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# Implementation of the Queensland Government's Regulator Performance Framework 2020-21 performance report

## Background

The Queensland Government's Regulator Performance Framework (the Framework) is a key element of the Better Regulation Strategy.

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 and the Better Regulation Strategy is available from the Office of Productivity and Red Tape Reduction [website](#) and Section 5 of the [Queensland Government Guide to Better Regulation](#).**

The following report outlines the Department of State Development, Infrastructure, Local Government and Planning's (DSDILGP) performance in implementing the Framework during 2020-21 incorporating three parts of DSDILGP which undertake regulatory functions:

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

## Performance report 2020–21

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 2020–21	Examples or case studies to highlight the extent to which DSDILGP's regulatory practices in 2020–21 aligned with the model practices, or to indicate where business practices could be enhanced in line with the model practices	Actions taken in 2020–21, or currently being taken by DSDILGP, to improve regulatory activities and business practices to reflect the model practices
<b>1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden</b> <ul style="list-style-type: none"> <li>A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions</li> <li>Regulations do not unnecessarily impose on regulated entities</li> <li>Regulatory approaches are updated and informed by intelligence gathering so that effort is focussed towards risk.</li> </ul>	<b>EDQ</b>		
	<p>EDQ continues to account for the impacts from COVID-19 on undertaking site inspections and accessing required technical expertise to address/rectify any issues, and (where appropriate) in providing additional time and assistance to do so.</p> <p>EDQ ensures that in all Priority Development Areas (PDAs), low risk development is categorised as exempt, self-assessable or PDA accepted development, meaning a development application is not required.</p> <p>EDQ continued a compliance assessment process to lessen regulatory and financial burden for certain types of development in a PDA.</p>	<p>Engagement activities are designed to ensure stakeholders can participate in a flexible manner. EDQ has established a number of mechanisms to ensure that stakeholders can have effective two-way communication including the establishment of general email address and engagement website to manage all enquiries and feedback from its stakeholders and the general public.</p>	<p>In response to COVID-19, the <i>Economic Development Act 2012</i> (ED Act) was amended to include provisions to:</p> <ul style="list-style-type: none"> <li>extend COVID-19 as an applicable event under the <i>Planning Act 2016</i> on 19 March 2020 to 30 April 2022</li> <li>extend shops, warehouses and transport depots as uses that can operate 24 hours a day, 7 days a week during the COVID-19 applicable event</li> <li>continue to provide for applications for a temporary use licence during the COVID-19 applicable event</li> <li>facilitate another extension or suspension of statutory timeframes during the COVID-19 applicable event</li> <li>provide another extension to the currency periods of applicable PDA development approvals by 6 months</li> <li>allow modified public notice requirements and ability to access documents to 30 April 2022.</li> </ul>
	<b>OCG</b>		
	<p>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:</p> <ul style="list-style-type: none"> <li>Part 4 (Environmental coordination)</li> </ul>	<p>OCG provided advice on approvals processes for major projects taking into account risk and impact.</p> <p>During this period, the CG completed evaluation reports for the Cross River Rail project - five project changes.</p>	<p>With regard to the SDPWO Act the OCG:</p> <ul style="list-style-type: none"> <li>actively looks for opportunities to improve its regulatory activities and business practices on a quarterly or annual basis</li> </ul>

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	<ul style="list-style-type: none"> <li>• Part 4A (Assessment and approval of particular coordinated projects under bilateral agreement)</li> <li>• Part 5 (Prescribed development)</li> <li>• Part 5A (Prescribed projects) and</li> <li>• Part 6 (Planned development).</li> </ul> <p>The Environmental Impact Statement (EIS) process is managed using a flexible approach which responds to each individual project.</p> <p>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.</p> <p>The Impact Assessment Report (IAR) methodology was introduced into the SDPWO Act in 2014 as a streamlined approach to assessment and an alternative to the EIS process.</p> <p>OCG regularly monitors compliance and undertakes an annual compliance audit to evaluate compliance with the CG's 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.</p> <p>The Coordinator-General (CG) is responsible for implementation and administration of the SSRC Act which aims to ensure that residents</p>	<p>The CG declared two projects to undertake a coordinated impact assessment process: Burdekin Falls Dam Raising project (29 July 2020) and Big Rocks Weir project (29 March 2021).</p> <p>With regard to the SDPWO Act, OCG:</p> <ul style="list-style-type: none"> <li>• prepares risk assessments for all current projects to track and manage project risks</li> <li>• imposes conditions requiring third-party audit reporting to ensure on-going compliance (where appropriate to risk)</li> <li>• reviews third-party independent audit reports for projects, as part of its compliance framework, to evaluate the level of compliance and accuracy</li> <li>• monitors and reports on any compliance or enforcement action undertaken to comply with CG conditions and recommendations on projects</li> <li>• developed and maintained a risk register which is used to ensure best practice is carried out by the OCG in undertaking land management activities on land owned by the CG.</li> </ul> <p>Since the commencement of the SSRC Act, the CG has applied the SSRC Act to 71 LRPs and 297 nearby regional communities across Queensland.</p> <p>These LRPs are subject to the 100 per cent FIFO prohibition and the residents of these communities are protected from being discriminated against (when applying for jobs), on the basis of their place of residence.</p> <p>Nine projects are currently undertaking the enhanced SIA process.</p>	<ul style="list-style-type: none"> <li>• undertakes regular reviews of proposed policy to ensure a proportionate approach to the assessment of projects</li> <li>• 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.</li> </ul> <p>With regard to the SSRC Act, the OCG is preparing guidance material to assist project proponents in applying the SSRC Act and the SIA Guideline 2018.</p> <p>OCG continues to work collaboratively with a range of local and state government agencies in ensuring LRP compliance with the SSRC Act. OCG is proactively raising the profile of the SSRC Act across government and industry to increase awareness of the SSRC Act requirements.</p> <p>During the period, OCG has completed a post-implementation review of the SSRC Act. The final review made four recommendations to the government:</p> <ul style="list-style-type: none"> <li>• retain the SSRC Act</li> <li>• undertake a further review of the SSRC Act, particularly regarding the effectiveness of the SIA provisions and the enhanced SIA Guideline (2018) when three large resource projects have completed the enhanced SIA process and been operating for at least one year. (Note that while three large resource projects have undertaken the SIA process,</li> </ul>

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	<p>of communities near large resource projects benefit from their construction and operation. The SSRC Act prevents the use of 100 per cent 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 large resource projects, 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> (EP Act) and the SDPWO Act.</p> <p>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 a large resource project, are captured by the SSRC Act and published on the CG's list of LRPs.</p>	<p>The CG approved the final Social Impact Management Plan, the first of its kind under the SSRC Act, for the Olive Downs project. The Isaac Downs project and the Saint Elmo Vanadium project completed the enhanced SIA process. The CG also decided that the construction workforce for these projects would be subject to the 100% FIFO prohibition under the SSRC Act.</p>	<p>none of these projects have been constructed)</p> <ul style="list-style-type: none"> <li>• implement collaborative data collection for the SSRC Act, across industry and government</li> <li>• improve awareness and understanding of the anti-discrimination provisions of the resource communities.</li> </ul> <p>The final report, detailing final recommendations of the SSRC Act review is available on the DSDILGP website.</p>
<b>Planning</b>			
	<p>Planning progressed several amendments to the <i>Planning Regulation 2017</i> (Planning Regulation) to:</p> <ul style="list-style-type: none"> <li>• support the delivery of government policy</li> <li>• apply increases to State Assessment and Referral Agency's (SARA) fees and charges in line with government indexation rates.</li> </ul> <p>The fees and charges were also updated in the <i>Regional Planning Interests Regulation 2014</i>. Rigorous analysis of planning matters is undertaken to understand implications for</p>	<p>In May 2021 the Planning Regulation was amended to support Queensland's COVID-19 vaccination program, providing that health care services that provide COVID-19 vaccination services by or for the Commonwealth, state or a public sector entity do not require planning approval for a material change of use.</p> <p>The new provisions apply until the expiry of COVID-19 legislation on 31 December 2021. The sunset clause was subsequently extended from 31 December 2021 to the 'COVID-19 legislation day', which is 30 April 2022.</p>	<p>On 17 September 2021, the Planning Regulation was amended to extend the expiry date of the economic support provisions by 12 months until 17 September 2022 (originally 17 September 2021).</p> <p>This extension provides an opportunity for more local governments to opt-in to the provisions, and to continue to support economic recovery beyond the initial timeframes.</p> <p>SARA has continued and will continue to monitor and report annually on key</p>

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	<p>stakeholders and communities, and develop responsive policy solutions.</p>	<p>This amendment demonstrates a proportionate approach given the temporary nature of the vaccination centres means that planning impacts are likely to be minimal and the provisions only apply to vaccination centres that are operated by a government or public sector entity.</p> <p>This amendment provides certainty and reduced the burden, time and costs associated with submitting a development application to establish vaccination centres, enabling them to open sooner and supporting the timely roll-out of the state's vaccination program.</p> <p>Prior to that in September 2020, the Planning Regulation was amended to ensure new residential subdivisions deliver more walkable neighbourhoods.</p> <p>The amendment supported the delivery of <i>Queensland's Walking Strategy and Action Plan for Walking 2019-2022</i> to embed walkability into the planning framework; and the State Planning Policy's longstanding policy position to promote walkable neighbourhood design through local planning.</p> <p>This amendment to the Planning Regulation provides certainty to local government, industry and communities about what is expected in new residential subdivisions.</p> <p>In September 2020, the Planning Regulation was also amended to reduce red-tape and simplify planning approvals to assist Queensland's economic recovery during the COVID-19 pandemic.</p> <p>The amendment was informed by responses received as part of a public consultation</p>	<p>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> and Development Assessment Rules.</p> <p>During the period, SARA reviewed the current KPIs to consider their effectiveness in delivering good planning outcomes. This resulted in the reduction of the KPI timeframe targets for assessing change representations as both assessment manager and referral agency to aim at providing a quicker response.</p>



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		<p>process and enables local governments to reduce the levels of assessment for low-risk activities that can reasonably be expected in a particular area.</p> <p>The amendment demonstrates a proportionate approach applied by the state to encourage economic recovery as it provides a simpler process for local governments to 'opt-in' to incorporate the provisions, rather than the normal planning scheme amendment process while the provisions are in place, until 18 September 2022.</p> <p>The amendment reduces regulatory burden by allowing local governments to be more responsive in supporting economic recovery in their communities.</p>	
<p><b>2. Consult and engage meaningfully with stakeholders</b></p> <ul style="list-style-type: none"> <li>Formal and informal consultation mechanisms are in place to allow for the full range of stakeholder input and Government decision-making circumstances</li> <li>Engagement is undertaken in ways that helps regulators develop a genuine understanding of the operating</li> </ul>	<p><b>EDQ</b></p> <p>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.</p> <p>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.</p> <p>Pre-lodgement discussions between EDQ Development Assessment staff and</p>	<p>All PDA development applications, When EDQ is the Minister for Economic Development Queensland's (MEDQ) delegate, are uploaded onto the <a href="#">DSDILGP website</a>, enabling interested parties to review the proposed development.</p> <p>EDQ is continuing to invest in digital platforms (including a specific community engagement website <a href="https://haveyoursay.dsdmip.qld.gov.au/">https://haveyoursay.dsdmip.qld.gov.au/</a>) to ensure that engagement with communities can continue with COVID-19 restrictions in place. Timing and requirements around social distancing have been factored into engagement techniques and activities proposed to inform and engage with stakeholders and the community. EDQ has</p>	<p>EDQ adheres to six key principles for driving good engagement outcomes:</p> <ol style="list-style-type: none"> <li>Engagement needs a clear definition and language is inclusive and clearly understood by all participants.</li> <li>The purpose of the engagement must be clearly understood before activity proceeds and the purpose of the engagement must be linked to the project.</li> <li>Transparency of decision making is key to maintain trust with the community. EDQ will always endeavour to clearly articulate the negotiable and non-negotiable elements of a project.</li> <li>Engagement does not always mean that a community will respond positively to a decision but the rationale why a decision</li> </ol>

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<p>environment of regulated entities</p> <ul style="list-style-type: none"> <li>Cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework.</li> </ul>	<p>development proponents are encouraged. There is no fee for these meetings and multiple meetings are available.</p>	<p>also created new project pages for any newly announced projects.</p> <p>EDQ undertook extensive industry and stakeholder consultation for the further development of Development Charges and Offset Plans (DCOP) for greenfield development sites.</p> <p>As well as extensive community consultation being undertaken during the preparation for the Oxley PDA Development Scheme, the first PDA development application for the Oxley PDA underwent public notification in 2020.</p>	<p>was made must be articulated to all stakeholders.</p> <ol style="list-style-type: none"> <li>Evaluation should be linked to the purpose of the engagement, ongoing and tied to improving processes and delivering on values.</li> <li>EDQ will always communicate to participants how their input affected the decision.</li> </ol>
	<p><b>OCG</b></p> <p>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.</p> <p>Engagement with stakeholders occurs regularly on matters such as a potential new SDA, a variation to the boundary of an existing SDA, draft development schemes, prescribed projects, coordinated projects, and large resource projects.</p> <p>OCG encourages applicants to take advantage of the pre-lodgement stage to discuss their project before lodging:</p> <ul style="list-style-type: none"> <li>their development application in an SDA for assessment by the CG</li> <li>applications for coordinated projects and prescribed projects</li> <li>any other declarations under the SDPWO Act.</li> </ul>	<p>During the period, consultation with proponents and other regulators and agencies led to the declaration of one new prescribed project. The declaration enables the CG to assist with timely decision-making of project approvals to realise jobs and investment in Queensland.</p> <p>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.</p> <p>The following coordinated projects underwent public notification:</p> <ul style="list-style-type: none"> <li>CopperString project draft EIS</li> <li>Inland Rail – Border to Gowrie project draft EIS</li> <li>Inland Rail – Helidon to Calvert project draft EIS</li> </ul>	<p>Information published on DSDILGP's webpage provides details of the current 12 SDAs, development schemes, and how to undertake development in an SDA.</p> <p>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.</p> <p>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.</p> <p>As part of OCG's annual compliance audit, conditions are reviewed to evaluate their effectiveness and enforceability. Feedback is sought from the assessment officers and the changes are provided for discussion before being finalised.</p> <p>OCG:</p>



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	<p>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 templates for signage to be placed onsite and for advertisements (online or newspapers).</p> <p>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.</p> <p>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.</p> <p>The environmental assessment process has been proven to deliver a comprehensive and coordinated whole-of-government evaluation of major projects. Throughout the environmental assessment process, the CG seeks advice from government agencies and technical specialists.</p> <p>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.</p> <p>It is standard practice for OCG to engage with relevant government agencies when formulating conditions to ensure they are fit-for-purpose.</p>	<ul style="list-style-type: none"> <li>• Inland Rail – Calvert to Kagaru project draft EIS</li> <li>• Burdekin Falls Dam Raising project draft terms of reference</li> <li>• Urannah project draft terms of reference</li> <li>• Cross River Rail project – three project change applications.</li> </ul> <p>The CG also collaborates closely with the Commonwealth government on matters of national environmental significance covered by the Bilateral Agreement and conducts a single EIS that addresses State and Commonwealth environmental legislation. As a result, Commonwealth assessment times have reduced.</p> <p>During the period, the SIAs for the Saraji East mine and the Ensham Mine were released for public comment.</p>	<ul style="list-style-type: none"> <li>• hosts two senior official meetings each year with the Commonwealth government in relation to bilateral assessment projects under the <i>Environment Protection and Biodiversity Conservation Act 1999</i>.</li> <li>• engages strongly with regional stakeholders, including local government in the administration of SDPWO and SSRC Acts</li> <li>• meets regularly with other regulators internal to the department such as the Planning and Economic Development Queensland as well as external to the department with government agencies such as Department of Environment and Science, Department of Resources, Department of Agriculture and Fisheries, and Queensland Treasury to strengthen working relationships</li> <li>• engaging with government agencies to ensure an efficient approach to public notification of project material.</li> </ul> <p>The review of the SSRC Act was informed by 74 stakeholder interviews, 22 online survey responses and 22 written submissions.</p>

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	<p>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, proponent for or owner of LRPs, and social service providers.</p> <p>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.</p> <p>The review of the SSRC Act was based on views from stakeholders directly affected by the SSRC Act, including the resource industry, peak bodies, unions, local and state government, workers' camp operators and social service providers.</p>		
<b>Planning</b>			
	<p>Planning regularly engages with industry peak bodies, local government and state agencies seeking to effect policy outcomes and improve operation of the planning framework, including changes to:</p> <ul style="list-style-type: none"> <li>• assessment triggers</li> <li>• policy documents</li> <li>• State Development Assessment Provisions (SDAP) assessment benchmarks</li> <li>• conditions on development applications.</li> </ul> <p>Planning also engages with key stakeholders through expert committees such as:</p> <ul style="list-style-type: none"> <li>• the Planning System Reference Group which is a group of key planning system stakeholders that meet several times a year</li> </ul>	<p>The Planning System Reference Group is an example of the extent Planning consults and engages meaningfully with stakeholders to develop a genuine understanding of the operating environment of regulated entities.</p> <p>The group provides a collaborative forum for members to table concerns and issues aimed at bettering the Queensland planning system. It provides an opportunity for the department to update members on the status of key planning documents and discuss proposed initiatives that may affect the planning system, and is an opportunity for all members to raise matters for discussion. The Planning System Reference Group met on six occasions during the period.</p>	<p>The recent reappointment of the Housing Supply Expert Panel for a further two-year term has ensured continuity for this cooperative and collaborative relationship and continued oversight of the Growth Management Program. The panel has been instrumental in providing advice and guidance:</p> <ul style="list-style-type: none"> <li>• in understanding the potential impacts of COVID-19</li> <li>• on updated land supply and development activity data and information</li> <li>• in updating the Market Factors Report for South-East Queensland</li> <li>• on updating reporting on social housing stock.</li> </ul> <p>An annual stakeholder survey about SARA's customer satisfaction was undertaken in March</p>

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	<p>to identify, discuss and drive enhancements to various facets of the planning system</p> <ul style="list-style-type: none"> <li>the Housing Supply Expert Panel oversees the Growth Monitoring Program and provides independent expert advice about how to appropriately manage land supply and associated issues in South East Queensland. The panel consists of nine experts from the planning, property, economics, and research fields across Australia.</li> </ul>		<p>2021 to gain insights into stakeholder sentiment about the different elements of the SARA process and the planning framework. Stakeholders (including applicants, representatives from state agencies and development industry) were invited to participate in the survey.</p> <p>The qualitative and quantitative data obtained through this survey will be used to identify and prioritise areas of improvement and further engagement opportunities with our stakeholders to address the survey responses.</p> <p>Regular meetings and forums were held with relevant state agencies to aid amendments to the State Development Assessment Provisions (SDAP) and continued operation of SARA.</p>
<p><b>3. Provide appropriate information and support to assist compliance</b></p> <ul style="list-style-type: none"> <li>Clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience</li> <li>Advice is consistent and, where appropriate, decisions are communicated in a manner that clearly</li> </ul>	<p><b>EDQ</b></p> <p>For EDQ's development assessment (DA) function, the DSDILGP website:</p> <ul style="list-style-type: none"> <li>outlines the DA process including statutory timeframes</li> <li>provides the DA fees and charges schedule</li> <li>DA decisions are provided in writing and clearly outline any conditions required as part of the approval.</li> </ul> <p>Regarding the compliance function within PDAs, EDQ:</p> <ul style="list-style-type: none"> <li>receives and documents complaints received in relation to any alleged unlawful development / uses</li> <li>undertakes the necessary investigations for any alleged unlawful development / uses</li> <li>takes the necessary steps to ensure any development (or uses) deemed unlawful is</li> </ul>	<p>EDQ engagement processes adhere to the International Association for Public Participation (IAP2) Quality Assurance Standard, which was endorsed by IAP2 Federation in May 2015 and is recognised as the International Standard for Public Participation practice.</p> <p>The EDQ stakeholder management process in relation to construction adheres to the Department of Employment, Small Business and Training (DESBT) <i>Works with Small Business: Good practice guidance for working with small businesses to minimise business disruption and support jobs when undertaking capital works projects</i>.</p> <p>EDQ offers pre-lodgement meetings with people wanting to lodge a DA, to provide</p>	<p>DSDILGP's website was updated and refreshed to allow easier access to information relating to EDQ's development assessment information including:</p> <ul style="list-style-type: none"> <li>the DA process including statutory timeframes</li> <li>the fees and charges schedule for the current and previous financial year</li> <li>the publicly accessible database of documents for development applications currently under assessment and decision documents for determined development applications</li> <li>details outlining the requirements for making and lodging submissions.</li> </ul> <p>With the improved enforcement provisions made to the ED Act, EDQ is now better</p>

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<p>articulates what is required to achieve compliance</p> <ul style="list-style-type: none"> <li>Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g. small business) or require specialist advice.</li> </ul>	<p>removed (or ceases) or is legitimised through a formal assessment process.</p>	<p>applicants with advice and direction; and allows them to review their application and make possible changes before officially lodged.</p>	<p>equipped to regulate development and take necessary action on unlawful development within PDAs.</p> <p>EDQ has maintained a continual improvement program to ensure the suite of model conditions are contemporary, appropriate and reflect best practice.</p>
	<b>OCG</b>		
	<p>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.</p> <p>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.</p> <p>Supporting this, OCG has guidelines and a suite of standard word templates to ensure consistency and transparency in any actions taken.</p> <p>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.</p> <p>OCG works closely with proponents, local and state government agencies to ensure conditions on projects are reasonable, relevant, clear and enforceable. Conditions are</p>	<p>OCG provides a 1800 number, a general email address for all enquiries, specific project email addresses and contacts, and website content for projects.</p> <p>OCG provides direct contact details of officers to landholders who are subject to land access or acquisition notices, to enable affected parties to obtain timely guidance or advice should an issue with compliance of a statutory process or notice arise.</p> <p>The CG maintains the list of large resource projects subject to the SSRC Act on the DSDILGP website.</p>	<p>Guidelines and the suite of standard word templates are reviewed quarterly to ensure they provide consistency and transparency in the approach and the best outcomes for all involved.</p> <p>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.</p> <p>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.</p>

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	<p>drafted to be fit-for-purpose and mitigate impacts where necessary.</p> <p>OCG oversees post <i>Coordinator-General Evaluation Reports</i> negotiations between proponents and local governments related to Social Impact Management Plans under the SSRC Act.</p>		
<b>Planning</b>			
	<p>Tools and guidance are provided to support and assist local governments to undertake plan-making in their local area. The following guidance material was released to assist in preparing a new, or amending a current, planning scheme:</p> <ul style="list-style-type: none"> <li>• drafting a planning scheme</li> <li>• integrating building work in planning schemes</li> <li>• walkable neighbourhoods technical guidance</li> <li>• integrating state interests in a planning scheme</li> <li>• delivery of state interests through the Planning Regulation</li> <li>• delivery of regional outcomes through development assessment.</li> </ul> <p>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.</p> <p>The guidance is communicated through newsletters to planning system stakeholders; the DSDILGP website; and promotion by Planning's regional offices. Information is</p>	<p>Information and support to assist compliance includes fact sheets published on the DSDILGP website explaining the making and effect of regulatory material.</p> <p>In September 2020, the Planning Regulation was amended to introduce new assessment benchmarks for Walkable Neighbourhoods. To support the release of the new provisions, information was released for developers and assessment managers to assist in consideration of the assessment benchmarks.</p> <p>Other technical material also released to encourage best practice development included a Model code for neighbourhood design and a Walkability Improvement Tool.</p> <p>The Walkability Improvement Tool was created in coordination with the Department of Transport and Main Roads (DTMR) and the National Heart Foundation of Australia. The tool provides built environment professionals, such as town planners, surveyors and engineers, with a methodology to identify and prioritise walkability improvements in existing neighbourhoods. The Walkability Improvement Tool is now being used frequently by DTMR.</p>	<p>A review was undertaken of the <i>Integrating state interests in a planning scheme – Guidance for local governments</i> with the aim to build community confidence in the planning system.</p> <p>The new guidance refreshed and expanded the scope of the former guidance documents to address how to integrate the state interests from both types of state planning instruments – statutory regional plans as well as the State Planning Policy 2017 – enabling a more holistic and simpler way for local governments to understand and integrate state planning policy.</p> <p>The new guidance document improved the level of information and assists local governments to meet their compliance requirements to integrate state interests by:</p> <ul style="list-style-type: none"> <li>• aligning the structure of the document with the structure of a planning scheme, helping local government to consider how each part of the planning scheme can integrate the state interest, from strategic outcomes to assessment benchmarks</li> <li>• removing advice about how a local government is to assess against the assessment benchmarks contained in the</li> </ul>



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	distributed to regional offices, supported by presentations and Q&A sessions, to ensure that advice provided to local government plan drafters is consistent.		SPP, as these are not plan drafting considerations and are only used by a local government in development assessment.
<b>4. Commit to continuous improvement</b> <ul style="list-style-type: none"> <li>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</li> <li>To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community</li> <li>Staff have the necessary training and support to effectively, efficiently and consistently perform their duties.</li> </ul>	<b>EDQ</b>		
	<p>EDQ regularly reviews its guidelines, practice notes, systems and processes to meet / reflect industry and community standards and expectations.</p> <p>EDQ maintains a list of future regulatory process improvement projects.</p>	<p>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.</p> <p>EDQ is working on Version 2 of the DA project management systems and processes to:</p> <ul style="list-style-type: none"> <li>better project-manage the assessment of PDA development applications to minimise processing timeframes</li> <li>monitor project timelines and deliverable</li> <li>improve consistency in decision making</li> <li>assure work quality and report on productivity.</li> </ul>	<p>EDQ continues to implement business improvements including:</p> <ul style="list-style-type: none"> <li>model development approval processes</li> <li>streamlining the state interest review process for delegated PDAs</li> <li>application monitoring and tracking systems</li> <li>providing training and workshops for MEDQ delegates about administering the ED Act</li> <li>providing training for ED Act development assessment staff.</li> </ul> <p>The intent of these business improvement processes is to streamline processes and achieve time and resource savings for EDQ and development stakeholders.</p>
	<b>OCG</b>		
	<p>OCG regularly reviews its practices, guidelines and processes to ensure it provides the best approach to achieving outcomes.</p> <p>The CG's EIS processing times have been streamlined, with significant time reductions over several years. Similarly, the provisions in SDA development schemes are continually reviewed and refined to streamline assessment processes.</p>	<p>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.</p>	<p>Appropriate training is provided to employees to ensure they have the necessary capabilities for their respective roles. This includes opportunities to attend training provided by legal firms as well as in-house training.</p> <p>There are periodic reviews and updates to guidance material for assessment processes under the SDPWO Act and SSRC Act.</p>



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	<p>Conditions have also been strengthened and progressively made more outcome focused. An annual audit is undertaken to measure the effectiveness of the CG's imposed conditions and related compliance and enforcement framework.</p>	<p>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.</p>	<p>OCG:</p> <ul style="list-style-type: none"> <li>• completed its annual review of its public facing compliance guidance material to ensure that information is current and fit-for-purpose</li> <li>• adopted an internal condition monitoring program which audits compliance against conditions</li> <li>• completed a post-implementation review of the SSRC Act to see if it is meeting its intent, in consultation with the Queensland Productivity Commission, Department of Justice and Attorney-General, and the Queensland Human Rights Commission.</li> </ul>
<b>Planning</b>			
	<p>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.</p> <p>Regular reviews are undertaken to identify and implement improvements of:</p> <ul style="list-style-type: none"> <li>• the Planning Regulation</li> <li>• development assessment triggers</li> <li>• assessment benchmarks</li> <li>• operational procedures</li> <li>• SARA's key performance indicators.</li> </ul> <p>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.</p>	<p>Planning employees regularly participate in professional development and knowledge sharing opportunities to improve understanding of regulatory, policy and operational matters. For example, presentations have been given on the operation of the <i>Regional Planning Interests Act 2014</i> and the suite of guidance documents to support local governments in plan drafting.</p> <p>Planning has supported the hydrogen industry as an emerging priority sector by undertaking a review of guidance material designed to assist local government support hydrogen development through plan-making.</p> <p>The review captured the experience of the first local governments to assess hydrogen development proposals to identify opportunities to improve the existing guidance material.</p>	<p>The introduction of minimum standards to create walkable neighbourhoods is an example of where Planning identified that despite state and local policies, residential neighbourhoods are not always developed to support walking and healthy and active communities.</p> <p>To improve regulatory practices, Planning undertook two rounds of public consultation, presenting a model code for neighbourhood design and proposing mandatory provisions addressing footpaths, street trees, maximum block lengths, connected streets and proximity to parks and open space in new residential neighbourhoods.</p> <p>The feedback received during this consultation process resulted in regulation amendments and technical guidance for local government and developers.</p> <p>The SARA Key Performance Indicators and Customer Satisfaction Survey Report</p>

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		Minor updates to the guidance were published for the benefit of all other local governments.	<p>2020-2021 has concluded and will be published on the DSDILGP website.</p> <p>SARA uses the results of the annual stakeholder survey to improve on current practices and identify training opportunities.</p> <p>An in-depth training package was developed and delivered to Planning employees. This covered condition drafting principles and practices and was developed to train and refresh SARA employees on best practice condition drafting and use. It was also recorded and published via the DSDILGP Learning and Development platform for ongoing use and reference by staff.</p>
<p><b>5. Be transparent and accountable in actions</b></p> <ul style="list-style-type: none"> <li>Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders</li> <li>Decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions</li> </ul>	<p><b>EDQ</b></p> <p>EDQ publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> <li>a range of guidelines and practice notes available to assist people prepare development applications consistent with EDQ's planning framework</li> <li>a self-certification manual which streamlines the operational works process to promote more efficient delivery of land development within PDAs</li> <li>all development applications and approvals.</li> </ul> <p>The benefits of the self-certification process include:</p> <ul style="list-style-type: none"> <li>innovation and improved outcomes</li> <li>reduction in approval timeframes</li> <li>earlier commencement of construction</li> <li>potential reduction in holding costs.</li> </ul>	<p>EDQ publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> <li>details about the process followed by EDQ when assessing and deciding PDA development applications</li> <li>all PDA development schemes, draft development scheme and superseded development schemes</li> <li>the fees payable for all PDA development applications</li> <li>gazetted declarations of all new/ amended PDAs</li> <li>submissions report for all proposed new/ amended PDA development schemes</li> <li>all current and decided PDA development applications.</li> </ul> <p>EDQ proactively announces details of major Development Applications (DA) on the Have Your Say page to further notify interested parties of DA details.</p>	<p>The webpages are regularly reviewed and updated with relevant information.</p>

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<ul style="list-style-type: none"> <li>Indicators of regulator performance are publicly available.</li> </ul>	<b>OCG</b>		
	<p>OCG publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> <li>information and decisions</li> <li>guidance on compliance and enforcement matters</li> <li>information about SDAs, development schemes, prescribed projects, coordinated projects and large resource projects</li> <li>fact sheets and guidelines on how development assessment is carried out and the associated timeframes.</li> </ul> <p>Each SDA is subject to a development scheme which is a regulatory document that controls planning and development in that SDA.</p> <p>Applicants and all referral agencies are provided with the decision on all development applications.</p>	<p>OCG publishes on the DSDILGP website:</p> <ul style="list-style-type: none"> <li>the fees payable for applications</li> <li>fact sheets and guidelines on assessment timeframes, processes and requirements</li> <li>all declarations of coordinated projects, prescribed projects, critical infrastructure projects and approved works with links to project information</li> <li>environmental assessment material considered by the CG in the evaluation of coordinated projects</li> <li>instructions for the public to have their say on projects undergoing evaluation</li> <li>the CG's evaluation report</li> <li>information providing an overview of the SSRC Act and SIA requirements including a list of LRPs and associated nearby regional communities</li> <li>information on the SSRC Act review.</li> </ul>	<p>The webpages are regularly reviewed and updated with relevant information.</p>
	<b>Planning</b>		
	<p>To ensure transparency and accountability, Planning complies with established government decision making processes and publishes decisions in a timely manner in accessible locations on the DSDILGP website, in addition to direct communication with affected stakeholders.</p> <p>Planning publishes application material lodged with SARA as well as SARA decision notices, referral agency responses and conditions. Planning also maintains and publishes a record of Temporary Use Licenses (TUL)</p>	<p>Planning informed stakeholders about decisions affecting TULs in a timely manner, in line with extensions to the COVID-19 applicable event made under the <i>Planning Act</i>. Planning communicated expectations ahead of time to enable TUL holders to prepare for changing circumstances.</p> <p>When the applicable event period was extended in September 2020, letters were sent to all TUL holders outlining the extension decision, and the factors that indicated to the Government that a further extension was not to be expected.</p>	<p>The COVID-19 applicable event was extended on three occasions in 2020-21. To improve transparency and accountability, the DSDILGP website was updated to better communicate each applicable event extension and to provide information on past events for stakeholders to see the sequence of decision making leading to current events.</p> <p>Each year SARA assesses its performance against certain key performance indicators (KPIs) and publishes both the KPIs for the financial year and a report on SARA's performance on the DSDILGP website.</p>

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	decisions. This material is made publicly available on the DSDILGP website.	As a result, TUL holders were ready to adapt to the ending of the first applicable event on 30 April 2021. (Note: a second applicable event was declared on 29 June 2021)	SARA uses the results of the annual stakeholder survey to improve on current practices and identify training opportunities.