
Implementation of the Queensland Government's Regulator Performance Framework 2022–23 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 aims 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, Local Government and Planning's (DSDILGP) performance in implementing the Framework during 2022–23 incorporating three parts of DSDILGP which undertake regulatory functions:

- Economic Development Queensland (EDQ)
- Office of the Coordinator-General (OCG); and
- Planning.

Performance report – 2022–23

Regulator model practices and supporting principles	Evidence and relevant information to demonstrate the extent to which DSDILGP's regulatory practices aligned with the regulator model practices throughout 2022–23	Examples or case studies to highlight the extent to which DSDILGP's regulatory practices in 2022–23 aligned with the model practices, or to indicate where business practices could be enhanced in line with the model practices	Actions taken in 2022–23, or currently being taken by DSDILGP, to improve regulatory activities and business practices to reflect the model practices
1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden - 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.	EDQ EDQ continued to apply the approach that when dealing with compliance and enforcement, EDQ makes initial contact with the land owner to enable them to address/rectify any issues, and (where appropriate) provides additional time and assistance to do so. Where actions have not been addressed, EDQ has the ability to utilise formal procedures in accordance with the <i>Economic Development Act 2012</i> (ED Act). EDQ continued to ensure that in all Priority Development Areas (PDA), low risk development is categorised as exempt, self-assessable or PDA accepted development, meaning a development application is not required. EDQ continued a compliance assessment process to lessen regulatory and financial burden for certain types of development in a PDA.	Engagement activities are designed to ensure stakeholders can participate in a flexible manner. EDQ maintains a number of mechanisms to ensure that stakeholders can have effective two-way communication including the establishment of a general email address and engagement website to manage all enquiries and feedback from its stakeholders and the general public. EDQ is working on implementing a new risk-based framework to identify those projects that can maximise opportunities and those that create unnecessary risk.	EDQ established a strategic framework that consists of a publicly available 5-year strategic plan and supporting operational plan which is updated annually. Together these outline the activities to be undertaken by EDQ to deliver outcomes across its portfolio of project and program areas. In 2022–23, EDQ monitored the annual operational plan reporting to the Economic Development Board the progress of these activities on a quarterly basis. In conjunction with this framework, EDQ utilises a value framework to report against a suite of key measures.

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	OCG Part 7A of the <i>State Development and Public Works Organisation Act 1971</i> (SDPWO Act) provides guidance to officers on the management of enforcement and general offences. The guidance under Part 7A applies to: • Part 4 (Environmental coordination) • Part 4A (Assessment and approval of particular coordinated projects under bilateral agreement) • Part 5 (Prescribed development) • Part 5A (Prescribed projects) • Part 6 (Planned development). The Environmental Impact Statement (EIS) process is managed using a flexible approach which responds to each individual project. OCG operates under the Bilateral Agreement between the Commonwealth and the State of Queensland allowing projects to be assessed by a single environmental impact assessment that addresses State and Commonwealth environmental legislation where approvals are required by both levels of government. OCG regularly monitors compliance and undertakes an annual compliance audit to evaluate compliance with the	OCG provided advice on approvals processes for major projects considering risk and impact. With regard to the SDPWO Act, OCG: • assesses project risk and manages project specific risk registers • imposes conditions requiring third-party audit reporting to ensure ongoing compliance (where appropriate to risk) • reviews third-party independent audit reports for projects, as part of its compliance framework, to evaluate the level of compliance • monitors and reports on any compliance or enforcement action. With regard to the SSRC Act, OCG: • assesses project specific social impacts and approves social impact management plans (SIMP) • states 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	With regard to the SDPWO Act the OCG: • actively looks for opportunities to improve its regulatory activities and business practices on a quarterly or annual basis • undertakes regular reviews of proposed policy to ensure a proportionate approach to the assessment of projects • continues to strengthen its collaborative approach across government including risk identification and management to ensure a proportionate response to issues and ability to identify, manage, and neutralise risks more efficiently. Strategic issues and information sharing occurs on a regular basis with Directors-General, CEOs, and the CG. With regard to the SSRC Act, the OCG is preparing guidance material to assist project proponents and stakeholder understanding and application of SIA in accordance with the CG's SIA Guideline 2018. Targeted consultation and peer review was completed June 2023. OCG continues to work collaboratively with industry and local and state government agencies in ensuring LRP compliance with the SSRC Act. OCG is proactively raising

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	Coordinator-General's (CG) conditions and recommendations on projects (including social impact assessments (SIA) under the <i>Strong and Sustainable Resource Communities Act 2017</i> (SSRC Act)). Where non-compliance is discovered, OCG takes appropriate action to address non-compliance and, following investigation, may proceed with enforcement if warranted. The CG is responsible for implementation and administration of the SSRC Act, which aims to ensure that residents of communities near large resource projects benefit from their construction and operation. The SSRC Act prevents the use of 100% fly-in, fly-out (FIFO) workforce arrangements on operational large resource projects (LRP). It prevents discrimination against locals in the future recruitment of workers, through amendments to the <i>Anti-Discrimination Act 1991</i>. The SSRC Act makes SIA mandatory for LRPs, including prioritisation of recruitment from local and regional communities. It ensures SIA processes are the same under both the <i>Environmental Protection Act 1994</i> and the SDPWO Act. The SSRC Act is supported by a statutory SIA Guideline 2018. OCG regularly monitors resource industry activity to ensure resource projects that meet the criteria of an LRP are	social impact management report for the project • reviews the performance and implementation of proponent SIMPs and commitments • monitors social impact management report for project compliance.	the profile of the SSRC Act across government and industry to increase awareness of the SSRC Act requirements. OCG promotes the SSRC Act in Project Pipeline pre-lodgement meetings with proponents. The DSDILGP website includes information about the SSRC Act 2017, the SIA guideline and publicly available resources including the SSRC Factsheet, SIA guidance material including SIA process overview and assessment guidance.

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	captured by the SSRC Act and published on the CG's list of LRPs.		
Planning			
	Planning progressed amendments to the Planning Regulation 2017 (Planning Regulation) to: - remove restrictions on who can live in secondary dwellings and allowing them to be rented out to anyone - remove the need for development approvals for emergency housing in communities affected by a natural disaster when certain requirements are met - streamline development approvals for community, social and affordable housing - remove the need for development approvals for dwelling houses and rooming accommodation when certain requirements are met - give effect to the Queensland Rural Workers' Accommodation Initiative that allows for small scale rural workers' accommodation to proceed without needing planning approval and support	Rigorous analysis of planning matters is undertaken to understand implications for stakeholders and communities and develop responsive policy and regulatory solutions. On 23 September 2022, the Planning Regulation was amended to remove restrictions for how members of a household live together. This change recognised that the relationships of occupants in a dwelling and how they interact with one another should not be considered in a planning assessment of how land is used. Restrictions on who can live in secondary dwellings no longer apply across Queensland. This enables homeowners to rent out secondary dwellings, such as granny flats, to anyone. This change provides people with greater access to housing options and responds to existing housing and cost-of-living challenges.	SARA continues to monitor and report annually on key performance indicators (KPIs) as part of the ongoing commitment to improve service delivery, and transparency of performance monitoring under the <i>Planning Act 2016</i> (Planning Act) and Development Assessment Rules.

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	the repurposing of existing underutilised facilities as an interim solution for rural workers' accommodation while longer term solutions are being determined • remove the public health accommodation facility provisions no longer in effect since the public health emergency for public quarantine and isolation ended • include a new use term for 'battery storage facility' enabling the planning framework to respond to new technologies and challenges and prescribe certain small scale battery storage facilities as being unable to be made assessable development • provide for relocatable classrooms and associated infrastructure at state schools to be unable to be made assessable development in a local planning instrument, subject to meeting requirements • extend the expiry date of the economic support instrument provisions to enable local government sufficient time to progress planning scheme amendments if required • give effect to the Caboolture West Interim Structure Plan (CWISP) to regulate development in Caboolture West.	Planning reviewed and updated the State Assessment and Referral Agency (SARA) practice note for pre-lodgement to introduce a more streamlined pre-lodgement process that responds to the type of request made by the proponent.	

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	In order to maintain the due administration of the Planning and Environment Court's busy lists in South-East Queensland, Planning also processed the appointment of three judges – Chief Judge Brian Devereaux SC, Judge Michael Byrne KC and Judge Jodie Wooldridge KC as per the request of the Chief Judge, District Court of Queensland.		

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2. Consult and engage meaningfully with stakeholders - 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.	EDQ The ED Act requires development schemes and scheme amendments to undergo public notification to enable stakeholders, including the local community, to express their views about the contents of the development scheme including the development vision and the regulation that applies to new development in the area. The ED Act and PDA development schemes require certain PDA development applications to undergo public notification, which provides an opportunity for stakeholders, including the local community, to express their views about the proposal. The ED Act requires these views to be considered when deciding the application. Pre-lodgement discussions between EDQ development assessment staff and development proponents are encouraged. There is no fee for these meetings and multiple meetings are available.	All PDA development applications, when EDQ is the Minister for Economic Development Queensland's (MEDQ) delegate, are uploaded onto the DSDILGP website, enabling interested parties to review the proposed development. EDQ is continuing to invest in digital platforms (including a specific community engagement website https://haveyoursay.dsdmip.qld.gov.au/) to ensure that engagement with communities can continue and has also set up a mailing list so that interested parties can stay up-to-date with industry news, events and more. EDQ has also created a profile in LinkedIn to share news and events. (Economic Development Queensland LinkedIn)	EDQ's processes are now well established and operate as business as usual. Tailored engagement with stakeholders is undertaken in relation to the declaration of a PDA. In 2022–23 no new PDAs were declared so no new actions have occurred.

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	OCG OCG continues to engage with all relevant stakeholders, using a variety of platforms including advertisements, online and newspapers, fact sheets, targeted consultation and stakeholder meetings to discuss projects or processes and provide feedback. Engagement with stakeholders occurs regularly on matters such as a potential new State Development Area (SDA), a variation to the boundary of an existing SDA, draft development schemes, prescribed projects, coordinated projects, and large resource projects. OCG encourages applicants to take advantage of the pre-lodgement stage to discuss their project before lodging: • their development application in an SDA for assessment by the CG • applications for coordinated projects and prescribed projects • any other declarations under the SDPWO Act. In carrying out development assessment within an SDA, a proponent may be required to undertake a public consultation stage with relevant stakeholders. The OCG provides the proponent with the timing requirements and, to ensure a consistent approach, the	The OCG undertook engagement with key stakeholders for coordinated projects and made use of the 'Have your say' website and other consultation mechanisms for public submissions to improve input into and build confidence in the submissions process. The following coordinated projects underwent public notification: • Mt Rawdon Pumped Hydro Project EIS Terms of Reference (TOR) • Big-T Pumped Hydro Energy Storage project EIS • H2 Hub project draft EIS • Richmond-Julia Creek Vanadium project EIS • Blackwater South Coking Coal project EIS TOR • Peak Downs Mine Continuation Project draft EIS TOR • Winchester South project revised draft EIS. For SDAs, OCG has undertaken key stakeholder engagement and public consultation on the proposed Mackay SDA and its boundary through the following public consultation activities:	Information published on DSDILGP's webpage provides details of the current SDAs, development schemes, and how to undertake development in an SDA. Guidelines and a suite of standard word templates are available and are regularly reviewed to ensure they provide consistency and transparency in the approach and the best outcomes for all involved. Prescribed project application guidelines are publicly available and provided to proponents during 'pre-application' discussion, to assist proponents to submit meaningful applications that promote robust decision-making. Active imposed conditions are managed to evaluate their effectiveness and enforceability. Feedback is sought from the assessment officers and project proponents and where appropriate, suggested amendments are proposed for discussion and actioning. OCG: • hosts two senior official meetings each year with the Commonwealth government in relation to bilateral assessment projects under the

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	templates for signage to be placed onsite and for advertisements (online or newspapers). The OCG consults with other regulators and agencies that may be impacted by a prescribed project or critical infrastructure project declaration, prior to making a decision on the declaration. Consultation is carried out with impacted landowners and occupiers prior to the exercise of land access and/or the use of the CG's land acquisition powers. Throughout the environmental assessment process, the CG seeks advice from government agencies, First Nations people and technical specialists. Public input is routinely sought and considered on coordinated projects' terms of reference, the draft EIS, and project change applications. The OCG actively engages with state agencies and/or other entities that have condition jurisdiction or a compliance role. It is standard practice for OCG to engage with relevant government agencies when formulating conditions to ensure they are fit-for-purpose. SIA decisions under the SSRC Act are informed by stakeholder views obtained through formal public notification stages (as part of the EIS process), and direct engagement with relevant local governments,	• publication of the potential Mackay SDA website, including submissions portal • letters to affected and adjacent landowners • public notices in locally circulating newspapers • industry briefing • drop-in community information sessions • state agency overview • evening community Q&A session • one-on-ones with members of the public (upon request). For development applications in SDAs, OCG publicly notified a high impact industry application for concrete batching and asphalt plant in the Cairns South SDA. Materials were made available online and public notices were placed in locally circulating newspapers, letters to affected and adjacent landowners and public notice on the land. OCG also engaged with industry and Cairns Regional Council as this was the first significant application in the Cairns South SDA. During the period, consultation with proponents and other regulators and agencies led to the declaration of three	<i>Environment Protection and Biodiversity Conservation Act 1999</i> • engages strongly with regional stakeholders, including local government in the administration of SDPWO and SSRC Acts • meets regularly with other regulators internal to the department such as Planning and EDQ as well as external to the department with government agencies such as Department of Environment and Science, Department of Resources, Department of Regional Development, Manufacturing and Water, Department of Agriculture and Fisheries, and Queensland Treasury to strengthen working relationships • engages with government agencies to ensure an efficient approach to public notification of project material.

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	proponent for or owner of LRPs, and social service providers. Formal consultation with industry, unions, peak bodies, local and state government agencies is also undertaken to inform CG's discretionary decisions under the SSRC Act.	new prescribed projects – Ampol Future Fuels Gasoline Desulfurisation Project (also declared a critical infrastructure project), Kidston Wind Farm project and the Lansdown Eco-Industrial Precinct. These declarations enable the CG to assist with timely decision-making of project approvals to realise jobs and investment in Queensland. The CG established a Lansdown Eco-Industrial Precinct Infrastructure Investment Taskforce (LEIP Taskforce) following the declaration of the Precinct as a prescribed project to provide leadership and direction for local and state agencies to progress the Precinct. The taskforce facilitates a singular focus and point of coordination to progress the precinct, overseeing the various workstreams required to organise and de-risk industry investment.	

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	Planning		
	Planning regularly engages with industry peak bodies, local government and state agencies seeking to effect policy outcomes and improve the overall operation of the planning framework. Planning continued to engage with key stakeholders through the relevant project work including: - improving Queensland's planning framework – proposed operational amendments to the planning framework - supporting regional and State significant businesses through the urban encroachment provisions in the planning framework - supporting and improving the operation of Development Control Plans - amendments to the Minister's Guidelines and Rules to support disaster recovery. Specifically in regard to state agencies, the following aspects of the planning framework are considered in order to effect policy outcomes and continual improvement: - assessment triggers - policy documents - State Development Assessment Provisions (SDAP) assessment benchmarks	Planning consults and engages meaningfully with the public and stakeholders through statutory and non-statutory consultation to provide practical and fit-for-purpose responses to emerging planning matters. An example of this was the comprehensive public consultation undertaken by Planning Group on the proposed amendments to key planning legislation. While there is no legislative requirement to consult on amendments to the Planning Act, given the potential impact on the community, and the anticipated public interest, a five-week consultation was undertaken. This consultation process included a 'Have your say' survey, two social media campaigns, and letters to key stakeholders and members of the public that were identified as being potentially directly impacted by the proposed amendments. Consideration was given to submissions received through the 'Have your say' portal and via email and post, comments made on the social media posts, and feedback provided via telephone.	For proposed amendments to planning legislation and proposed amendments to the Minister's Guidelines and Rules, two 'Have your say' pages were established to adequately consult on regulatory and policy changes to ensure the public and industry were appropriately consulted in proposed amendments. Thorough engagement with state agencies was also undertaken regarding the proposed amendments to the planning legislation to ensure a comprehensive, whole-of-government approach to policy. Additionally, briefings were held with key stakeholders, including local governments, and state agencies to ensure engagement was transparent and meaningful. The annual SARA customer satisfaction stakeholder survey was completed in May 2023 as a means of gaining insights into stakeholder sentiment about the different elements of the SARA process and the planning framework. Stakeholders (including applicants, representatives from state agencies and the development industry) are invited to participate in the survey. The qualitative and quantitative data obtained is used to identify and prioritise

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	• SARA Service Level Agreements • SARA procedures and operations • SARA model conditions (only consult with state agencies).	In December 2022, Planning Group formally initiated the review of the SARA Service Level Agreements (SLAs) with the agencies that make up the SARA framework. The refreshed SLAs will also give the opportunity for agencies to recommit to the efficient operation of the SARA framework, and to implement efficiencies in practices and processes.	areas of improvement to address the survey responses.

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3. Provide appropriate information and support to assist compliance ▪ 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.	EDQ For EDQ's development assessment (DA) function, the DSDILGP website: • outlines the DA process including statutory timeframes • provides the DA fees and charges schedule • provides DA decisions in writing and clearly outlines any conditions required as part of the approval. Regarding the compliance function within PDAs, EDQ: • receives and documents complaints received in relation to any alleged unlawful development / uses • undertakes the necessary investigations for any alleged unlawful development / uses • takes the necessary steps to ensure any development (or uses) deemed unlawful is removed (or ceases) or is appropriately legitimised through a formal assessment process.	EDQ engagement processes adhere to the International Association for Public Participation (IAP2) Quality Assurance Standard which was endorsed by the IAP2 Federation in May 2015 and is recognised as the International Standard for Public Participation practice. EDQ's stakeholder management process in relation to construction adheres to the Department of Youth Justice, Employment, Small Business and Training <i>Works with Small Business: Good practice guidance for working with small businesses</i> framework to minimise business disruption and support jobs when undertaking capital works projects. EDQ offers pre-lodgement meetings with people wanting to lodge a development application, to provide applicants with advice and direction; and allows them to review their application and make possible changes before officially lodged.	To allow easier access to EDQ's DA information, a refresh was undertaken of the EDQ section of the DSDILGP website. EDQ continues to regularly monitor the website to ensure that the following information is easily accessible: • the DA process including statutory timeframes • the fees and charges schedule for the current and previous financial year • the publicly accessible database of documents for development applications currently under assessment and decision documents for determined development applications • details outlining the requirements for making and lodgement of submissions. Following major amendments to the ED Act, which have now all been enacted, EDQ's processes are in place in relation to regulating development and taking necessary action on unlawful development within PDAs. EDQ maintains a continual improvement program regarding model conditions so they are contemporary, appropriate and reflect best practice.

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	OCG		
	OCG engages with parties affected by the exercise of powers under the SDPWO Act and the SSRC Act and works closely with proponents and government agencies to facilitate prescribed and major projects in obtaining relevant approvals. OCG publishes guidance on the DSDILGP website about the assessment processes, compliance and enforcement matters to guide proponents and the public on how to undertake and participate in the processes under the SDPWO Act and the SSRC Act. Supporting this, OCG has guidelines and a suite of standard word templates to ensure consistency and transparency in any actions taken. 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. OCG works closely with proponents, local and state government agencies to ensure conditions on projects are reasonable,	In 2023, OCG published the updated <i>Application Guideline: Coordinated project declaration under the State Development and Public Works Organisation Act 1971</i> on the DSDILGP website. OCG provides an 1800 number, a general email address for all enquiries, specific project email addresses and contacts, and website content for projects. OCG provides direct contact details of officers to landowners and interest holders who are 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. The CG maintains the list of large resource projects subject to the SSRC Act on the DSDILGP website. OCG has committed to publishing online documents related to development approvals made by the CG in SDAs. Changes to the DSDILGP website to publish this information will commence in 2023–2024 and will include decisions made from June 2022.	Guidelines and the suite of standard templates are reviewed quarterly to ensure they provide consistency and transparency in the approach and the best outcomes for all involved. Information published on the DSDILGP website about the compulsory acquisition process, including frequently asked questions, provides parties with an understanding of the process, which can help them determine whether statutory processes or notices are being complied with. Also published is information about management and enforcement of compliance issues. OCG has delivered 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.

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	relevant, clear and enforceable. Conditions are drafted to be fit-for-purpose and mitigate impacts where necessary. OCG oversees post Coordinator-General Evaluation Reports negotiations between proponents and local governments related to Social Impact Management Plans under the SSRC Act.		
Planning			
	Tools and guidance are provided to support and assist local governments to undertake plan-making in their local area. The guidance material is primarily aimed at local governments, and other planning professionals involved in drafting planning schemes. It supports compliance with the planning framework and implementation of state and regional planning policy. The guidance is communicated through newsletters to planning system stakeholders; the department's website; and promotion by Planning's regional offices. Information is distributed to regional offices, supported by presentations and Q&A sessions, to ensure that advice provided to local government plan drafters is consistent.	The following guidance materials were updated to assist in preparing a new, or amending a current, planning scheme: - Battery Storage Facilities – Guidance for Local Government (December 2022) - Hydrogen developments - Guidance for local government in plan drafting (updated December 2022) Planning employees regularly participate in professional development and knowledge sharing opportunities to improve understanding of regulatory, policy and operational matters. Planning continues to support renewable energy sources such as wind farms, solar farms and the hydrogen industry. Guidance material has been updated to	Regular reviews of plan-making guidance materials to support best practice is an ongoing activity. The SARA model conditions 4.0 project is being undertaken to ensure that the conditions are clearly drafted, up to date and fit for purpose. This project will be delivered in stages, with the final stage being the release of the SARA model conditions version 4.0. In the interim, the SARA model conditions 3.9 and 3.10 have been delivered since the last reporting period. The SARA Key Performance Indicators and Customer Satisfaction Survey Report 2022–2023 is published on the DSDILGP website.

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	Planning has a continuous improvement agenda for the planning framework, including planning legislation, regulation and statutory planning instruments and the implementation of state planning policy. Regular reviews are undertaken to identify and implement improvements of: • the Planning Regulation • development assessment triggers • assessment benchmarks • operational procedures • SARA's KPIs. SARA has established KPIs and customer satisfaction surveys, which are published annually on the DSDILGP website. These results contribute to the identification of areas for improvement. Planning has a continuous improvement agenda for SARA which includes reviewing and updating SARA conditions imposed to any development application which triggered SARA assessment under the regulation. These conditions have been drafted in consultation with technical agencies to clearly articulate what is required to achieve compliance and minimise the requirements of when specialised advice is required depending on the nature of the development.	assist with an understanding of the assessment considerations.	SARA uses the results of the annual stakeholder survey to improve on current practices and identify training opportunities.

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4. Commit to continuous improvement - 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.	EDQ All EDQ development application decisions consider human rights in accordance with the <i>Human Rights Act 2019</i> and staff have the necessary tools to assist in preparing material for statutory decisions. EDQ regularly reviews its guidelines, practice notes, systems and processes to meet / reflect industry and community standards and expectations. EDQ maintains a list of future regulatory process improvement projects. EDQ is reviewing its delegations to enable a more streamlined approval process in the EDQ DA team. The DA team is also looking at software improvements, including trialling Bluebeam to assist in efficiency of application assessments.	EDQ invests in training frontline staff in the IAP2 Australasia Certificate in Engagement. This course was developed to meet the needs of the Australasian engagement practitioner, using local terminology, the latest case studies and concepts. IAP2 is the international association for public participation and is recognised as the peak body for the community and stakeholder engagement sector. EDQ is utilising a DA Tracker system using Power BI which enables EDQ-DA to: - better project-manage the assessment of PDA development applications to minimise processing timeframes - monitor project timelines and deliverables. - report on productivity.	EDQ continues to implement business improvements including: - application monitoring and tracking systems - providing training and workshops for MEDQ delegates about administering the ED Act - providing training for ED Act development assessment staff - other ongoing learning opportunities regarding regulatory practices for staff. The intent of these business improvement processes is to streamline processes and achieve time and resource savings for EDQ and development stakeholders.

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	OCG		
	All CG decisions consider human rights in accordance with the <i>Human Rights Act 2019</i> and staff have the necessary tools to assist in preparing material for statutory decisions. OCG regularly reviews its practices, guidelines and processes to ensure it provides the best approach to achieving outcomes.	OCG is committed to continuously building an embedded disciplined project management culture and systems through in-house training, project programs with milestones and accountabilities, project control groups for all projects and peer reviews on key issues – all of which focus on improved quality of assessments and reduced assessment delivery times. OCG has established proactive compliance frameworks for critical timeframe projects. Where non-compliance against conditions is identified, the OCG takes action to ensure the matter is addressed and the project can proceed.	OCG sought a review of human rights considerations 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. During this period, OCG staff have undertaken training to ensure they have the necessary capabilities for their respective roles, with training provided by legal firms, other agencies and also in-house training. There are periodic reviews and updates to guidance material for assessment processes under the SDPWO Act and SSRC Act. OCG completed its annual review of its public facing compliance guidance material to ensure that information is current and fit for purpose.
	Planning		
	All Planning decisions consider human rights in accordance with the <i>Human Rights Act 2019</i> and staff have the	The Queensland Government is committed to a clean, reliable and affordable energy system. This system is to include a range of energy storage	The SARA model conditions 4.0 project is being undertaken to ensure that the conditions are clearly drafted, up to date and fit for purpose. This project will be delivered in stages, with the final stage being the

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	necessary tools to assist in preparing material for statutory decisions. Planning has a continuous improvement agenda for the planning framework, including planning legislation, regulation and statutory planning instruments and the implementation of state planning policy. Regular reviews are undertaken to identify and implement improvements more often within the Planning Regulation to address practical matters related to how the planning framework operates. Since it commenced six years ago, the Planning Act has had very few amendments. However government, industry and the community have grown their knowledge of the Planning Act and a list of legislative improvements have been identified over that period. The Department is currently in the process of undertaking a range of changes to the Act to provide for increased operational efficiency and clarity of legislation. SARA is continuously looking for ways to achieve efficiencies in the development assessment and SARA process. For practical reasons, many government functions are delegated. For matters within the jurisdiction of SARA, the chief	infrastructure, including battery storage facilities. Planning has supported the emerging energy policy by: - changing the Planning Regulation to provide for the development of battery storage facilities - releasing guidance material designed to assist local government to ensure local planning schemes are drafted to appropriately regulate battery storage facilities in Queensland.	release of the SARA model conditions version 4.0. In the interim, the SARA model conditions 3.9 and 3.10 have been delivered since the last reporting period. Development Assessment Practice (Appeals) has undertaken a review of its instrument of delegation and is proposing a number of changes to ensure its ability to administer its functions in an efficient manner. The Development Assessment Advisory Team has undertaken a review of its instrument of delegation and the Planning Group is exploring a number of changes to certain functions relating to SARA delegations.

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	executive of the Planning Act, has delegated some powers and functions to specific positions within the department.		

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5. Be transparent and accountable in actions - 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.	EDQ		
	EDQ publishes on the DSDILGP website: - a range of guidelines and practice notes to assist people prepare development applications consistent with EDQ's planning framework - a self-certification manual which streamlines the operational works process to promote more efficient delivery of land development within PDAs - all development applications and approvals. The benefits of the self-certification process include: - innovation and improved outcomes - reduction in approval timeframes - earlier commencement of construction - potential reduction in holding costs.	EDQ publishes on the DSDILGP website: - details about the process followed by EDQ when assessing and deciding PDA development applications - all PDA development schemes, draft development scheme and superseded development schemes - the fees payable for all PDA development applications - all gazettes showing declarations of all new or amended PDAs - submissions report for all proposed new or amended PDA development schemes - all current and decided PDA development applications. EDQ proactively announces details of major Development Applications (DA) on the 'Have your say' page to further notify interested parties of DA details.	The process for providing public-facing information as it relates to regulatory practices are now well established in EDQ's practices and includes: - regular reviews of the website to ensure that it is kept up to date with relevant information - use of on-line tools including the 'Have your say' web pages to provide information which is regularly reviewed to ensure that relevant information is kept up to date.
	OCG		
	OCG publishes guidance on the DSDILGP website about the processes and regulatory functions of the CG to	OCG publishes on the DSDILGP website: the fees payable for applications	OCG continually review the DSDILGP webpage to ensure information relevant to

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	guide proponents and the public on how to undertake and participate in the processes under the SDPWO Act and the SSRC Act. Regulatory decisions, including copies of gazettes, project reports and links to new regulations are published on the DSDILGP website.	- 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. OCG has committed to publishing online documents related to development approvals made by the CG in SDAs. Changes to the DSDILGP website to publish this information will commence in 2023–2024 and will include decisions made from June 2022.	the CG is up to date, user friendly and understandable.

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	Planning		
	To ensure transparency and accountability, Planning complies with established government decision making processes. In addition to direct communication with affected stakeholders, Planning publishes decision notices, referral agency responses and conditions and exemption certificates in a timely manner in accessible locations on the DSDILGP website.	Planning has implemented procedures to ensure that development application material, including decision notices, are published on the DSDILGP website within 24 hours of being issued. Planning also implemented operational requirements to ensure that exemption certificates are published on the DSDILGP website within five days of being issued.	Each year SARA assesses its performance against certain KPIs and publishes both the KPIs for the financial year and a report on SARA's performance on the DSDILGP website. SARA uses the results of the annual stakeholder survey to improve on current practices and identify training opportunities.