporting year.</p>
<p>During the 2023-24 financial year, the Field and Compliance team closed a total of 481 inspection requests from relating to small-scale</p>	<p>While the use of remote sensing techniques such as satellite imagery and the department’s</p>

<p>mining activities (250), minerals (221) and coal (10). Most of these were for new applications (147), and renewals (125), with less closed in relation to proactive issues (69) and other compliance matters (41).</p> <p>Of the inspections closed, 389 were compliant with no further action and 74 were non-compliant requiring an investigation.</p>	<p>GeoResGlobe are fundamental components of desktop reviews of applications, the age and inaccuracy of some methods used to originally describe the boundaries of some permit areas pose some challenges to this approach.</p> <p>Where satellite imagery reviewed during a renewal application shows activities appearing 'off-tenure', a field inspection is generally taken to determine: (a) whether the activities are actually off-tenure – which will be subject to compliance action requiring resolution before the renewal can be granted; or (b) whether there is an issue with mapping accuracy – which will prompt highly accurate DGPS data to be collected by the department.</p> <p>Inspections completed at the time of renewal allows for any issues identified to be resolved before a new term begins, thereby ensuring that each new mining term starts from a 'clean slate'.</p> <p>The department's strong approach on inspecting renewals shows the regulated community that renewals will not get granted while non-compliances are occurring.</p>
<p>665 renewal applications were lodged across the Authority to Prospect, Exploration Permit – Minerals, Exploration Permit – Coal, Mineral Development Licence, Mining Lease and Petroleum Lease permit types (not including MCs) throughout the 2023-24 reporting year.</p> <p>Of the 483 renewal applications completed in the 2023-24 reporting year, 445 were approved (92%) and 0 (0%) were refused, with the remaining 38 (8%) being 'not accepted' or 'terminated' for a range of reasons.</p> <p>Notably, not all renewal applications lodged within the 2023-24 reporting year were completed in the same timeframe – some renewal applications completed may have been lodged in the 2022-23 reporting year, and some lodged more recently, may carry across to the 2024-25 reporting year.</p>	<p>Active tenure management is an integral component of the department's approach to regulation. Ongoing liaison with resource permit holders via means such as portfolio meetings and other regular communication approaches ensures that both the department and the resource permit holders can provide early indications of any regulatory issues being experienced.</p> <p>The high percentage of renewal applications that are approved each year, when coupled with our reactive and proactive compliance efforts, is a strong indicator that the resources sector in Queensland generally operates within its regulatory requirements and can continue operating.</p>

## Pathways to compliance for resource activities

The department regulates resource activities across a continuum, from guiding and informing, through to enforcement. Whilst voluntary compliance is promoted through a range of educational activities aimed at building the capacity and capability of the community, we also utilise proactive and reactive methods to monitor compliance of resource authority holders, with specific focus on high-risk areas and high-risk activities.

Where compliance actions are issued by the department, details are included to identify the non-compliance, describe the actions required to bring the resource authority holder back into compliance, and a timeframe by when the action should be taken. Where relevant, a request is also included to provide evidence to the department that demonstrates that the action has been taken and that compliance has been achieved.

Throughout the 2023-24 reporting year, a system that created a new 'follow-up' action type was developed and implemented for resource activities. This approach allowed the department to have a better understanding of whether compliance had been achieved as required under the action with the resource authority holders being brought back into compliance, or whether an additional compliance action was required. In some cases, 'strict' compliance is not able to be achieved such as if the original requirement was time-bound. For example, if a required task was completed later than the date by when the task was required. Follow-ups were instigated for the remaining issues as part of the 'pathways to compliance' compliance focus area for resource activities.

## Objectives

- The department ensures that it remains active and present in relevant resource communities to continue to provide information and guidance to stakeholders about their regulatory requirements, and to promote a culture of compliance.
- Enforcement is used to deter non-compliance within the resources sector and resource authority holders are expected to be held to account to take action to remedy non-compliance.
- The department will follow-up non-compliant resource authority holders to ensure compliance, with an aim to reduce the number of repeat offences, communicate our responsiveness, and meet Queensland Resources Industry Development Plan recommendations.

What we accomplished	Regulatory insight
<p>When a finding of non-compliance was made, the enforcement notice included details of the action(s) required to both address the non-compliance, and the timeframe(s) by when the non-compliance should be addressed.</p> <p>The compliance system implemented to record activities include follow-up dates based on whether it is a routine requirement (e.g., can be actioned within a three-month period) or whether a longer time frame is more appropriate (e.g., if weather conditions would prevent the</p>	<p>We consistently followed-up the compliance actions we took against resource authority holders throughout the year.</p> <p>In some instances, the resource authority holder was surprised by the follow-up, but most welcomed the opportunity to discuss the issue further, particularly if they had experienced challenges in meeting the requirements or needed additional time due to unforeseen circumstances.</p>

<p>non-compliance from being remedied within three months).</p> <p>The system was refined throughout the year to better capture the information and make it easier and more time efficient for staff to enter and record – including the creation of weekly reports for upcoming follow-ups that were due, upcoming and overdue.</p>	<p>Where a timebound requirement was not met, and strict compliance was not able to be achieved, the department liaised to these holders to instead ensure that a better system was implemented to hopefully avoid a repeat.</p> <p>Overall, feedback from the regulated community, including landholders, was the follow-up focus showed that the department was committed to assisting holders to become and remain compliant, and that forms part of a future deterrent.</p>
<p>Throughout the 2023-24 financial year, the Field and Compliance Team recorded the following outcomes across all resources' activity types:</p> <ul style="list-style-type: none"> <li>• 14 reminders of obligations</li> <li>• 109 warning letters</li> <li>• 6 compliance directions</li> <li>• 8 orders in writing</li> <li>• 8 notices to show cause</li> <li>• 1 monetary penalty.</li> </ul> <p>In some instances, follow-ups for these matters are not scheduled to occur until the following reporting year.</p>	<p>All follow-ups undertaken by the Field and Compliance team this financial year have not resulted in a further non-compliance action being taken – i.e., all have returned to compliance.</p>



## Regulator performance report 2023-24

This report has been prepared to meet the Department of Resources (the department) reporting obligations under the Queensland Government’s Regulator Performance Framework. The framework identifies five model practices that seek to minimise regulatory burden.

The department must report annually on our regulatory performance as the Queensland regulator of land, vegetation and mineral resources.

Model practice	Department of Resources implementation of model practices
<p><b>Model Practice 1</b></p> <p><b>Ensuring regulatory activity is proportionate to risk and minimises unnecessary burden.</b></p>	<p>The departments’ <a href="#">Strategic Plan 2024-2028</a> sets our vision and priorities for the next four years. Publication of our strategic plan together with our annually published <a href="#">Strategic Compliance Focus Areas</a> ensures our regulatory priorities are transparent to our regulated community. Our regulatory efforts are targeted using available data and regulatory insights to address our regulatory risks. Our Strategic Compliance Focus Areas Final Report presents our regulatory outcomes and contributes to the departments’ accountability as a regulator.</p> <p>The department’s <a href="#">Regulatory Strategy 2021-25</a> details our approach to delivering our regulatory activities. Our regulatory efforts are focused on building a culture of voluntary compliance within our regulated community via the delivery of a range of educational and engagement activities.</p> <p>Where compliance is not achieved voluntarily our compliance responses aim at deterring future non-compliance and are proportionate to the severity of the harm caused by the non-compliance.</p> <p>During the 2023-24 reporting period steps were taken to ensure the efficiency and effectiveness of the legislation administered by the department including:</p> <ul style="list-style-type: none"> <li>• a sunset review of Vegetation Management Regulation 2012.</li> <li>• an amendment of the <i>Land Valuation Act 2010</i> by the Land Valuation Amendment Bill 2023.</li> <li>• an amendment of the <i>Land Act 1994</i> by the Land and Other Legislation Amendment Bill (No.2) 2023.</li> <li>• The introduction of the Mineral and Energy Resources and Other Legislation Amendment Bill 2024 to parliament on 18 April 2024.</li> </ul>

<p><b>Model practice 2</b></p> <p><b>Consult and engage meaningfully with stakeholders.</b></p>	<p>The department is committed to consulting and engaging with our stakeholders. This is reflected in our <a href="#">Strategic Plan 2024-2028</a> which identifies “Collaborative” as one of our guiding principles and “working with stakeholders” in multiple strategies to deliver our strategic objectives.</p> <p>The department has adopted 5 engagement principles. These are:</p> <ol style="list-style-type: none"> <li>1. Purposeful - Our engagement is purposeful and planned.</li> <li>2. Listen - We listen to our stakeholders and communities in order to understand.</li> <li>3. Inclusive – We include all relevant stakeholders and communities.</li> <li>4. Quality communication - We share accurate information that is easy for participants to receive and understand.</li> <li>5. Together - We plan, deliver and evaluate engagement together.</li> </ol> <p>Our Strategic Corporate Communications team support our staff to develop communication and engagement plans for key projects and ensure effective engagement with our stakeholders and the community at all levels across our regulatory activities.</p> <p>In 2023-24 we undertook a wide range of engagement activities including:</p> <ul style="list-style-type: none"> <li>• public consultation regarding the proposals relating to regulatory efficiency amendments to Queensland’s Resource Acts and the reform of coexistence institutions. The results of the consultation were reported in the following impact analysis statements and captured in the Mineral and Energy Resources and Other Legislation Amendment Bill 2024: <ul style="list-style-type: none"> <li>○ <a href="#">CSG induced subsidence management framework</a></li> <li>○ <a href="#">Reform of coexistence institutions</a></li> <li>○ <a href="#">Regulatory efficiency amendments to Queensland’s Resources Acts</a></li> </ul> </li> <li>• industry roundtables to discuss the <i>Mineral and Energy Resources and Other Legislation Amendment Act 2024</i> (the MEROLA Act).</li> <li>• 98 issue-specific engagements to educate the Surveying industry on implementation of the SAM project and tailored educational messages regarding the Vegetation Management Framework.</li> <li>• market research to understand the awareness, attitudes, perceptions, motivations and behaviours of the community towards Queensland’s Vegetation Management Framework.</li> <li>• 3 meetings of the Surveying Strategic Working Group during 2023-24. The working group brought together all key stakeholders (industry associations, registration board, academia and other government departments) within Surveying to discuss and resolve strategic matters affecting the industry.</li> </ul>
<p><b>Model practice 3</b></p> <p><b>Provide appropriate information and</b></p>	<p>We provide information and clarity to our regulated community about a range of matters within our legislative framework via contact points including:</p> <ul style="list-style-type: none"> <li>• the Vegetation Hub (135 834) and inbox (<a href="mailto:vegetation@resources.qld.gov.au">vegetation@resources.qld.gov.au</a>)</li> <li>• State Land Management inbox (<a href="mailto:slmenquiries@resources.qld.gov.au">slmenquiries@resources.qld.gov.au</a>)</li> </ul>

<p><b>support to assist compliance.</b></p>	<ul style="list-style-type: none"> <li>• Survey advice inbox (<a href="mailto:SurveyAdvice@resources.qld.gov.au">SurveyAdvice@resources.qld.gov.au</a>)</li> <li>• Mining Resources Community Infoline (137 107) and inbox (<a href="mailto:resources.info@resources.qld.gov.au">resources.info@resources.qld.gov.au</a>).</li> </ul> <p>In 2023-24 the department responded to 5710 requests for advice relating to the Vegetation Management Framework and survey requirements.</p> <p>The department has published guidance material relating to:</p> <ul style="list-style-type: none"> <li>• authorities and permits for mineral and coal resources.</li> <li>• authorities and permits for petroleum and energy resources.</li> <li>• complying with your resource authority.</li> <li>• fossicking rules and responsibilities and Information for landholders and the community.</li> </ul>
<p><b>Model practice 4</b> <b>Commit to continuous improvement.</b></p>	<p>The department is committed to continuous improvements. We regularly monitor all customer touch points, and all service owners must include business improvement measures in their business plans based on customer feedback.</p> <p>We aim to be a best practice regulator and have implemented the ‘Regularity Maturity - Way forward’ project to deliver continuous improvements in our regulatory maturity.</p> <p>During the reporting period efforts have been focused on improving the technical capability of our compliance staff. Specifically, improvements have been made to our authorised officer training, authorised officer refresher courses and witness training has been delivered to uplift the capability of our compliance staff.</p>
<p><b>Model practice 5</b> <b>Be transparent and accountable in actions.</b></p>	<p>The department communicates our role as a regulator via our <a href="#">departmental website</a>. Our <a href="#">Strategic Compliance Focus Areas 2024-25</a> are published to ensure our regulatory focus is transparent and a Strategic Compliance Focus Areas Final Report is published annually to ensure accountability of our regulatory actions.</p> <p>The department publishes an <a href="#">annual report</a> each year on the department’s webpage. It highlights our work, achievements, and strategic initiatives in addition to satisfying the requirements of <i>Queensland’s Financial Accountability Act 2009</i> and the <i>Financial and Performance Management Standard 2019</i>.</p>