

Department of Resources

Compliance plan 2021–22

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About the compliance plan

The Department of Resources compliance plan 2021–22 is a consolidation of each regulatory business area’s compliance plan.

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

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

Plan contents

The table below explains the content of the compliance plan.

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

1. Lands | i. Land compliance plan 2021–22

Performance measure	Focus area	Activity	Target
no significant increase in growth rate of unauthorised use	<ul style="list-style-type: none"> level of unauthorised use of state managed land 	<ul style="list-style-type: none"> monitor the level of unauthorised use through recorded incidents 	<ul style="list-style-type: none"> monitor unauthorised use of unallocated state land and respond in a timely manner
decrease in non-compliant behaviour	<ul style="list-style-type: none"> Resources managed state land 	<ul style="list-style-type: none"> conduct field audits of state managed land parcels 	<ul style="list-style-type: none"> 50 field audits of state managed land parcels completed and recorded by 30 June 2022

1. Lands | ii. Vegetation compliance plan 2021–22

Performance measure	Focus area	Activity	Target
Vegetation Management stakeholder engagement	<ul style="list-style-type: none"> education 	<ul style="list-style-type: none"> stakeholder engagement 	<ul style="list-style-type: none"> attend 30 group stakeholder engagement activities annually
Decrease in non-compliant behaviour	<ul style="list-style-type: none"> proactive opportunities 	<ul style="list-style-type: none"> proactive monitoring of authorised clearing 	<ul style="list-style-type: none"> undertake 30 proactive field and desktop audits of authorised clearing activities annually
	<ul style="list-style-type: none"> monitoring category A areas 	<ul style="list-style-type: none"> category A vegetation audits 	<ul style="list-style-type: none"> conduct 30 field and desktop audits in category A areas annually

1. Lands | iii. Natural Resources Programs compliance plan 2021–22

Performance measure	Focus area	Activity	Target
Audits of Natural Resource Investment Program delivery organisations undertaken to ensure ongoing contractual obligations	<ul style="list-style-type: none"> monitor delivery organisations compliance with contractual obligations 	<ul style="list-style-type: none"> undertake proactive audits of delivery organisations' performance against their contracts with Resources 	<ul style="list-style-type: none"> audit 6 delivery organisations to ensure compliance with contractual obligations by 30 April 2022 inform delivery organisations of the audit findings by 30 June 2022
	<ul style="list-style-type: none"> stakeholder engagement 	<ul style="list-style-type: none"> undertake regular stakeholder engagement activities 	<ul style="list-style-type: none"> engage with 100% of delivery organisations about their contractual obligations every quarter

1. Lands | iv. State Valuation Service compliance plan 2021–22

Performance measure	Focus area	Activity	Target
Our customers and stakeholders understand our role	<ul style="list-style-type: none"> engagement and communication 	<ul style="list-style-type: none"> review communication materials to ensure customers and stakeholders better understand the role and purpose of the SVS and regulatory options review externally facing forms 	<ul style="list-style-type: none"> external web pages providing information about State Valuation Service and associated information have been reviewed from the perspective of the eye of the customer all externally facing forms have been reviewed to ensure they are contemporary, easy to use, understand and are fit for purpose
We implement our regulatory framework in a manner supporting continuous improvement	<ul style="list-style-type: none"> performance culture 	<ul style="list-style-type: none"> critical analysis of any Land Court outcomes 	<ul style="list-style-type: none"> within 60 days of a Land Court outcome, a lessons learnt analysis has been documented

1. Lands | v. Strategy and Capability compliance plan 2021–22

Performance measure	Focus area	Activity	Target
Department of Resources stakeholders and staff understand our regulatory role and their obligations	<ul style="list-style-type: none"> engagement and communication 	<ul style="list-style-type: none"> publish contemporary information about our regulatory role, including the compliance strategy and plan 	<ul style="list-style-type: none"> review and update information about our role as a regulator on the department's website at the start of each quarter
compliance reporting drives continuous improvement – identify risks, opportunities and priorities	<ul style="list-style-type: none"> performance culture 	<ul style="list-style-type: none"> report annually on the Department of Resources compliance plan 	<ul style="list-style-type: none"> publish a summary report on the department's website within 3 months after the reporting period ends
land and vegetation staff have the technical capability and confidence to do their jobs well	<ul style="list-style-type: none"> organisation and workforce capability 	<ul style="list-style-type: none"> develop and deliver technical training that meets the needs of the land and vegetation businesses and staff 	<ul style="list-style-type: none"> deliver 2 compliance-focused training courses by 30 June 2022 to build the regulatory capability of land and vegetation staff

2. Georesources compliance plan 2021–22

Performance measure	Focus area	Activity	Target
<ul style="list-style-type: none"> high risk areas/activities are identified identified non-compliances are remedied in a timely manner through appropriate compliance action 	<ul style="list-style-type: none"> desktop audits field based inspections 	<ul style="list-style-type: none"> proactive field inspections reactive responses to complaints at any time 	<ul style="list-style-type: none"> undertake 2 proactive compliance campaigns targeting multiple tenures for high-risk mining areas/activities
<ul style="list-style-type: none"> non-compliance with permit conditions is identified and remedied in a timely manner through appropriate compliance action 	<ul style="list-style-type: none"> desktop audits field based inspections 	<ul style="list-style-type: none"> proactive desktop audits including: <ul style="list-style-type: none"> in conjunction with finance overdue reports checks of media and ASX statements and proactive engagement with mines 'at risk' of non-compliance seek advice from Office of State Revenue re royalty payment status audits of production reporting for Petroleum Leases proactive field inspections reactive, targeted responses to incoming complaints and intelligence from external sources performance audits for petroleum and gas production leases 	<p>Minerals</p> <ul style="list-style-type: none"> conduct 200 desktop compliance audits (exploration and production) undertake 2 proactive compliance campaigns targeting multiple tenures for permit conditions <p>Coal</p> <ul style="list-style-type: none"> conduct 40 desktop compliance audits (exploration and production) <p>Petroleum and Gas</p> <ul style="list-style-type: none"> audit performance of all petroleum production leases in the Surat and southern Bowen Basins using the Petroleum Lease Compliance framework

Performance measure	Focus area	Activity	Target
<ul style="list-style-type: none"> enquiries and complaints are recorded and receipt acknowledged compliance decisions and enforcement action are timely 	<ul style="list-style-type: none"> documenting, reporting, addressing and case managing non-compliance 	<ul style="list-style-type: none"> manage enquiries/complaints and reactive compliance response of alleged non-compliances with resources legislation respond to high priority non-compliance dispute resolution facilitation 	<ul style="list-style-type: none"> acknowledge 90% of enquiries/complaints received by Resource Community Infoline within 1 business day of receipt prioritise and allocate 80% of potential non-compliance requiring field response for investigation within 5 business days of receipt finalise 90% of compliance cases within 12 months authorised officer dispute resolution facilitation meets relevant timeframes
<ul style="list-style-type: none"> opportunities for improvement are identified and communicated to resource companies non-compliance is identified and remedied through appropriate compliance action 	<ul style="list-style-type: none"> proactive industry engagement field based inspections 	<ul style="list-style-type: none"> review land access systems and protocols, and provide best practice advice to targeted small and junior exploration companies reactive, targeted responses to incoming complaints and intelligence from external sources about land access 	<ul style="list-style-type: none"> undertake 10 land access audits for exploration companies within focus areas
<ul style="list-style-type: none"> all compliance staff have core competencies to undertake their roles critical and specialist skills are understood and developed 	<ul style="list-style-type: none"> workforce development compliance capability review and improvement 	<ul style="list-style-type: none"> based on capability needs assessments, we will progress a program of core capability upskilling 	<ul style="list-style-type: none"> deliver targeted competency upskilling for compliance personnel
<ul style="list-style-type: none"> feedback from stakeholders as part of informal and formal, structured feedback process improvements made in response to stakeholder feedback 	<ul style="list-style-type: none"> community and industry engagement and communication 	<ul style="list-style-type: none"> proactive stakeholder engagement sessions (face-to-face and webinars) review and update supporting collateral and information 	<ul style="list-style-type: none"> coordinate and deliver 5 stakeholder engagement sessions targeted at communities or industry within resource communities deliver an annual resources industry forum engage with all affected landholders regarding the Queensland Exploration Program