

Queensland Treasury

Regulator Performance Framework

Annual Report 2024 - 25

Introduction

The Queensland Government's Regulator Performance Framework (the Framework) was introduced in May 2019 as a key element of the Better Regulation Strategy. The Framework consists of five model practices with each accompanied by three supporting principles that are intended to minimise the burden on regulated businesses.

The Queensland Treasury (QT) Regulator Performance Annual Report 2024-25 demonstrates the implementation of the Framework.

QT administers the *Electricity Act 1994* and *Gas Supply Act 2003* (Energy) and is Queensland's regulator for the biofuels mandates under the *Liquid Fuel Supply Act 1984*. QT's role is to:

- License reticulated gas distribution and electricity generation, transmission, and distribution
- Monitor compliance and, as necessary, take disciplinary action against licence holders
- Administer the biofuels mandates and maintain the fuel seller register under the *Liquid Fuel Supply Act 1984*.

	Regulator model practices and supporting principles	Outline evidence (including examples or case studies) and relevant information to demonstrate the extent to which QT regulatory practices align with the regulator model practices throughout 2024-25	Outline any actions taken in 2024-25 or will be taken in 2025-26 by QT, to improve regulatory activities and business practices to reflect the regulator model practices.
1.	<p>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 focused towards risk. 	<p>Energy</p> <ul style="list-style-type: none"> • The Energy compliance plan 2024-25 uses a risk-based approach and a range of regulatory tools and methods to encourage compliance and address issues. <p>Biofuels</p> <ul style="list-style-type: none"> • Biofuels mandates compliance actions under the <i>Liquid Fuel Supply Act 1984</i> are proportionate, consistent, and fair, as set out in the Biofuels Compliance and Enforcement Strategy, Reasonable Steps for 	<ul style="list-style-type: none"> • QT is continuing its business improvement initiatives to reduce unnecessary regulatory impacts on regulated entities through more efficient engagement, use of informed internal intelligence, and consistent application of regulatory guidance material and frameworks. • QT continually reviews its regulatory actions to ensure resources are focused upon risk.

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		Fuel Sellers Guideline and Biofuels Exemption Guideline.	
2. Consult and engage meaningfully with stakeholders	<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 help 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"> QT proactively engages with its stakeholders and prospective applicants and provides opportunities for them to discuss application processes and annual reporting requirements. Biofuels QT uses a range of informal and formal communications pathways to engage with fuel sellers around the biofuels mandates and associated regulatory requirements. This includes formal decisions, educational letters and emails, engagement meetings, and telephone discussions. 	<p>Energy</p> <ul style="list-style-type: none"> QT continued engagement with stakeholders via a dedicated energy regulation inbox. In 2024-25, QT held meetings with prospective applicants for new authorities to guide and answer questions in relation to the license application process. <p>Biofuels</p> <ul style="list-style-type: none"> QT engaged with the fuel sellers in person and via digital platforms to develop a shared understanding of challenges and future opportunities that may be available.
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. 	<p>Energy</p> <ul style="list-style-type: none"> QT provides a range of sources of information, such as opportunities to meet with the department as well as guidance material to assist stakeholders in navigating the application processes and compliance with license conditions. 	<p>Energy</p> <ul style="list-style-type: none"> Approved forms and guidance material published on 'Business Queensland' website to assist prospective applicants with preparing and applying for various authorities under the <i>Electricity Act 1994</i> and the <i>Gas Supply Act 2003</i>.

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	<ul style="list-style-type: none"> 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>Biofuels</p> <ul style="list-style-type: none"> QT publishes guidance for fuel sellers to understand their obligations under the biofuels mandates, enhance voluntary compliance, and demonstrate transparency. - Biofuels Compliance and Enforcement Strategy is publicly available document and includes risk factors, triggers for compliance action, risk assessments. - Reasonable Steps for Fuel Sellers Guideline include guidance and advice for fuel sellers to improve efficiency and consistency. - Biofuels Exemption Guideline includes regulatory performance criteria. 	<ul style="list-style-type: none"> Annual correspondence to license holders regarding their obligations for annual reporting and payment of fees. <p>Biofuels</p> <ul style="list-style-type: none"> QT maintains regular communication with fuel sellers before and during the mandatory reporting months and encourages proactive notification of compliance matters and voluntary compliance. QT continues to support fuel sellers through consistent and prompt service delivery.
4.	<p>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 	<p>Energy</p> <ul style="list-style-type: none"> QT collaborates with stakeholders to ensure regulation is fit-for-purpose as part of the current Energy Regulation review process <p>Biofuels</p> <ul style="list-style-type: none"> QT uses a risk-based approach to quarterly compliance reviews, reducing regulatory burden on stakeholders whilst maintaining critical regulatory oversight. 	<ul style="list-style-type: none"> QT continued to deliver regulatory functions consistently and efficiently. Development agreements will be reviewed in 2025-26 to support staff development and training requirements for continual improvement. QT continues to progress a risk-based approach when undertaking regulatory activities.

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	<ul style="list-style-type: none"> 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"> QT assessed and recalibrated the biofuels mandate service delivery statement target to reflect increased efficiencies from the resources-to-risk assessment approach, lowering the cost per assessment target. QT implemented an operational policy for the biofuels mandates exemption applications delegation for more efficient risk-based decision making. 	<ul style="list-style-type: none"> QT will be undertaking formal stakeholder feedback on the Energy Regulations in 2025-26.
5. Be transparent and accountable in actions	<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>Energy</p> <ul style="list-style-type: none"> The timeframes for regulatory approvals are outlined in the guidance documents available on QT's website. Performance against SDS measure relating to licensing is published in QT's annual report. <p>Biofuels</p> <ul style="list-style-type: none"> Various biofuels mandates resources and related information is publicly available on Business Queensland website. The Biofuels Exemption Guideline provides high-level guidance around decision-making and includes target timeframes for fuel seller's reference. Quarterly fuel seller statistics are published on the Business Queensland and Open Data Portal websites to enhance transparency 	<ul style="list-style-type: none"> Fuel seller statistics are regularly published on Business Queensland and Open Data Portal websites to maintain transparency for the biofuels mandates.

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		<p>and information accessibility for the fuel sellers and consumers.</p> <ul style="list-style-type: none"> Service standard around the biofuels mandates are published in the Service Delivery Statements. 	