

Appendix 3 – RSHQ regulator performance report

2023-2024

The *Queensland Government Regulator Performance Framework*⁶² identifies five model practices that seek to minimise regulatory burden. As the Queensland Government regulator of safety and health in the resources sector, RSHQ must report annually on our regulatory performance. The following table outlines the model practices and RSHQ's key aligning regulatory practices undertaken in 2023-2024.

Model practice	RSHQ's key regulatory practice
1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden	<ul style="list-style-type: none"> RSHQ's <i>Compliance and Enforcement Policy</i>⁶³ underpins our compliance and enforcement actions. The <i>RSHQ Regulator Effectiveness Framework</i> was developed in 2021-2022 to assess our progress in achieving our Strategic Plan objective to be an exemplar expert regulator. This annual report highlights key regulatory improvements achieved this year on pages 13 to 24.
2. Consult and engage meaningfully with stakeholders	<ul style="list-style-type: none"> We undertook a number of public and industry engagement activities in 2023-2024 (refer to Part 2 of our report on pages 13 to 24 of our annual report).
3. Provide appropriate information and support to assist compliance	<ul style="list-style-type: none"> Many resources workers are in remote and regional locations in Queensland. RSHQ supports this broad stakeholder base by <ul style="list-style-type: none"> Ensuring we have staff located in numerous office locations across Queensland, including various sites for the safe collection and disposal of explosives containing materials (see page 9 of this annual report). Delivering health assessments to remote and regional Queensland coal, mineral mine, and quarry former and retired workers through the HEART5 mobile health unit (see page 21 of this annual report). Moving to digital gas safety certificates, allowing gasfitters across Queensland almost instant access to issue a gas certificate (see page 24 of this annual report).
4. Commit to continuous improvement	<ul style="list-style-type: none"> RSHQ is committed to continuous improvement – one of our core values (see page 8 of this annual report). In 2023-2024 the SIIU focused on reducing time taken to finalise cases and refer cases for regulatory action to the OWHSP (see page 20 of this annual report). Our Enterprise Program Management Office (EPMO) is responsible for multi-year, transformational programs of work. These programs span data, digital and organisational change. A focus in 2023-2024 was the soft launch of the new incident management methodology and complimentary digital solution (see pages 23-24 of this annual report).
5. Be transparent and accountable in actions	<ul style="list-style-type: none"> This annual report is published on the RSHQ website and summarises our activities throughout the 2023-2024 financial year. Planned, actual, and unannounced inspection and audit numbers are published quarterly on the RSHQ website⁶⁴. RSHQ provides a service commitment (including targets for decision timeframes) to stakeholders on licence and permit application processing times. We accommodate urgent requests based on industry and stakeholder needs where possible. We respond to industry and customer complaints within established timeframes (see pages 28 and 66 of this annual report).

⁶² <https://s3.treasury.qld.gov.au/files/Queensland-Government-Regulator-Performance-Framework.pdf>

⁶³ <https://www.publications.qld.gov.au/ckan-publications-attachments-prod/resources/1c401021-3f6c-4adb-a1d4-ef3e64727442/compliance-enforcement-policy.pdf?ETag=9bc71683adcf184add0368ae15774a58>

⁶⁴ <https://www.rshq.qld.gov.au/about-us/resources/publications/compliance-data>