



**Resources Safety & Health
Queensland**

Resources Safety and Health Queensland

**Performance Accountability Framework
2019-20 Self-Assessment Report**

December 2020

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Summary

Resources Safety and Health Performance Accountability Framework

The Resources Safety and Health Performance Accountability Framework (the framework) was established in 2017 to assess our performance as a regulator when interacting with industry stakeholders when carrying out our regulatory functions.

The framework aims to improve the accountability and transparency of our operations through the public reporting of our performance.

The 2019-2020 year is the last period of reporting as Resources Safety and Health within the Department of Natural Resources, Mines and Energy (the department). On 1 July 2020, Resources Safety and Health Queensland (RSHQ) was established as a statutory body responsible for the regulation of safety and health in the resources sectors. This change will be reflected in future reports.

Self-assessment

The first annual self-assessment of performance against the framework key performance indicators was released on the department's website in December 2018, with the second report provided in December 2019.

The 2019-20 report focuses primarily on significant initiatives and significant continuous improvement activities. The report does not represent all the activities undertaken in the reporting year.

Stakeholder survey

Stakeholder surveys are undertaken biennially to gauge industry perception of our performance. The first stakeholder survey was conducted in August 2018. The results of the 2020 stakeholder survey are contained in this report.

Summary of assessment

The 2019-20 self-assessment is based on evidence collected from the regulator's inspectorates and business units. The assessment reporting includes a sample of significant initiatives and continuous improvement activities undertaken throughout the reporting year. Individual initiatives are reported against the most appropriate key performance indicator (KPI), though the activities performed may be relevant to more than one indicator.

The 2019-20 self-assessment reporting demonstrates that there was:

- a high level of consultation, engagement and communication with regulated industries, as well as collaboration and engagement with international and domestic regulatory, scientific and academic institutions as demonstrated in KPI 1, KPI 2 and KPI 6
- satisfactory evidence to demonstrate that our compliance and monitoring approaches are streamlined and coordinated where appropriate, that we take a proportionate approach to compliance and enforcement actions and that our overall practices and systems are founded on a risk-based regulatory approach and are reviewed regularly as demonstrated in KPI 3, KPI 4 and KPI 5
- a reduction in stakeholder satisfaction compared to the 2018 baseline. Although the number of survey participants was very low – having just 54 respondents makes statistical significance difficult to identify – the feedback is nonetheless valuable and identifies specific areas for improvement for the regulator to address.

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Introduction

Queensland Government regulators whose regulatory activities impact business, particularly small business, are required to publicly report annually on their regulatory performance.

In Resources Safety and Health Queensland (RSHQ), formerly Resources Safety and Health (RSH) within the Department of Natural Resources Mines and Energy, (the department), this requirement is met through the production of the Performance Accountability Framework Report.

The resources safety and health regulator

The regulator is comprised of four inspectorates: coal, mineral mines and quarries (collectively known as the Queensland Mines Inspectorate (QMI)), explosives, and petroleum and gas; and supporting business units. The inspectorates are responsible for administering Queensland's resources safety and health framework. This framework comprises four Acts and corresponding regulations, as set out below:

- Coal Mining Safety and Health Act 1999 and the Coal Mining Safety and Health Regulation 2017
- Mining and Quarrying Safety and Health Act 1999 and the Mining and Quarrying Safety and Health Regulation 2017
- Explosives Act 1999 and the Explosives Regulation 2017
- Petroleum and Gas (Production and Safety) Act 2004 and the Petroleum and Gas (Safety) Regulation 2018.

In administering the legislation, we are responsible for:

- engagement and education on the regulatory framework
- monitoring, facilitating and enforcing compliance with the legislation through action including inspections, audits, investigations and prosecution
- collecting, analysing, assessing and publishing information and industry data
- explosives licensing
- gas licensing.

Our objective is to protect the safety and health of resource industry workers and the Queensland community at large, by ensuring that:

the risk of injury or illness resulting from regulated/authorised activities is at an acceptable level
obligation-holders receive the support, guidance, and information necessary to discharge their safety and health obligations
industry, workers and the broader community have confidence in Queensland's resources safety and health framework.

We achieve our regulatory objectives through compliance action that is systems-focused and proportionate to the risk and/or circumstances.

The RSH Compliance Policy in operation during the reporting period can be found on the department's policy register at http://www.dnrm.qld.gov.au/?a=109113:policy_registry/rsh-compliance-policy.pdf

About the framework

The framework was established in 2017 to assess our performance when interacting with industry stakeholders while carrying out our regulatory functions. It is intended to evaluate how we perform as a regulator and our level of engagement with stakeholders.

The six outcome-based key performance indicators (KPIs) that make up the framework and self-assessment reporting are:

- KPI 1:** RSH does not unnecessarily impede the operation of regulated entities
- KPI 2:** Communication with regulated entities is clear, targeted, and effective
- KPI 3:** Compliance actions are proportionate to the regulatory risk being managed
- KPI 4:** Compliance and monitoring approaches are streamlined and coordinated
- KPI 5:** RSH is open and transparent in its dealings with regulated entities
- KPI 6:** RSH actively contributes to the continuous improvement of regulatory frameworks.

Performance Accountability Framework self-assessment

The first annual self-assessment of the inspectorates' performance against the framework key performance indicators (KPIs) was released on the department's website in December 2018, with the second report provided in December 2019.

This self-assessment report focuses primarily on significant initiatives and continuous improvement activities.

Additional performance information on the Mines Inspectorate can be found in the [Queensland Mines and Quarries Safety Performance and Health Report](#) and the Commissioner for Mine Safety and Health Annual Performance Report.

This 2019-20 publication meets the requirements of the Queensland Government's Regulator Performance Report.



Methodology

Evidence for this self-assessment was gathered from the department's website, internal records, and existing data collections to examine our performance against the six KPIs and performance measures.

The regulator also surveys its stakeholders with a targeted list of questions based on the six KPIs. The questions were reviewed and tested with RSH management in 2018 and the same questions have been used this year. The results of the survey, and a comparison between the surveys, are contained in this report.

Key performance indicator 1

RSH does not unnecessarily impede the operation of regulated entities

Performance measures

- 1.1 RSH inspectorates demonstrate an understanding of the operating environment of the regulated entities through efficient consultative mechanisms.
- 1.2 RSH inspectorates minimise potential for unintended negative impacts of regulatory activities on regulated entities.
- 1.3 RSH inspectorates implement continuous improvement strategies to improve safety and health outcomes for the regulated industries.

RSH's participation in regular consultation and engagement forums with stakeholders not only provides us with the opportunity to share our expectations and approach to administering the regulatory framework, but just as importantly, helps us improve our understanding of the industries we regulate.

These consultative and information sharing activities provide valuable opportunities to share our experiences and gain insights into new developments, and the issues affecting the industry. A greater understanding of current and emerging issues and developments in industry assists decision-making around the regulatory framework, including compliance activities.

The regulator continues to benefit from the learning opportunities offered through regular engagement with other regulatory agencies and scientific and academic institutions, as well as the participation of its inspectors in technical committees such as Australian Standards and technical regulator committees.

RSH participated and engaged in a range of these activities in 2019-20 including the following sample:

- **Mines Inspectorate (Coal and MMQ):** participated in four Coal Mining Safety and Health Advisory Committee and five Mining Safety and Health Advisory Committee meetings, Australian Mining Competency Advisory Council meetings, and industry stakeholder meetings (e.g. industry safety and health representatives, senior site executives (SSEs), ventilation officers, etc.) The inspectorates also engaged in five forums that included, Ventilation Officers Forum, Underground Mining and Electrical Managers Forum, Opencut Mining and Electrical Managers Forum, Mine Managers Forum and SSHR/SSE Forum. QMI representatives also attended the Conference of Chief Inspectors of Coal held in Sydney and the QMIHS Conference Committee Meeting held in Brisbane.
- **Occupational Health and Hygiene Unit:** conducted a number of information sessions for medical providers and retired workers, and participated in industry and worker forums including a hosted Doctor Forum in Brisbane and participation in Health and Hygiene network meeting in Blackwater.
- **Explosives Inspectorate:** Participated in Transport Industry Liaison Group meetings, Australian Explosives Industry Safety Group (AEISG) meetings, Fireworks Advisory Committee meetings, mining SSE meetings, Gladstone Port Security Group, Competent Authorities Panel, Orica Underground Emerging Technology Forum, International Society of Explosives Engineers and Australian Forum of Explosives Regulators.
- **Petroleum and Gas Inspectorate:** held three Stakeholder Engagement Committee (Upstream) meetings, three Stakeholder Engagement Committee (Downstream) meetings and a Drilling/Well Servicing Contractor engagement forum. Also, three inter-agency (Office of Industrial Relations) meetings on issues relating to operating plant, hydrogen, and electrical safety, three meetings with the Australian Petroleum Production & Exploration Association (APPEA), three meetings with the Master Plumbers Association of Queensland, six meetings with the Queensland Building and Construction Commission; and quarterly meetings with the four major upstream petroleum and gas tenure holders (Santos, Origin Energy, QGC and Arrow Energy).

Responsiveness to complaints

As a regulator, we recognise the importance of providing feedback on the outcome of a complaint to the complainant. We do this through email communication, correspondence or phone.

The Mines inspectorates publish information on complaints in the annual [Queensland Mines and Quarries Safety Performance and Health Report](#) published on the website. Information received on complaints throughout the year for the Explosives Inspectorate is published on the regulator's [website](#) in a monthly complaints and incident report.

Queensland Mines Inspectorate

The Queensland Mines Inspectorate received one complaint regarding its performance in the reporting period. The complaint was investigated and is now closed. WWW

Explosives Inspectorate

There were no complaints received from industry or the public for the reporting period.

Petroleum and Gas Inspectorate

There were no complaints received from industry or the public for the reporting period.

Significant initiatives and continuous improvement reporting

Mandatory lung health checks for Queensland mineral mine and quarry workers

In Queensland, there are over 14,300 mineral mine and quarry workers. These workers can be exposed to a broad range of respiratory hazards, with many workers moving between sites, and other sectors. Long-term occupational exposure to respiratory hazards can lead to the development of a range of lung diseases, like silicosis, emphysema, and lung cancer. Early detection, through regular lung health checks, is vital in protecting at-risk workers.

Although general health surveillance obligations are included in the Mining and Quarrying Safety and Health Regulation 2017 (the Regulation), changes were required to ensure respiratory health surveillance requirements aligned with those for coal mine workers under the reformed Coal Mine Workers' Health Scheme.

Engagement and consultation commenced in November 2018 with the Mining Safety and Health Advisory Committee. The Committee supported the proposed reforms and recommended further engagement with industry. A communication and engagement strategy was developed, recognising the diversity of the sector and the need to reach smaller operators.

On 13 December 2019, a consultation paper on proposed changes to the regulation was distributed to over 1,500 individuals and organisations including all mine and quarry operators, peak bodies representing workers, industry and medical providers, and small-scale miners. Presentations were also made to medical practitioners in Brisbane in December 2019, operators in Mount Isa, and Cement Concrete & Aggregates Australia members in Brisbane during January 2020.

In general, stakeholders supported the proposed changes, with minor amendments to some provisions suggested. Stakeholders highlighted the costs for employers and operational implications associated with incorporating new requirements, such as chest X-ray dual-reading. Some stakeholders queried the capability of the sector to meet the new obligations consistently.

In response to industry feedback changes were made to the drafting of specific provisions, including increasing the transitional period from 12 months to 2 years. This change provided additional time for industry to develop and implement system changes and undertake the necessary lung health checks for their workers. To address issues around communication and capability, the changes were supported with significant updates to the Min-

ers' Health Matters website and information booklets to include coverage of mineral mines and quarries. A new statutory guideline was also drafted, to provide further guidance on the requirements to assist industry.

The changes to health surveillance for mineral mines and quarries commenced on 1 September 2020. The statutory guideline will be finalised in early 2021.

Draft Code of Practice – Fireworks in Queensland

The Explosives inspectorate is in the process of replacing the 2003 Queensland Code of Practice for outdoor firework displays.

A thorough review of the code has been supplemented by engagement with industry, local government bodies and the public. Over 5000 submissions were received from the general public in response to an online survey, capitalising on new technology to broaden the accessibility of the consultation process.

The analysis of the survey results and the explosives inspectorate's response has been provided online, along with the draft code for review and further comment.

The Code of Practice is expected to be published in mid-2021.



Key performance indicator 2

Communication with regulated industries is clear, targeted, and effective manner

Performance measures

- 2.1** RSH inspectorates provide guidance and information that is up to date, clear, accessible and concise through appropriate mediums to the targeted audience.
- 2.2** RSH inspectorate decisions are provided in a timely manner and clearly articulate expectations and the reasons for the decision.
- 2.3** RSH inspectorate advice is consistent and supports predictable outcomes.

RSH inspectorates notify industry stakeholders of serious incidents through safety and health alerts and news flashes as soon as enough pertinent information is available for release. The inspectorates also regularly publish information bulletins, safety bulletins and reports for more detailed releases of incidents or issues affecting industry.

RSH regularly communicates with its stakeholders through newsletters, emails, social media posts, information sessions, toolbox talks or web updates to assist in understanding their obligations.

In addition to the regular communication releases, RSH provided additional guidance to stakeholders including:

- **Occupational Health and Hygiene Unit:** On 2 March 2020, RSH jointly launched the Mine Dust Health Support Service with the Office of Industrial Relations and WorkCover Queensland. The service provides information to workers and their families on Mine Dust Lung Disease screening, compensation and support services.
- **Petroleum and Gas Inspectorate:** The inspectorate produced 3 Safety Newsletters in the reporting period to provide safety and health information to subscribers (approx. 8,000).
- **Explosives Inspectorate:** Changes to the Explosives legislation under the LEOLA Act called for a significant program of communication with industry and other stakeholders. This was done on a national as well as state-wide basis. It involved providing an overview of the changes, the Inspectorate's policy on graduated change, and the requirements for individuals and organisations with or requiring an explosives licence/s. There has been a significant post-amendment communications requirement due to the impact of systems problems, external provider inadequacies and COVID disruption. Another significant communications requirement has been addressed for the new Code of Practice for fireworks in Queensland. One on one meetings with the majority of industry leaders provided a detailed understanding of the pros and cons of the existing Code, and the expectations for a new Code.

Significant initiatives and continuous improvement reporting

Decision-making and procedural fairness

RSH sees significant benefits in supporting and promoting good decision-making processes and practices. It achieves this through ensuring information, resources and technical expertise is available to support good decision-making and through the enrolment of officers in the Government decision-making and statutory interpretation training. This training is directed at making evidence-based, lawful decisions, providing an overview of administrative procedure and the rules of natural justice.

Human Rights Awareness

The regulator recognises the significant impact its activities can have on individuals. In light of the commencement of the Human Rights Act 2019, a programme of mandatory training in the application of the Act was introduced with 309 officers completing the training to date.

Construction and abandonment of petroleum wells and associated bores in Queensland

Significant consultation has been undertaken with the gas industry in developing and publishing the 2019 Code of Practice for the construction and abandonment of petroleum wells and associated bores in Queensland. The revised version, dated 16 December 2019 is available online.

This work demonstrates ongoing improvement on earlier version of the Code of Practice to include industry advances in technology and materials used in wells.

Safety Reset

In July 2019, following a tragic twelve months in Queensland mines and quarries that saw the deaths of six workers, then Minister for Natural Resources, Mines and Energy, the Hon Dr Anthony Lynham MP, convened with key stakeholders from across the mining and quarrying sector to forge an action plan to ‘reset’ the safety and health culture in Queensland’s mining industries.

On 10 July 2019, a joint communique was released by the Queensland Government, the Queensland Resources Council (QRC), Cement, Concrete and Aggregates Australia, the Construction, Forestry, Maritime, Mining and Energy Union, and the Australian Workers’ Union.

The key action announced was commitment to holding a program of Safety Reset sessions to facilitate effective discussion between management, operational staff and workers’ representatives to improve safety outcomes. Every worker, from every mine and quarry site in Queensland, was expected attend.

More than 53,000 workers joined management and union representatives attending Safety Reset sessions throughout July and August 2019. 1197 sessions were held and 95 per cent of Queensland’s mining and quarry workforce attended.



Key performance indicator 3

Compliance actions are proportionate to the regulatory risk being managed

Performance measures

- 3.1** RSH inspectorates apply a proportionate approach to compliance obligations, engagement and regulatory enforcement actions, as determined by respective legislation.
- 3.2** The compliance record of regulated entities is recognised.
- 3.2** RSH inspectorate decisions are provided in a timely manner and clearly articulate expectations and the reasons for the decision.

RSH's regulatory approach is proportionate to the legislated compliance obligations and the safety, security or health risks that the industry's activities present to workers and the community. The approach takes into consideration information collected from legislated safety and health reporting obligations; inspections and audits; complaints; licensing; certificates of competency, and through regular engagement with industry stakeholders.

Industry reporting informs RSH of safety and health trends, as well as highlighting possible emerging issues. Inspections and audits can identify both non-compliances and good practices, and the licensing and certification of high-risk positions within hazardous industries assists in ensuring competent licence and statutory position holders are working within these industries.

The inspectorates communicate their expectations to regulated industries through a variety of sources including Mine Record Entry Notices, Directives and Sub Standard Condition or Practice Notices, published alerts and bulletins, website information and guidance material, directed letters from the Chief Inspectors and at the annual Industry Leaders Briefing.

The RSH Compliance Policy, published on the department's website, sets out the principles and practices that underpin our compliance and enforcement approach. The policy sets a clear direction for decision-making by inspectorates and allows for a range of regulatory responses having regard to risk, systemic or recurrent non-compliance, and the nature of the non-compliant behaviour.

The Compliance Policy, alongside relevant compliance data and the inspectorates' determinations on risk rankings and emerging significant hazards, provides the framework to determine regulatory activity. This includes graduated approaches to inspections and audits.

We understand that there may be alternative ways for regulated entities to achieve compliance with the legislation. Mechanisms such as accountability meetings and review processes also provide regulated entities with the opportunity to demonstrate to the inspectorate how they propose to achieve compliance.

The information obtained from inspections and audits is an important component in setting and reviewing strategies to reflect changing risk priorities and conveying the inspectorates' future priorities.

To ensure inspectors and specialist officers have a solid grounding in risk, RSH provides formal training and refresher training in risk management alongside other targeted training required to undertake their roles.

Significant initiatives and continuous improvement reporting

Central Assessment and Performance Unit

Following Dr Brady's "Review of all fatal accidents in Queensland mines and quarries from 2000 to 2019" (see also KPI 5), the regulator has begun work on an improvement project to respond to recommendations in Dr Brady's report. Work to introduce a streamlined incident management system and to establish a Central Assessment and Performance Unit has commenced with the aim of providing improved incident data capture, more sophisticated analysis and assessment of the data, and increased capacity to provide lessons learnt to industry.

Board of Examiners

In 2020 an external review of the operation of the Board of Examiners was completed. The wide-ranging review made a number of suggestions to:

- improve the governance and management of the Board
- deliver consistency across examination processes and procedures
- improve administrative process around the issuing of Statutory Notices and Certificates of Competency
- move towards best practice in cost recovery

Work to respond to these recommendations is in progress.



Key performance indicator 4

Compliance and monitoring approaches are streamlined and coordinated

Performance measures

- 4.1 RSH inspectorate information requests are tailored and only made when necessary to secure regulatory objectives.
- 4.2 RSH inspectorate decisions are provided in a timely manner and clearly articulate expectations and the reasons for the decision.
- 4.3 RSH inspectorates take into account the circumstances and operational needs of the regulated industry.

RSH's information systems and databases give us the ability to access up-to-date information about our stakeholders and our regulatory environment to inform our regulatory response approaches.

As far as possible, the data collected and stored on inspectorate databases is reused for inspectorate activities, minimising the frequency of stakeholder information collection. We document and disseminate information through corporate publications such as the Department of Natural Resources, Mines and Energy Annual Report and Service Delivery Statements, as well as through inspectorate publications such as the annual Queensland Mines and Quarries Safety Performance and Health Report, safety alerts, bulletins, safety and health educational material and safety statistics on the website.

Through the information collected via existing reporting mechanisms, and through formal and informal information sharing practices with other government agencies including Memoranda of Understanding, RSH attempts to minimise impact on regulated industries.

The inspectorates also achieve this through regular internal information sharing forums including regular inspectorate regional meetings, regular RSH and inspectorate stand-ups and Leadership Team meetings.

Coordinated inspections

RSH understands the importance of coordinating inspections with other inspectorates and external regulators where appropriate, to minimise disruption to the operation of regulated industries. However, the scheduling of coordinated visits may not always be practical when considering each regulator's schedules, capacity, and specific industry priorities.

- **Explosives Inspectorate** participated in joint audits with the Hazardous Industries and Chemicals Branch of Workplace Health and Safety Queensland on major hazard facilities. The inspectorate also conducted inspections with other WH&S elements following concerns voiced by the community. Closer ties with QFES have been established with the intent of working towards a common approach for response to fire around explosive facilities.
- **Petroleum and Gas Inspectorate:** While the inspectorate continues to work closely with other regulatory agencies, including conducting joint inspections, audits and investigations, no additional initiatives were undertaken during 2019-2020.

Significant initiatives and continuous improvement reporting

Workplace Health and Safety

From 1 July 2020, the regulator will work with the Workplace Health and Safety Prosecutor to ensure there is an independent and expert body leading the function of bringing prosecutions for serious offences under the resource safety legislation. This change will bring increased transparency and consistency in the exercise of this power.

Key performance indicator 5

RSH is open and transparent in its dealings with regulated entities

Performance measures

- 5.1 RSH inspectorates' legislation and compliance policy are publicly available in a format which is clear, understandable, and accessible.
- 5.2 RSH inspectorates are open and responsive to requests from regulated industries and other relevant stakeholder representatives regarding the operation of the regulatory framework and approaches implemented by RSH.
- 5.3 RSH inspectorate performance measurement results published in a timely manner to ensure accountability to the public.

RSH seeks to be open and transparent in its dealings with regulated industries. Overall, legislation administered by RSH inspectorates provides clear objectives and obligations and the published Compliance Policy provides a clear framework for our compliance approach. This is supported by our publication of critical safety and health incident information and investigation reports.

RSH releases performance information on the department's website through the annual Queensland Mines and Quarries Safety Performance and Health Report's chapter on compliance activities and outcomes and to industry stakeholders at the annual Industry Leaders Briefing.

The Commissioner for Mine Safety and Health also publishes an annual performance report on the Queensland Mines Inspectorate. This report is delivered to the Minister and tabled in Parliament, as required by legislation.

Significant initiatives and continuous improvement reporting

Mining fatality review

Following the spike in mining fatalities in the 2018-19 financial year, in addition to the Safety Reset, an expert review was undertaken to identify changes needed to improve health and safety and health in Queensland mines and quarries.

The Review of all fatal accidents in Queensland mines and quarries from 2000 to 2019, or Brady Review, was undertaken by Dr Sean Brady with information provided by the department and examined:

- a. the causes of mine worker fatalities over the past 20 years
- b. what industry can do to improve
- c. how the mines inspectorate can better support industry safety and health outcomes

The key finding of the Brady Review pointed to the existence of a fatality cycle in the Queensland mining industry, in which the industry experiences periods where frequent mining fatalities occur, followed by periods of few or no fatalities. The Review also found that mining fatalities are typically the cause of a combination of banal, every day, straightforward factors, rather than freak accidents or human error.

Dr Brady makes 11 recommendations to the industry and regulator. These include the need for industry to ensure that workers are appropriately trained and supervised for the tasks being undertaken, as well as the need for the regulator to play an increased role in analysing incident data and disseminating lessons learnt to industry.

The regulator is committed to implementing a new data analytics function, as part of a new central assessment and performance unit. This will be supported by a new simplified incident reporting system which will play a key role in meeting the recommendations of the Brady Review.

Dr Brady has produced a series of podcasts – named “Rethinking Safety” – about his review of fatalities in Queensland's mines and quarries over the last 20 years. There are 6 episodes exploring the findings of the review and featuring voices from industry, unions, safety experts, and RSHQ. Episodes are around half an hour and can be found on most streaming services.

Key performance indicator 6

RSH actively contributes to the continuous improvement of regulatory frameworks

Performance measures

- 6.1 RSH inspectorates establish cooperative and collaborative relationships with stakeholders to improve the efficiency and effectiveness of the regulatory framework.
- 6.2 RSH inspectorates engage with stakeholders in the development of options to improve safety and health outcomes.
- 6.3 RSH inspectorates regularly share relevant stakeholder feedback with the RSH policy and performance units to improve the operation of the regulatory framework and administrative processes.

Significant initiatives and continuous improvement reporting

Consultation on major policy and legislation changes

RSH Policy and Legislation has been involved in a significant amount of consultation with industry stakeholders on significant policy and legislation changes in 2019-20. This included targeted industry and union consultation to finalise the Resources Safety and Health Queensland Bill 2019 (the RSHQ Bill) as well as consultation on industrial manslaughter and other key amendments to the Coal Mining Safety and Health Act 1999, the Mining and Quarrying Safety and Health Act 1999, the Explosives Act 1999 and the Petroleum and Gas (Production and Safety) Act 2004 and accompanying regulations.

Relevant consultation in relation to key accompanying regulation changes included:

- Consultation with key mining and explosives industry stakeholders about proposed safety and health census and fee invoicing changes via a consultation paper on quarterly invoicing in July 2019 and via an information paper on census records keeping requirements between February and March 2020.
- Ongoing, detailed consultation to finalise significant amendments to the Coal Mining Safety and Health Regulation 2017 to improve methane monitoring and ventilation systems in underground coal mines and consultation to finalise regulation amendments about the use of particular electrical equipment in sealed underground mines, and for the development of a recognised standard to support amendments requiring explosion barriers in underground coal mines.
- Consultation with key petroleum and gas industry stakeholders between February and April 2020 about amendments to support the establishment of a new regulatory gas device approval authority framework for appointing and conditioning persons to approve gas devices in Queensland.
- Consultation with key explosives industry stakeholders about proposed security clearance related and other changes (i.e. security clearance holder notification requirements, online register enabling provision, etc.) between February and April 2020 by supporting the Explosives Inspectorate at AEISG meeting held in Brisbane and via a subsequent information email and consultation draft of the proposed Explosives (Security Clearances and Other Matters) Amendment Regulation 2020.

Resources Safety and Health Queensland

The Policy and Legislation team undertook targeted consultation with key industry and union stakeholders between July and August 2019 through an information paper and consultation draft of the RSHQ Bill. The RSHQ Bill was passed by Parliament on 17 March 2020 and commenced by proclamation on 1 July 2020, establishing Resources Safety and Health Queensland as independent statutory body responsible for regulating safety and health in the state's resources industries.

Industrial manslaughter and other safety culture amendments

RSH Policy and Legislation consulted with key industry and union stakeholders between October and December 2019 via an information paper and consultation draft of the proposed industrial manslaughter provisions. The team also consulted key industry and union stakeholders between November and December 2019 on amendments to clarify costs orders and explosives regulation-making powers through information papers and consultation drafts of proposed changes. These changes were subsequently included as part of the Mineral and Energy Resources and Other Legislation Amendment Bill 2020 (the MEROLA Bill) which was passed by Parliament in May 2020. The safety and health changes in the MEROLA Bill strengthen the safety culture in the resources sector through the introduction of industrial manslaughter offence provisions, requiring that persons appointed to critical safety statutory roles for coal mining operations must be an employee of the coal mine operator, increasing reprisal offence penalties under the Coal Mining Safety and Health Act 1999 and the Mining and Quarrying Safety and Health Act 1999 to 1,000 penalty units, clarify costs orders and amending regulation-making powers under the Explosives Act 1999 to enable regulations to be made about conditions, and other requirements, that apply to a security clearance; and about the keeping of a register of authorities and security clearances, including the disclosure and publication of information in the register.

Explosives Inspectorate

The Policy and Legislation team supported the Explosives Inspectorate regarding the implementation of the LEOLA Act and amendment regulations to support the LEOLA Act provisions. This included consultation with the AEISG regarding the setting of fees and other regulatory amendments to support the operation of the new security clearance regime from 1 February 2020.

RSHQ Policy and Legislation also supported the Explosives Inspectorate in relation to industry consultation and engagement in relation to COVID-19 legislative amendments in May 2020. These provided short-term relief for fireworks contractor and fireworks operator licence holders affected by the COVID-19 pandemic by deferring licence renewal costs and provided more flexibility for the renewal of shotfirer occupational explosives licences.

Mines Inspectorate

Policy and Legislation supported the Mines Inspectorate during detailed ongoing consultation about two rounds of significant amendments to the Coal Mining Safety and Health Regulation 2017 to improve methane monitoring and ventilation systems in underground coal mines.

They also supported the Mines Inspectorate during consultation to finalise Coal Mining Safety and Health Regulation 2017 amendments about the use of particular electrical equipment in sealed underground mines and supported the Mines Inspectorate and SIMTARs during technical working group meetings, which included industry representatives, for the development of a recognised standard to support amendments requiring explosion barriers in underground coal mines.

Policy and Legislation also worked with the Mines Inspectorate to communicate and engage with industry about the significant changes to regulatory requirements and the respective transitional periods.

Petroleum and Gas Inspectorate

The Petroleum and Gas Inspectorate and RSH Policy and Legislation team continued consulting with key industry stakeholders including APPEA, the QRC and members of the Petroleum and Gas Inspectorate's Stakeholder Engagement Committees regarding the implementation of the LEOLA Act and amendment regulations to support the LEOLA Act provisions. This included regulatory changes to streamline fuel gas delivery network provisions and the new gas device approval authority framework.

In addition, the Petroleum and Gas Inspectorate and the Policy and Legislation team engaged with the caravan industry about gas system requirements, which resulted in Petroleum and Gas (Safety) Regulation 2018 amendments about practical gas system testing and certification requirements for used caravans.

Mobile Health Service

Following the re-identification of Coal Workers' Pneumoconiosis in Queensland in 2015, a Queensland Parliament select committee recommended a mobile health unit be established with the capability to deliver chest X-rays and spirometry for current and former coal workers in regional Queensland. This was supported by government and on 5 June 2019, funding for a new mobile health service was announced.

Implementation of the government's decision was informed by a stakeholder consultation paper released on 30 July 2019 on how the mobile health unit could be delivered. This was followed by an Expression of Interest on 29 November 2019, and subsequently, RSHQ partnered with Heart of Australia in April 2020 to construct and deliver the service.

The mobile health service will be a first-of-its-kind and will have the capacity to conduct full health assessments, including chest X-ray screenings and spirometry, as well as follow-up investigations like high-resolution computed tomography and complex lung function testing where required. Construction of the unit has commenced, and the service will be operational in 2021. The focus will be on regional and remote areas, where access to registered providers is reduced, to improve health outcomes for these workers.

RSH internal information sharing activities

All inspectorates and business units are represented at the biannual RSHQ review days where participants are encouraged to share their knowledge and experiences through formal presentations and face-to-face dialogue with their colleagues. The rotation of participants at these events demonstrates to the individuals that the functions they perform in their role are an important part of the organisation's business. The free expression of diverse views encourages new ways of thinking that can lead to positive change and approaches to our business.

Regular information sharing across inspectorates and business units also happens at regular Leadership Team meetings.

RSHQ Policy Unit internal information sharing activities

In addition to industry consultation, RSH Policy and Legislation have had several formal and informal meetings with the inspectorates and business units across RSH to discuss a variety of policy or legislation changes or initiatives. These discussions have primarily centred around policy initiatives and amendments to resources safety legislation and, in the past 12 months, particularly in relation to the establishment of RSHQ as an independent statutory body on 1 July 2020.

RSH Policy and Legislation also regularly supported (both directly and indirectly) the inspectorates' consultation and engagement activities and obtained feedback to improve the operation of the regulatory framework and administrative processes via those forums.

Formal and informal meetings have occurred between the Occupational Health and Hygiene Unit and the Policy and Legislation team to discuss various policy projects and matters related to the regulatory framework, including the introduction of mobile health units and matters relating to health assessments.

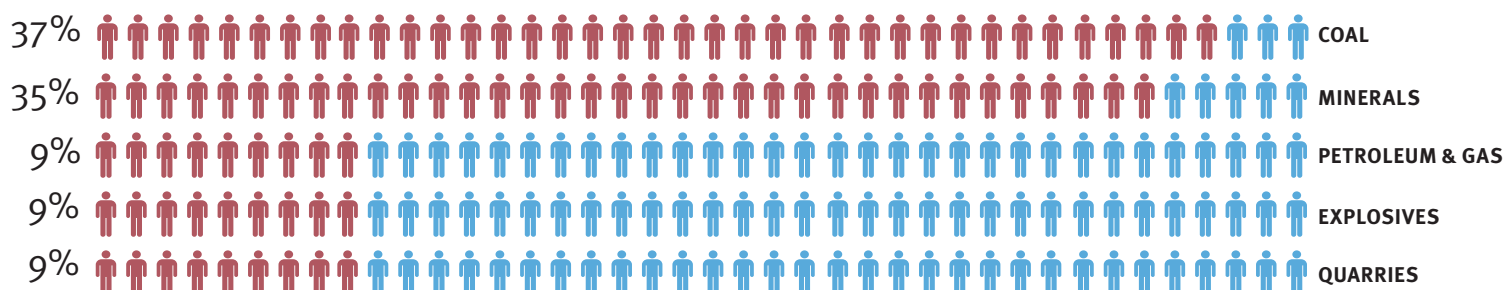
RSHQ Performance and Governance Unit internal information sharing activities

The RSHQ Performance and Governance Unit collaborated with the inspectorates for the purposes of internal and external performance reporting, inspectorate training, statistical analysis and partnering on reviews and reports. This included various work programs and projects such as the 2019-20 Queensland Mines and Quarries Safety Performance and Health Report, 2019-20 Performance Accountability Framework Self-Assessment Report and the 2020 industry survey. The unit has also worked with inspectorates on investigation reports, responses to coronial recommendations, and other public release publications.

RSHQ bi-annual stakeholder survey

WHAT THE NUMBERS ARE TELLING US FOR 2019 - 2020

Q1. Which industry sector do you mainly work in?



365 stakeholder contacts were submitted to take part in the survey by the inspectorates.

From the 54 responses, there was a 70 percent completion rate with the typical time spent on the survey being slightly over seven minutes

54 responses were recieved

236 requests were unopened or bounced (221 unopened and 15 bounced)

129 requests were opened

350 requests were delivered

The most skipped question was:
What else might Resources Safety and Health Inspectorates do that would support better safety and health outcomes for your operation?

Q2. Which Resources Safety and Health office/s do you predominantly deal with?



13% NORTH (CAIRNS, TOWNSVILLE)



9% NORTH WEST (MOUNT ISA)



57% CENTRAL (MACKAY, ROCKHAMPTON)

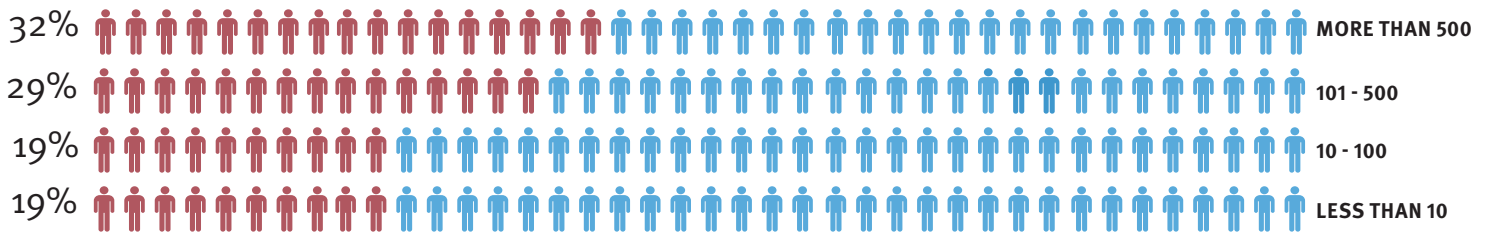


15% SOUTH (GOLD COAST, TOOWOOMBA, ROMA, BRISBANE)

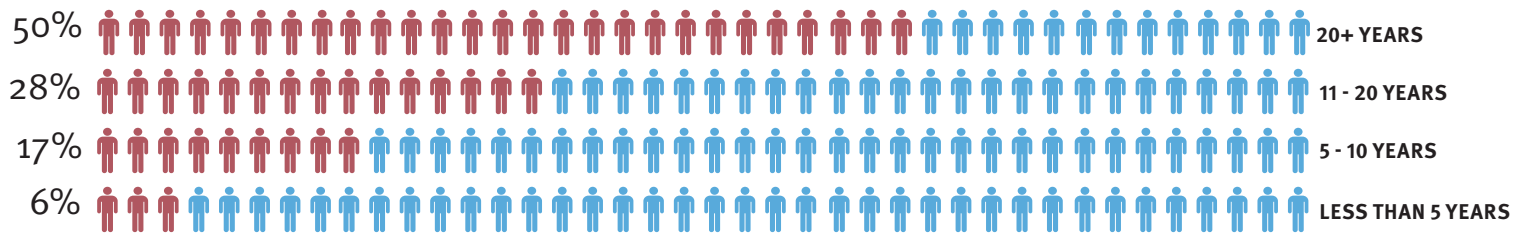


28% HEAD OFFICE (BRISBANE)

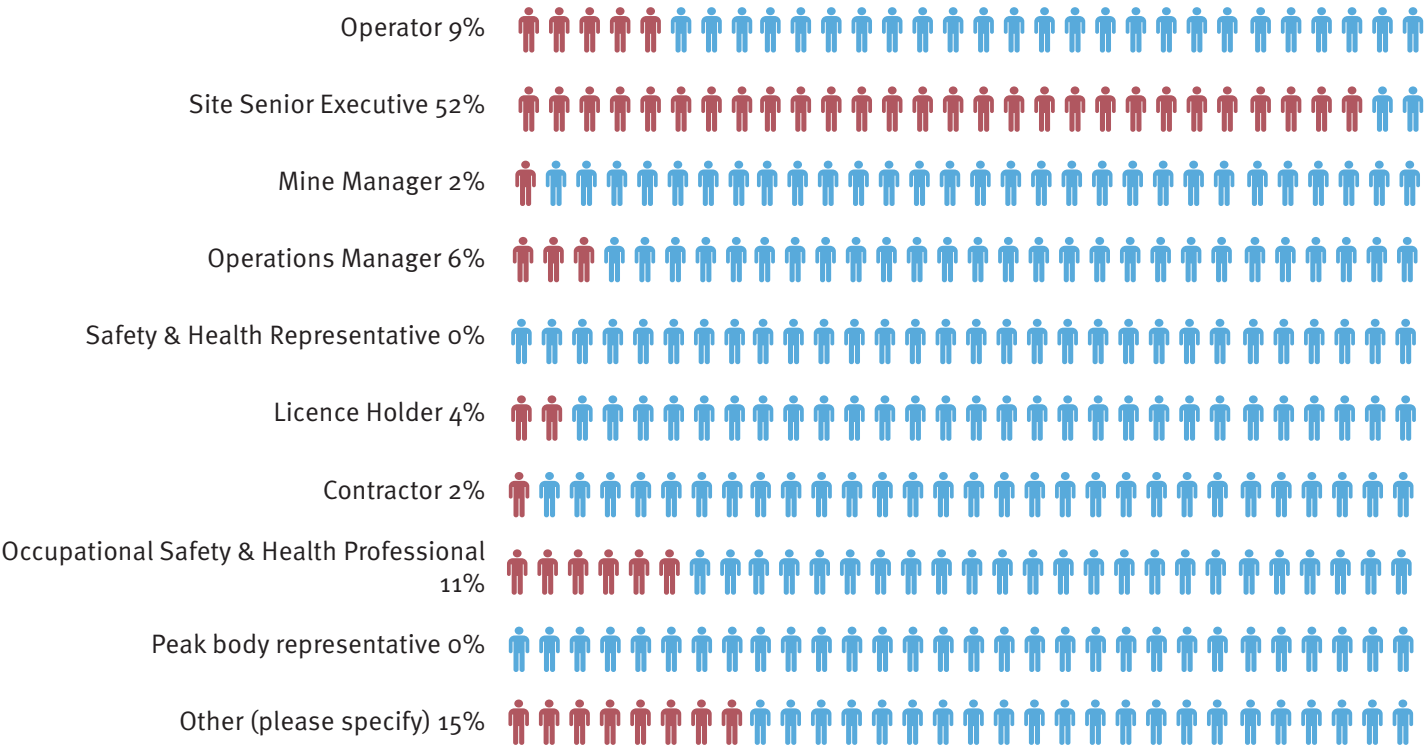
Q3. What size (employees) is your organisation?



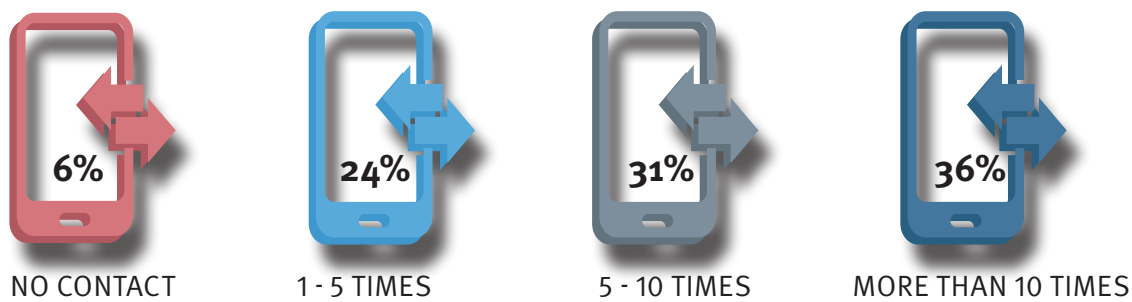
Q4. How long have you been working in your industry?



Q5. What is your main role?



Q6. How often did you have contact with Resources Safety and Health during the 2019-20 financial year?



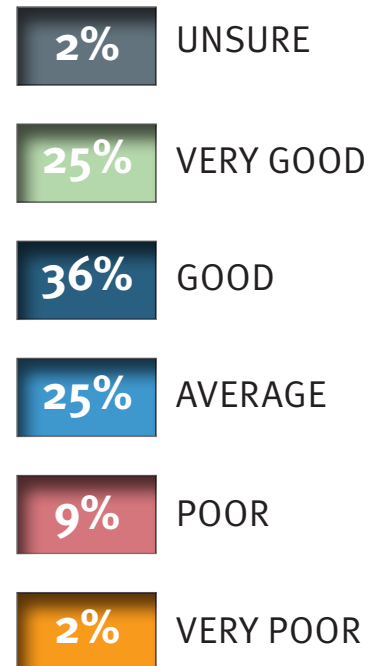
Q7. What was the nature of these contacts?



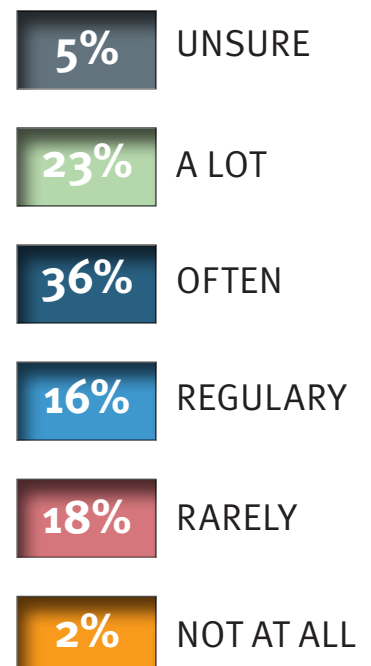
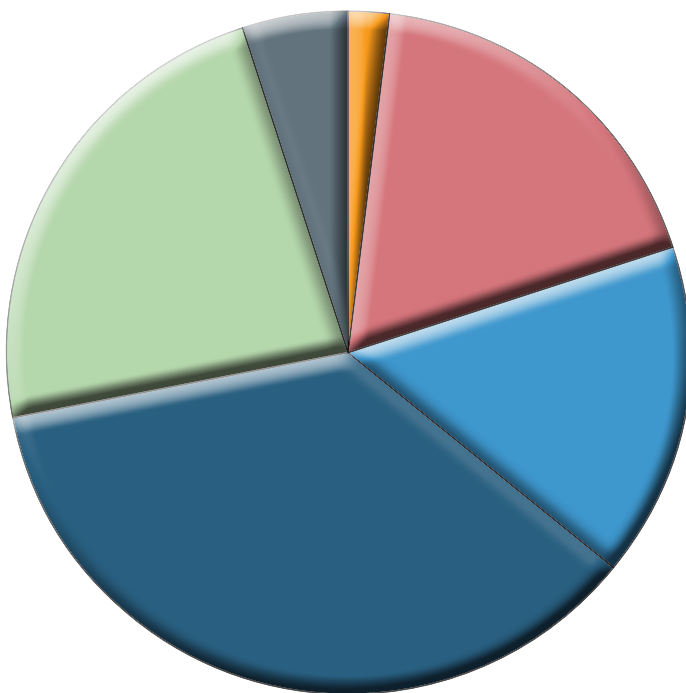
Q8. Resources Safety and Health staff demonstrate an understanding of your operation.

	Very poor	Poor	Average	Good	Very good	Not Applicable	Unsure
RSH engagement at industry events e.g. roadshows, conferences	0%	2%	9%	30%	30%	9%	14%
Material provided at industry events is relevant to audience	0%	2%	5%	32%	32%	9%	14%
Level of regular of engagement and information sharing	2%	5%	23%	23%	23%	5%	0%
Consultation or engagement with industry on legislative or major policy changes	5%	11%	25%	20%	20%	2%	5%
Stakeholder surveys are targeted and results communicated	2%	14%	25%	25%	25%	5%	14%

Q9. Overall, how well do you feel that Resources Safety and Health performs in terms of being a proactive safety and health regulator?



Q10. To what extent do you feel that Resources Safety and Health supports positive safety and health outcomes for your organisation?



Q11. Compliance activities - How well does Resources Safety and Health perform in the delivery of these functions?	Very poor	Poor	Average	Good	Very good	Unsure
Set appropriate standards of safety and health	0%	3%	16%	54%	27%	0%
Conduct independent audits of safety systems	3%	3%	25%	28%	28%	14%
Undertake inspections	3%	0%	11%	46%	32%	8%
Carry out independent investigations of incidents	3%	0%	22%	28%	19%	28%
Respond to complaints about safety and health	0%	0%	14%	35%	30%	22%

Q12. Raise awareness and promote safety and health outcomes - How well does Resources Safety and Health perform in the delivery of these functions?	Very poor	Poor	Average	Good	Very good	Unsure
Provide advice and information about safety and health	0%	14%	22%	27%	38%	0%
Monitor safety and health performance data	0%	17%	25%	28%	19%	11%
Monitor health surveillance programs	0%	8%	35%	24%	19%	14%
Support safety and health representatives	0%	16%	16%	24%	27%	16%

Q13. How well do you think Resources Safety and Health performs when working with industry to reduce the likelihood and consequence of serious incidents and fatalities?	Very poor	Poor	Average	Good	Very good	Unsure
Encourages the consistent application of safety and health standards	0%	3%	27%	38%	32%	0%
Provides information and guidance on the development of documentation to meet legislative requirements	3%	14%	22%	32%	27%	3%
Clarifies obligations under the legislation	0%	16%	19%	30%	32%	3%
Resources Safety and Health expectations are clearly communicated	0%	14%	16%	43%	27%	0%
Feedback mechanisms are clearly communicated	0%	17%	22%	36%	19%	6%
Feedback responded to within agreed timeframes	3%	0%	25%	31%	31%	11%
If published timeframes are not met, reasons for not meeting the timeframe are communicated	6%	0%	22%	25%	22%	25%
Critical safety and health information published on the departments website in a timely manner	0%	22%	19%	35%	22%	3%
Open, transparent and responsive in their dealings with industry	5%	11%	16%	30%	32%	5%

**Q14. Information and Guidance Material
- How well do you think Resources Safety
and Health performs :-**

	Very poor	Poor	Average	Good	Very good	Unsure
Addresses operational needs	0%	14%	24%	27%	30%	5%
Uses plain English to clarify legislative requirements	0%	8%	27%	32%	30%	3%
Is in a form appropriate for operational use on site	0%	14%	27%	35%	22%	3%
Is clear and definitive on what is required	0%	14%	30%	30%	24%	3%
Assists industry in understanding their obligations	0%	8%	32%	30%	30%	0%
Can be easily found on the departments website	8%	16%	22%	32%	16%	5%
Information requests are tailored and only made when necessary to secure regulatory objectives	0%	6%	31%	33%	19%	11%
Frequency of information collection minimised and coordinated	3%	0%	38%	22%	24%	14%

**Q15. Performance - How well do you think
Resources Safety and Health Inspectors
perform on the following?**

	Very poor	Poor	Average	Good	Very good	Unsure
Are knowledgeable about the legislation	0%	3%	5%	43%	46%	3%
Are consistent in their advice on the legislation	3%	8%	24%	24%	38%	3%
Are consistent in their application of the legislation	0%	16%	22%	32%	27%	3%
Approach their task professionally	0%	3%	8%	39%	47%	3%
Are well prepared before they go on site	0%	5%	16%	38%	35%	5%
Practice transparent and fair decision-making	0%	5%	11%	54%	27%	3%
Provide information in a courteous and instructive manner	3%	3%	5%	41%	46%	3%



Q16. Delivery of functions - How well do you think Resources Safety and Health performs on the following?

	Very poor	Poor	Average	Good	Very good	Unsure
Provide practical and easily understood advice	0%	5%	24%	46%	22%	3%
Are willing to consult our organisation	0%	8%	19%	38%	30%	5%
Are knowledgeable about the industry that they are auditing, investigating, inspecting	0%	0%	24%	38%	35%	3%
Coordinate inspections and audits so that, where possible, the aims are achieved in one visit	3%	8%	19%	32%	24%	14%
Coordinate inspections and audits with other jurisdictions, where applicable, to reduce disruption	5%	3%	24%	32%	11%	24%
Carry out inspections and audits in a timely manner	0%	5%	22%	43%	22%	8%
Have a consistent response or approach to inspections and audits, both individually and between officers	8%	8%	22%	35%	19%	8%
Staff are approachable	0%	0%	8%	38%	49%	5%

Q17. Communication and Information - How well do you think Resources Safety and Health performs on the following?

	Very poor	Poor	Average	Good	Very good	Unsure
Are available to answer queries over the telephone or email	0%	0%	24%	30%	41%	5%
Provide useful, actionable information to make operations safer and healthier	0%	8%	11%	38%	38%	5%
Have reasonable formal review processes in place	3%	3%	17%	31%	25%	22%
Reports and statutory notices are delivered in a timely manner	0%	11%	22%	33%	31%	3%
Undertake roadshows and formal presentations to educate and inform industry	0%	11%	8%	28%	25%	28%

Q18. What else might Resources Safety and Health Inspectorates do that would support better safety and health outcomes for your operation?

Responses collected below are verbatim - 38 participants skipped this question, responses of NIL or NONE were not recorded here.

- Notify miners when inspections are to be carried out so that miners can reduce the need for inspections to be carried out in remote areas
- Utilization of experts (3rd party) on highly technical issues and increase the consultation process based on this expertise.
- More site visits
- Liaise better with industry on regulatory changes, actually deliver on commitments, work towards a nationally consistent framework rather than pursue Qld specific requirements that create unnecessary cost and administrative burden for no increase in safety.
- More regional safety and health forums - promotes health and safety and networking. Challenging with Covid-19 restrictions, but important to have these forums.
- challenge health & safety representatives to focus on their role in health & safety and not get caught up on industrial non health & safety related issues
- Be consistent in undertaking site audits
- Update industry of strategic plans and annual focus
- Investigation Findings in a timely manner. Use the NSW enforceable undertaking approach to put responsibility on industry to fund learnings Greater transparency on compliance policy Get better outcomes with Board of Examiners - we will run out of people with statutory qualifications Supply audit tools for elements of compliance Produce a template for management structures Produce a template for effectiveness audits and inspectorate can audit
- More emphasis on mental health and its effect on health and safety.
- The desktop audits have been well done and very useful for us to check our compliance position & the interpretation by the Inspectorate . Would like to see these continue and also receive notice on what areas are planned for the following year. The plant & field site inspections could be more focused on Process Safety Management systems, rather than ticking off compliance with Type B, or visibility of pipeline signs for example. We feel compliance with PSM systems e.g. Management of Change or Hazardous areas, for example, contribute far more to reducing the overall site risk profile.
- My communication with all inspectors and personnel at the department has been to a high standard. Inspectors are always pleasant and willing to help maintain and improve safety systems.
- I have never seen a roadshow or formal presentation made by any RSH officers so cannot comment on their standard or suitability
- In the current environment I think we need to online resources/Webinars to cover the void of roadshows.
- Share root causes and contributing factors of incidents so other sites can learn from them and not have the same issue. Currently reports go to the inspectorate but due to 'privacy' the learnings, or even the fact an incident occurred, are not shared.

Q19. Did you access, download or receive any of the following resources from Resources Safety and Health during the last 12 months?

	Not at all	Vaery Rarely	Rarely	Occasionally	Frequently	Very Frequently	Unsure
Resources Safety and Health website	8%	3%	16%	38%	32%	3%	0%
Recognised Standards, Codes of Practice	6%	3%	6%	44%	36%	3%	3%
Guidelines/Guidance Notes	8%	0%	3%	46%	32%	11%	0%
Safety and health performance reports and statistics	5%	8%	16%	46%	19%	3%	3%
Information sheets, pamphlets and booklets	11%	5%	16%	46%	19%	3%	0%
Licensing information and application process	8%	11%	25%	25%	19%	6%	6%
Board of Examiners examination processes	42%	11%	22%	19%	0%	3%	3%

Survey comparisons 2018 and 2020

In 2020, we repeated our stakeholder survey using the same questions and methodology as in 2018. This consistency allows for some comparisons to be drawn between the two sets of results, however the very small survey sample means we need to be somewhat cautious of the results. A sample of just 54 respondents does not provide an adequate representation of the regulator's stakeholder group to produce robust findings. That said, the results provide valuable insights for the regulator and areas of focus for improvement in the coming year.

We observe a consistent reduction in satisfaction across almost all areas of engagement since 2018. While the proportion of stakeholders rating service as very good and good remains high and always above 50 per cent, there is a clear, though modest increase in poor and average ratings in most areas.

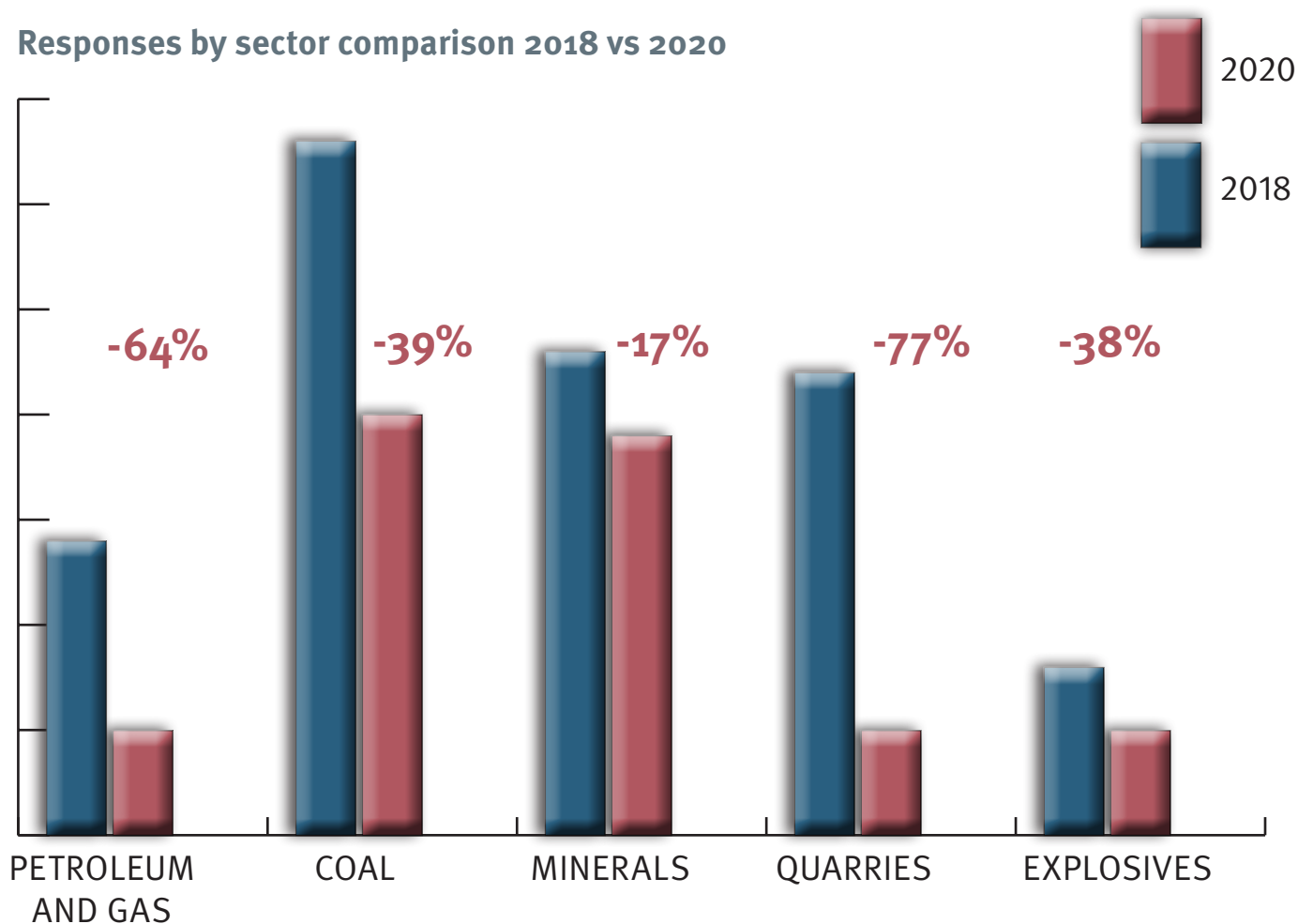
Notable exceptions to the trend are the improvement in scores relating to transparency and fairness in decision making, and providing information in a courteous and instructive manner. We also note the maintenance of high levels of satisfaction with regard to complaints management, inspector preparedness, consistency, knowledge and professionalism.

Detailed comparison charts for each survey question are provided below.

	2018	2020	difference
Invitations	341	365	7%
Response rate	29%	15%	-50%

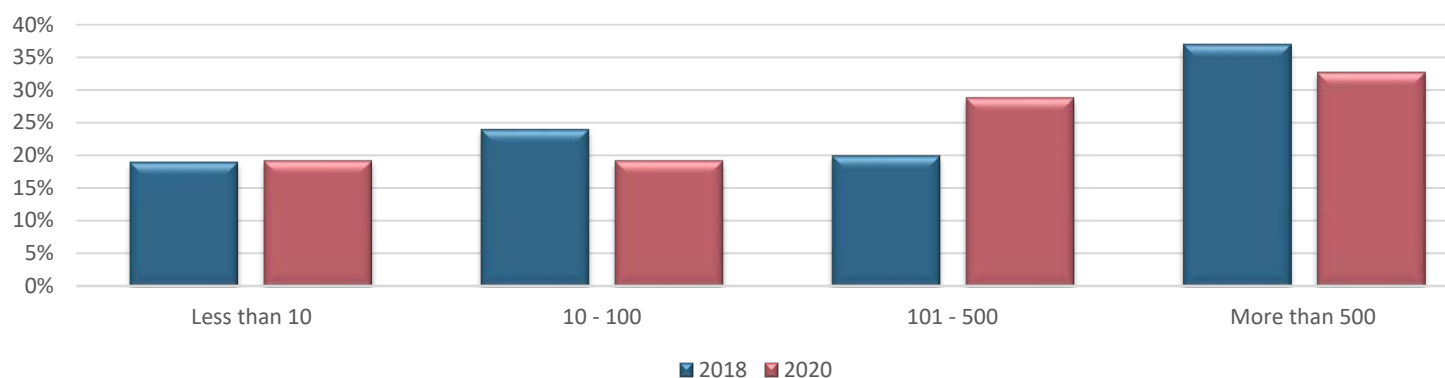
Responses per sector	2018	2020	difference
Petroleum and Gas	14	5	-64%
Coal	33	20	-39%
Minerals	23	19	-17%
Quarries	22	5	-77%
Explosives	8	5	-38%

Responses by sector comparison 2018 vs 2020



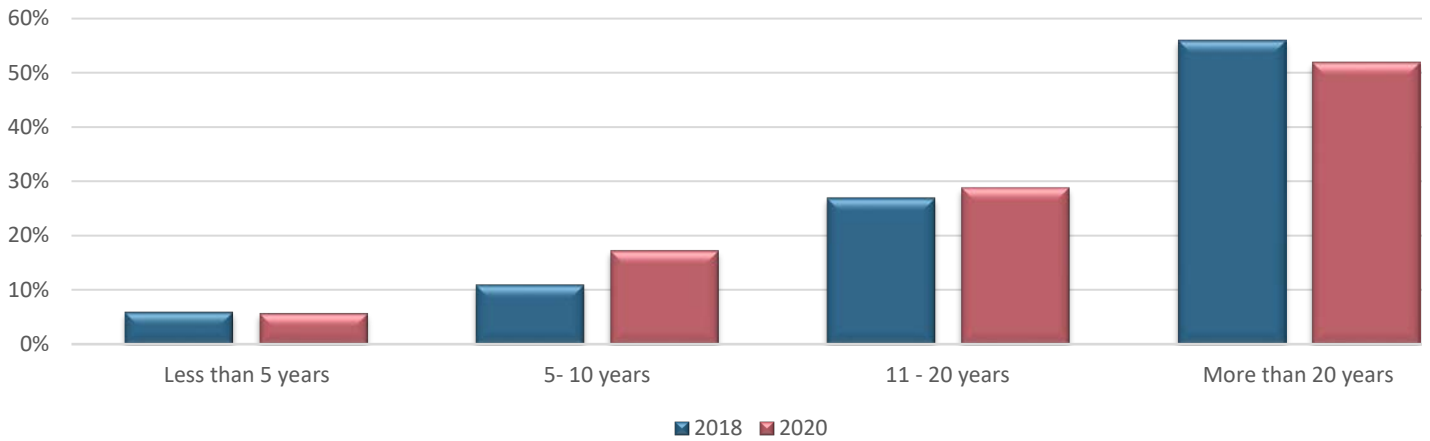
Graph 1-001 Responses by sector

What size (employees) is your organisation?



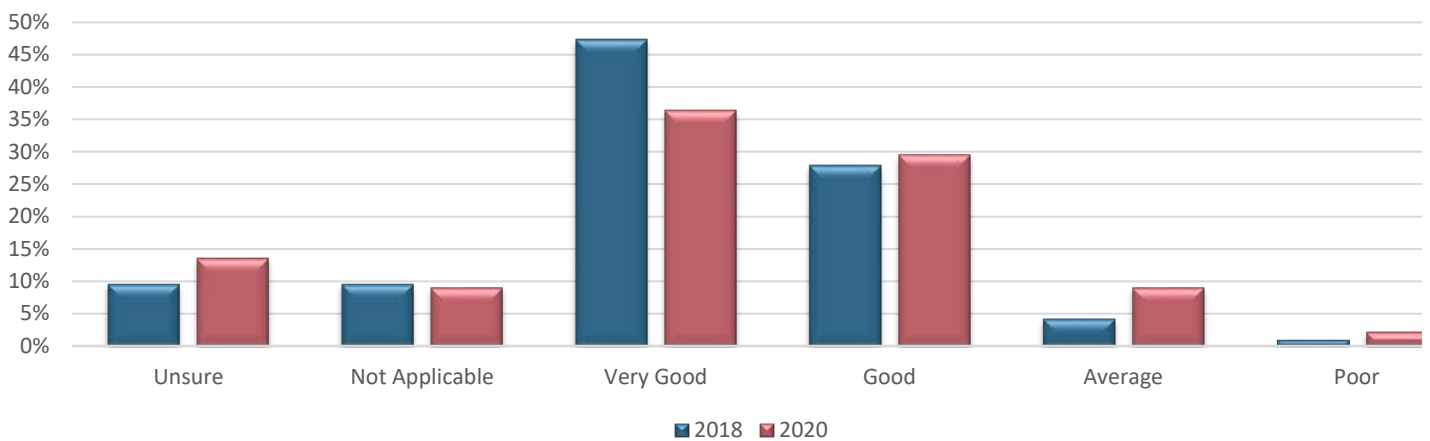
Graph 1-002 What size (employees) is your organisation?

How long have you been working in your industry?



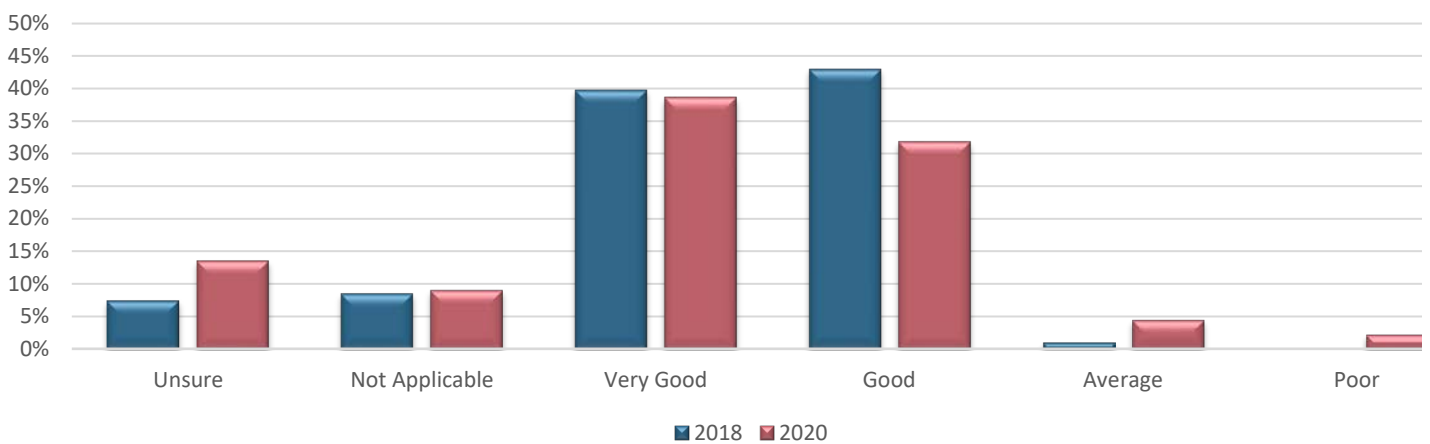
Graph 1-003 How long have you been working in your industry?

RSH engagement at industry events e.g. roadshows, conferences



Graph 1-004 RSH engagement at industry events e.g. roadshows, conferences

Material provided at industry events is relevant to audience



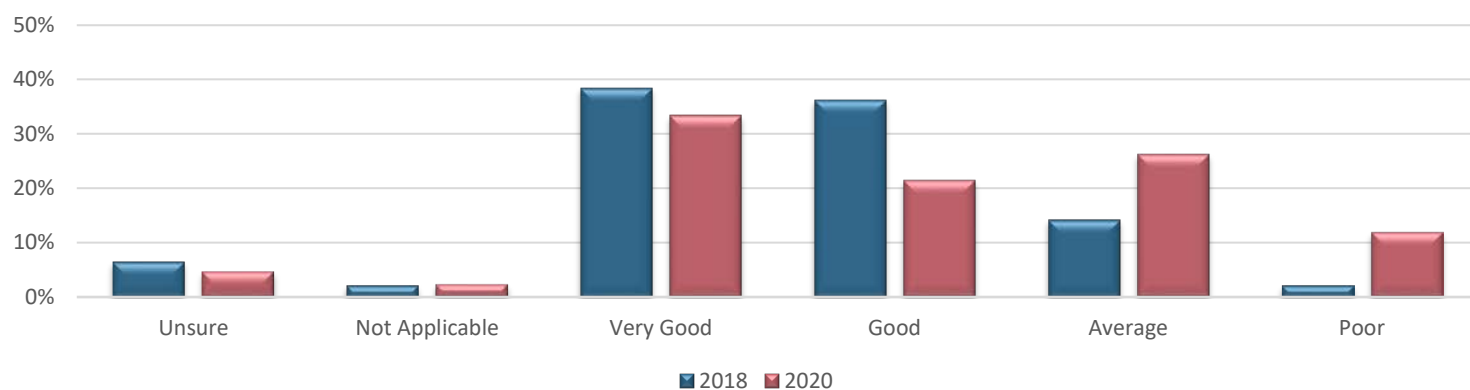
Graph 1-005 Material provided at industry events is relevant to audience

Level of regular of engagement and information sharing



Graph 1-006 Level of regular of engagement and information sharing

Consultation or engagement with industry on legislative or major policy changes



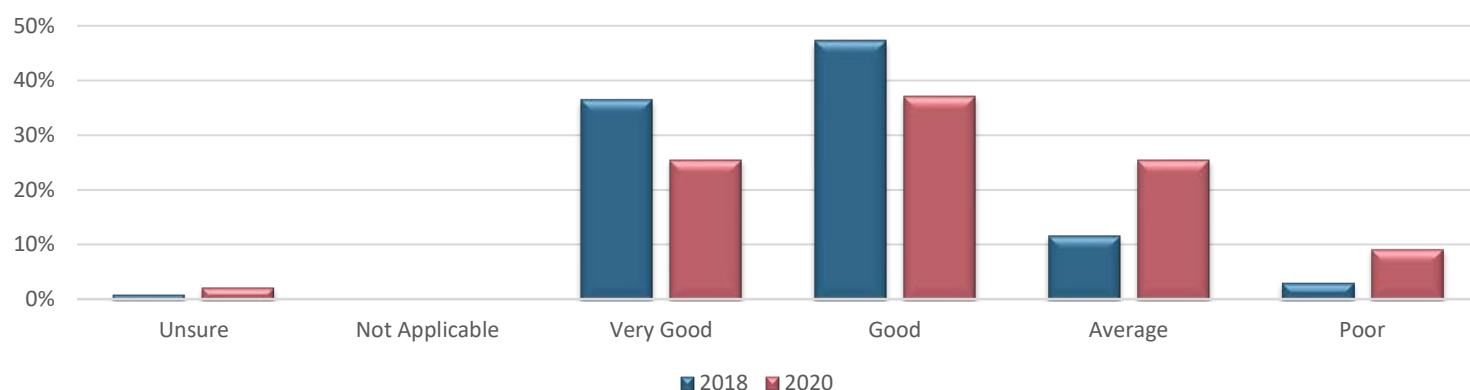
Graph 1-007 Consultation or engagement with industry on legislative or major policy changes

Stakeholder surveys are targeted and results communicated



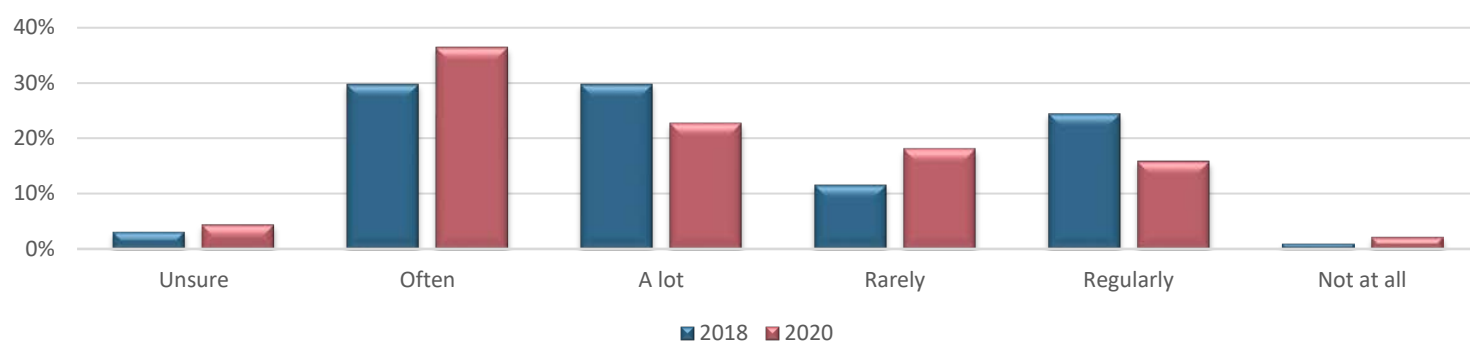
Graph 1-008 Stakeholder surveys are targeted and results communicated

Overall, how well do you feel that Resources Safety and Health performs in terms of being a proactive safety and health regulator?



Graph 1-009 Overall, how well do you feel that Resources Safety and Health performs in terms of being a proactive safety and health regulator?

To what extent do you feel that Resources Safety and Health supports positive safety and health outcomes for your organisation?



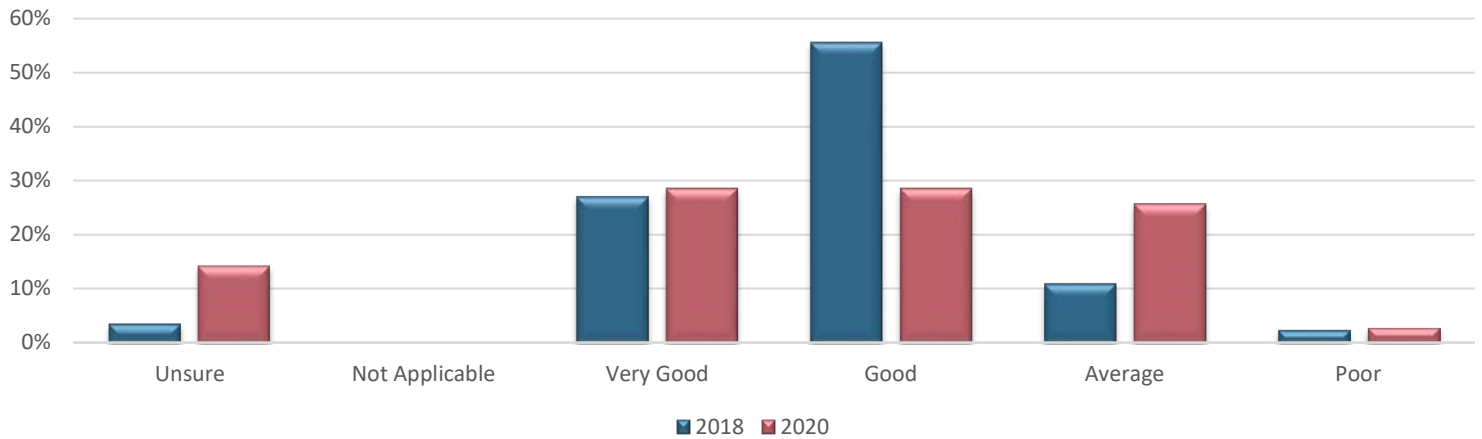
Graph 1-010 To what extent do you feel that Resources Safety and Health supports positive safety and health outcomes for your organisation?

Set appropriate standards of safety and health



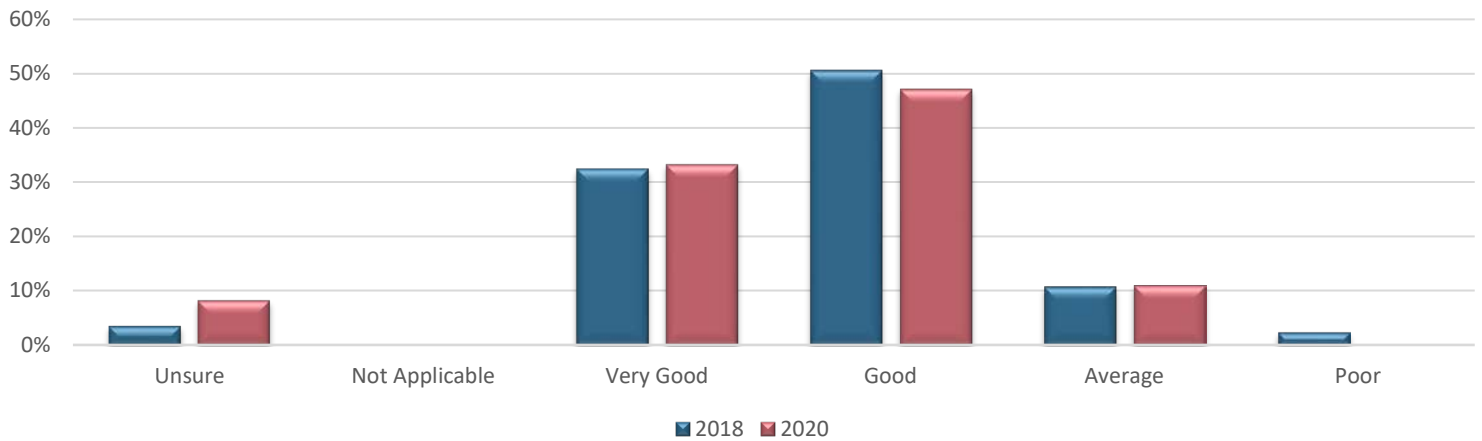
Graph 1-011 Set appropriate standards of safety and health

Conduct independent audits of safety systems



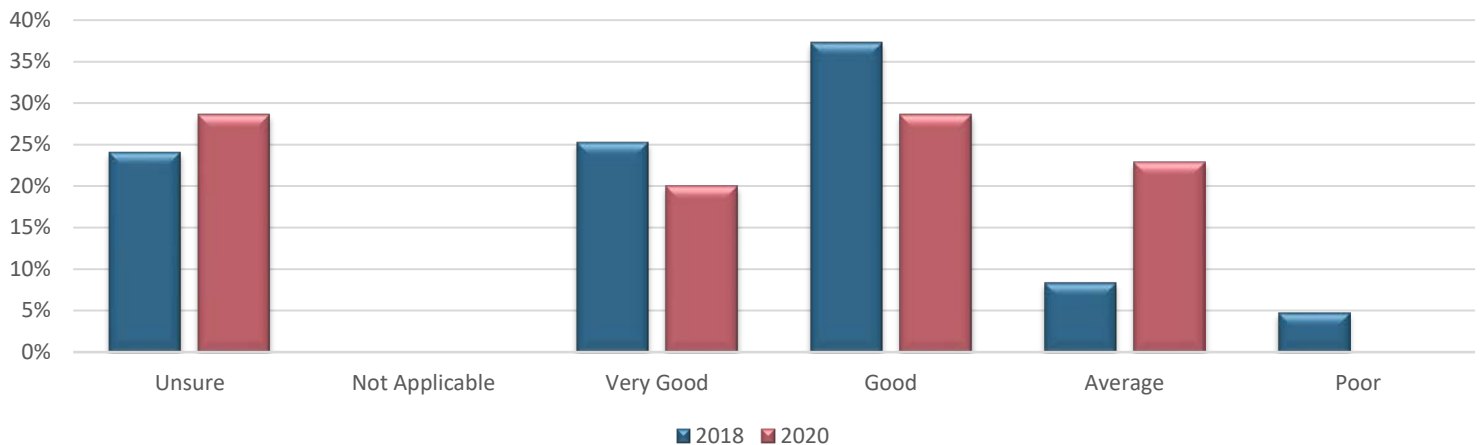
Graph 1-012 Conduct independent audits of safety systems

Undertake inspections



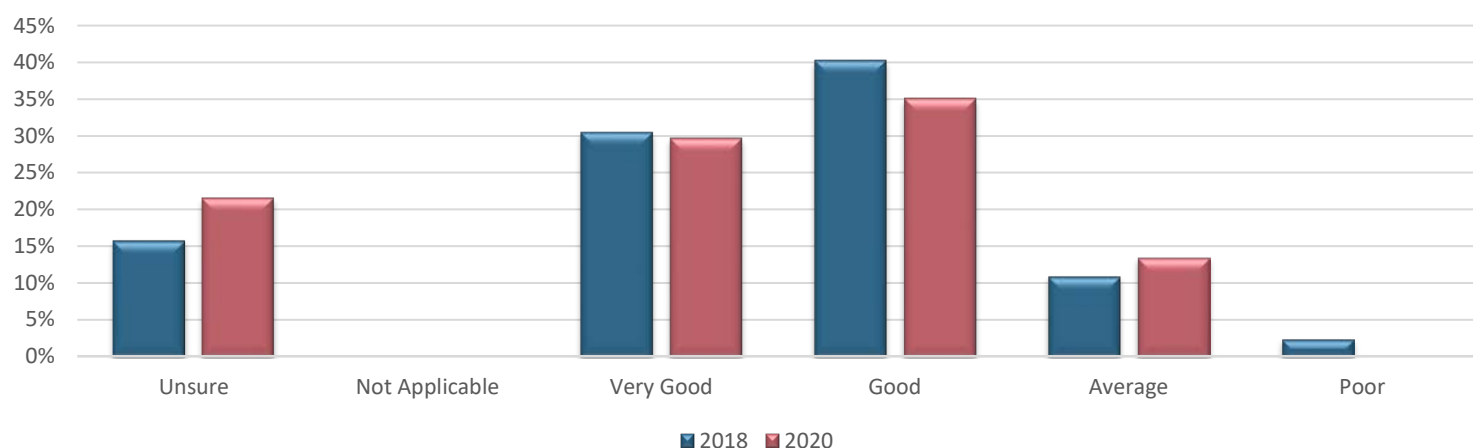
Graph 1-013 Undertake inspections

Carry out independent investigations of incidents



Graph 1-014 Carry out independent investigations of incidents

Respond to complaints about safety and health



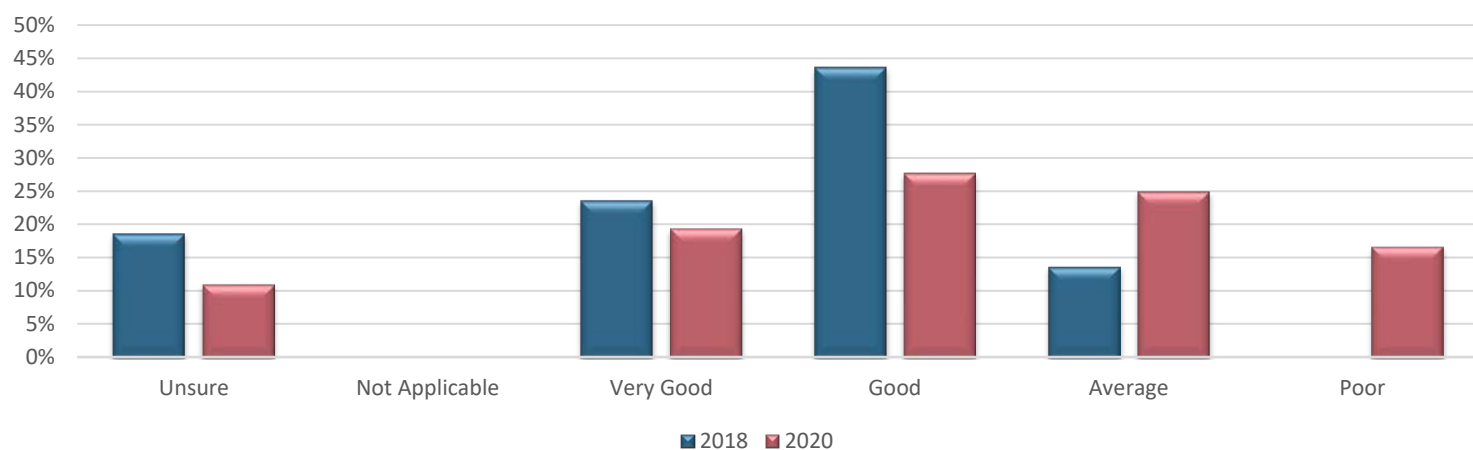
Graph 1-015 Respond to complaints about safety and health

Provide advice and information about safety and health



Graph 1-016 Provide advice and information about safety and health

Monitor safety and health performance data



Graph 1-017 Monitor safety and health performance data

Monitor health surveillance programs



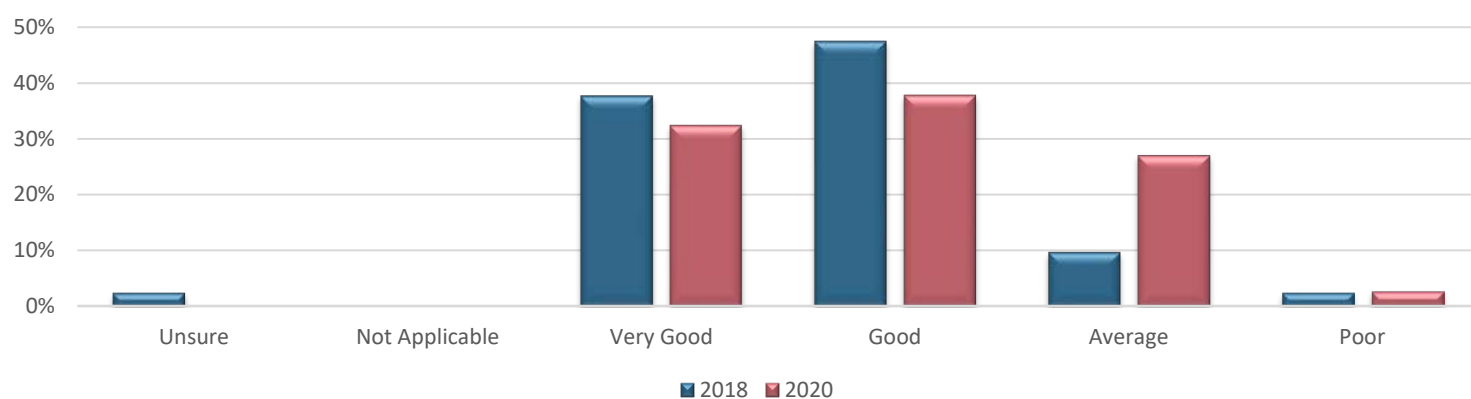
Graph 1-018 Monitor health surveillance programs

Support safety and health representatives



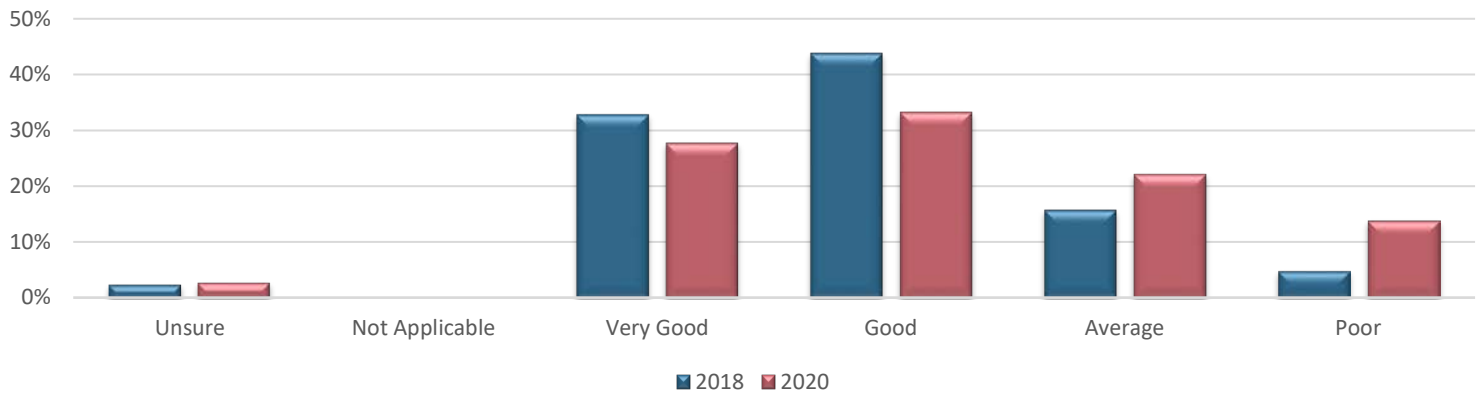
Graph 1-019 Support safety and health representatives

Encourages the consistent application of safety and health standards



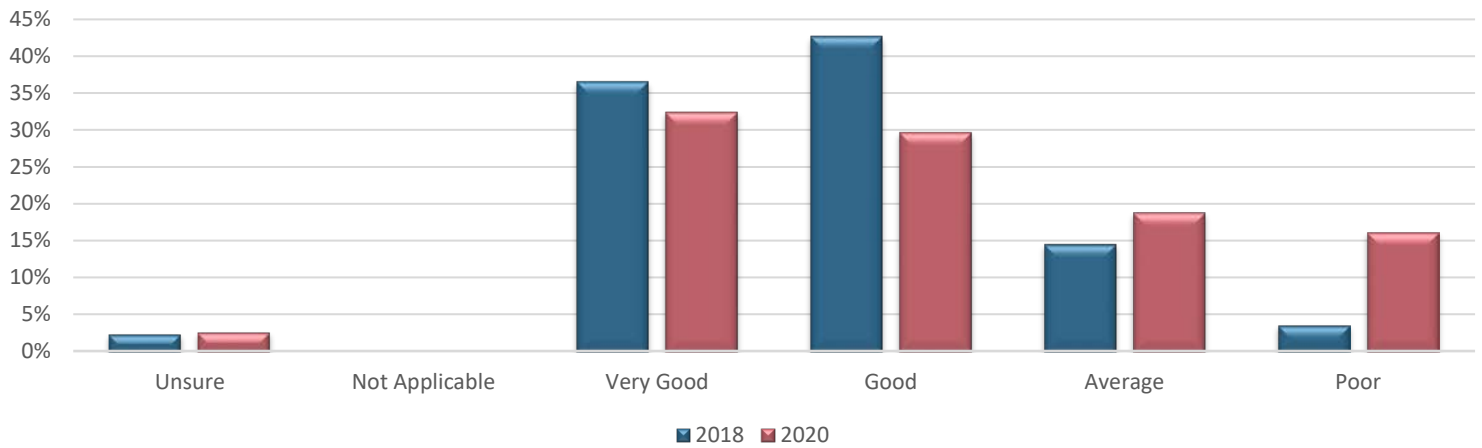
Graph 1-020 Encourages the consistent application of safety and health standards

Provides information and guidance on the development of documentation to meet legislative requirements



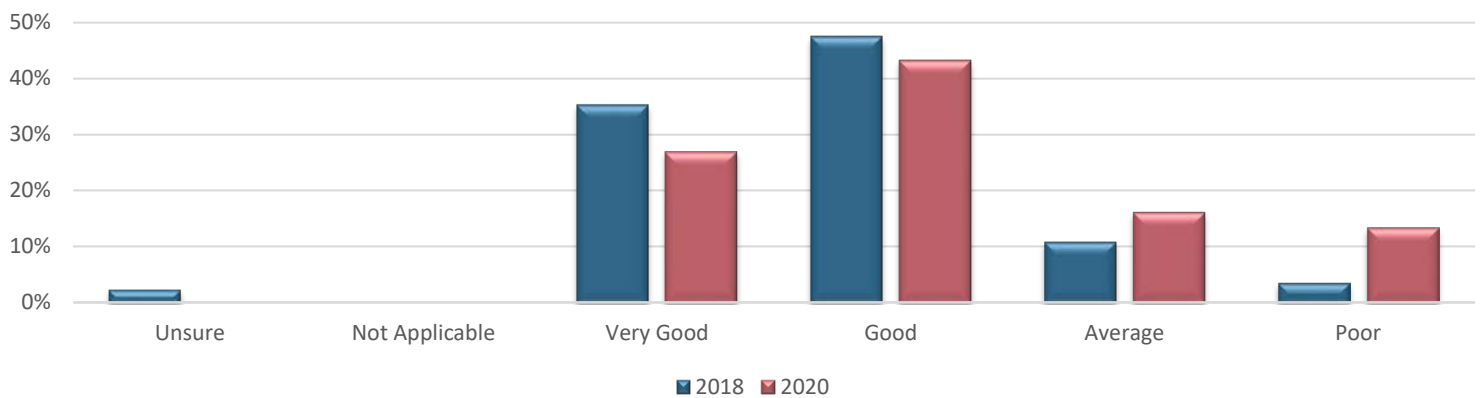
Graph 1-021 Provides information and guidance on the development of documentation to meet legislative requirements

Clarifies obligations under the legislation



Graph 1-022 Clarifies obligations under the legislation

Resources Safety and Health expectations are clearly communicated



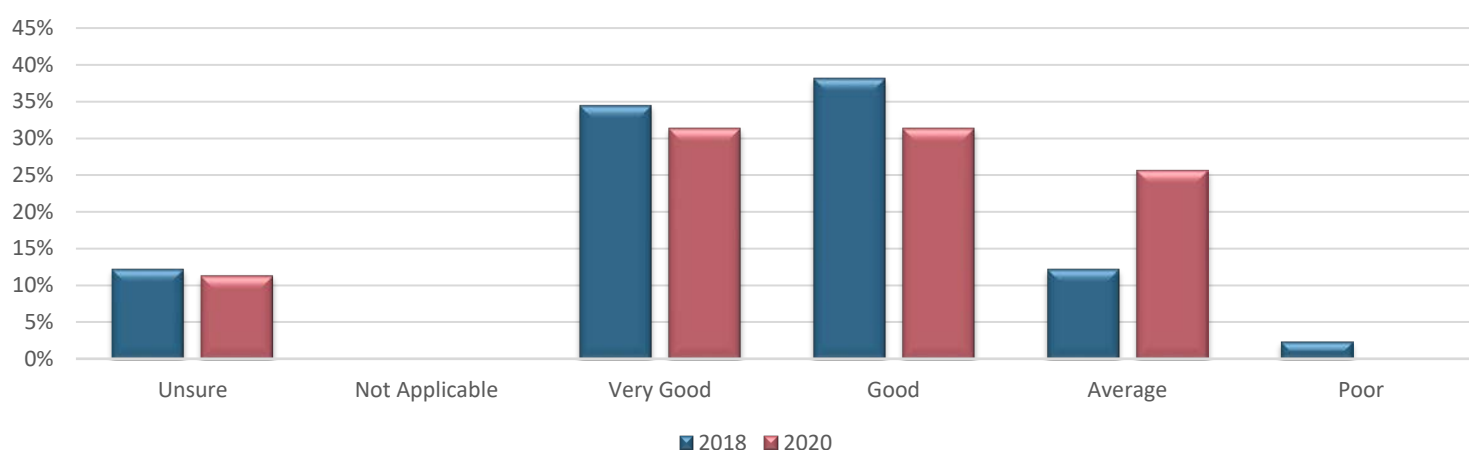
Graph 1-023 Resources Safety and Health expectations are clearly communicated

Feedback mechanisms are clearly communicated



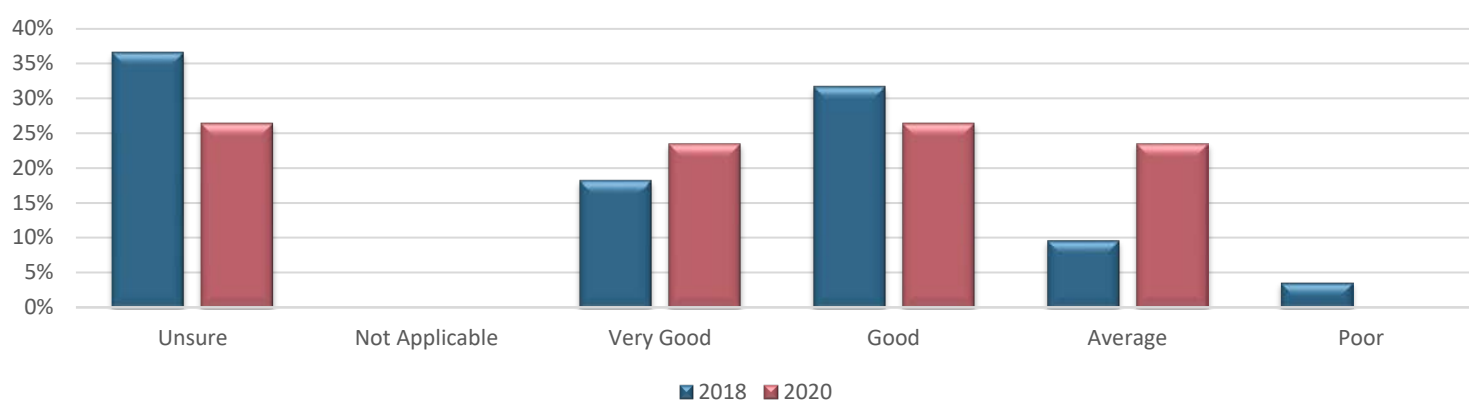
Graph 1-024 Feedback mechanisms are clearly communicated

Feedback responded to within agreed timeframes



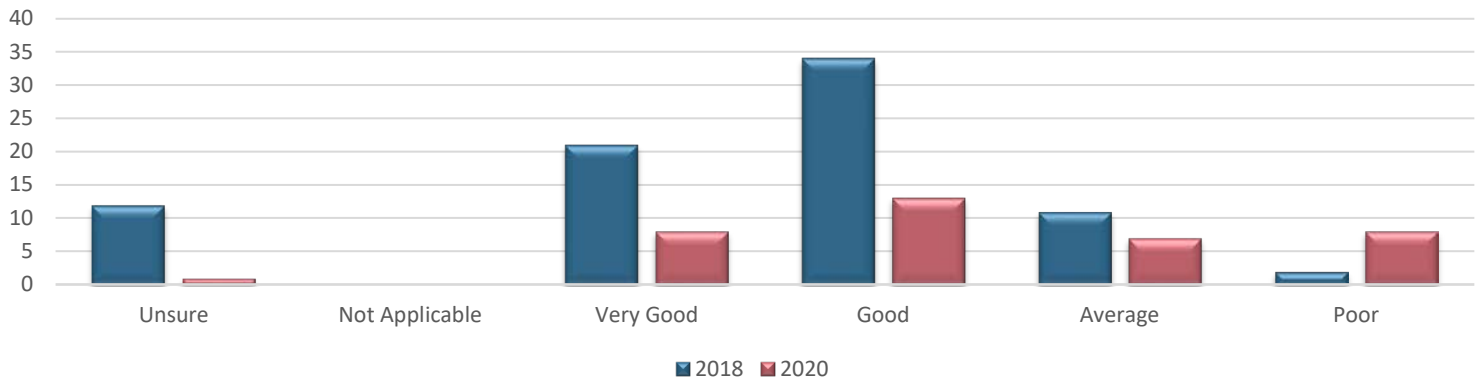
Graph 1-025 Feedback responded to within agreed timeframes

If published timeframes are not met, reasons for not meeting the timeframe are communicated



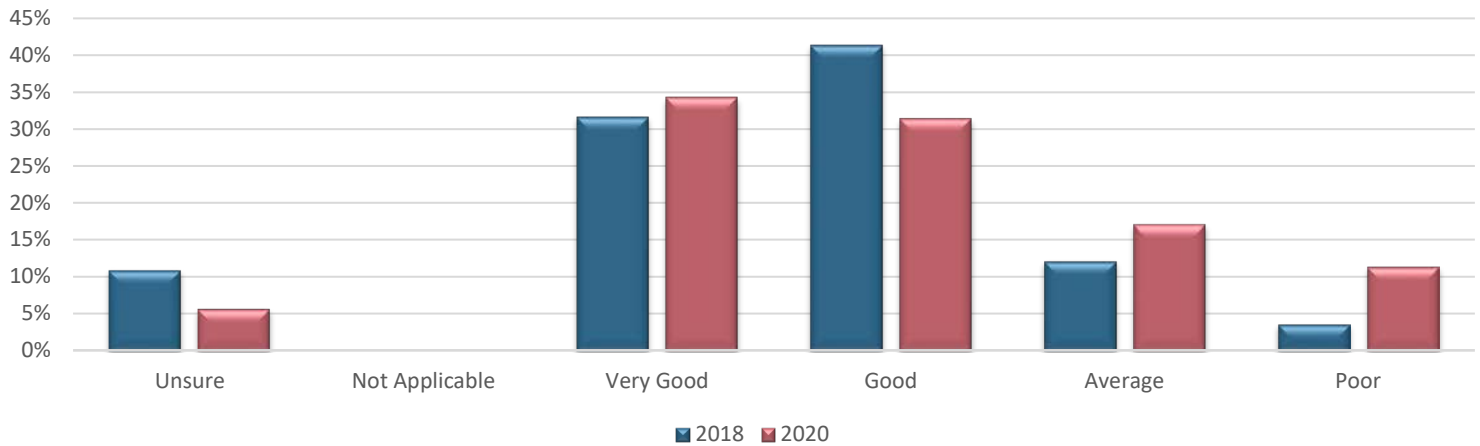
Graph 1-026 If published timeframes are not met, reasons for not meeting the timeframe are communicated

Critical safety and health information published on the department's website in a timely manner



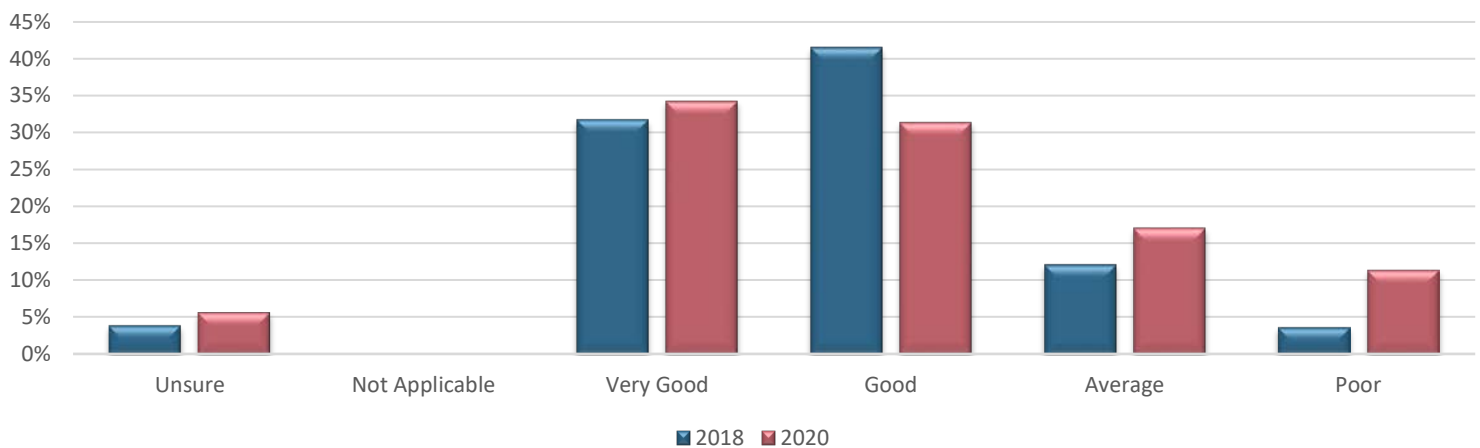
Graph 1-027 Critical safety and health information published on the departments website in a timely manner

Open, transparent and responsive in their dealings with industry



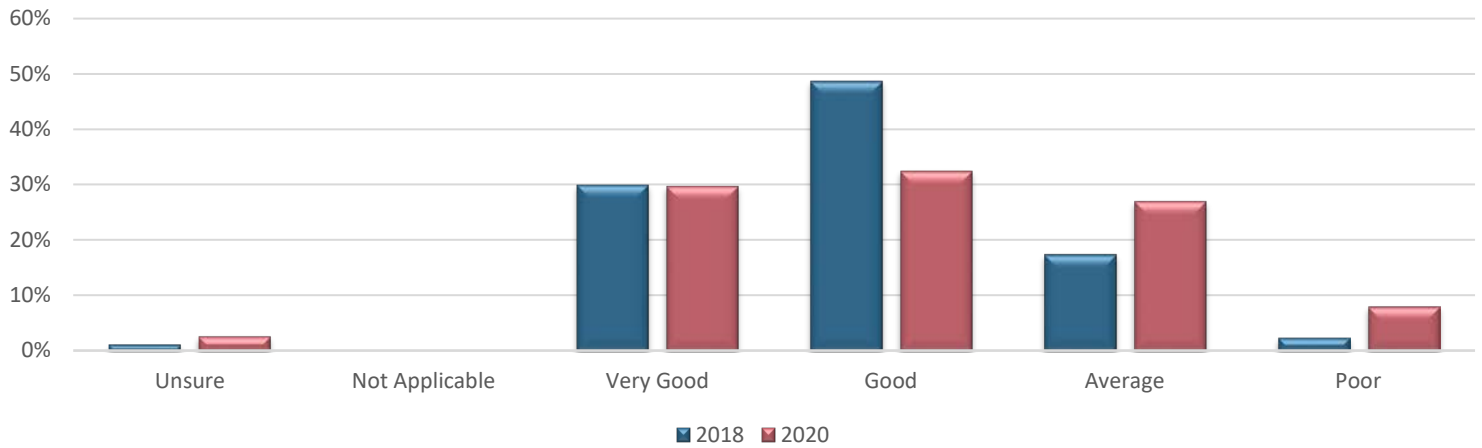
Graph 1-028 Open, transparent and responsive in their dealings with industry

Addresses operational needs



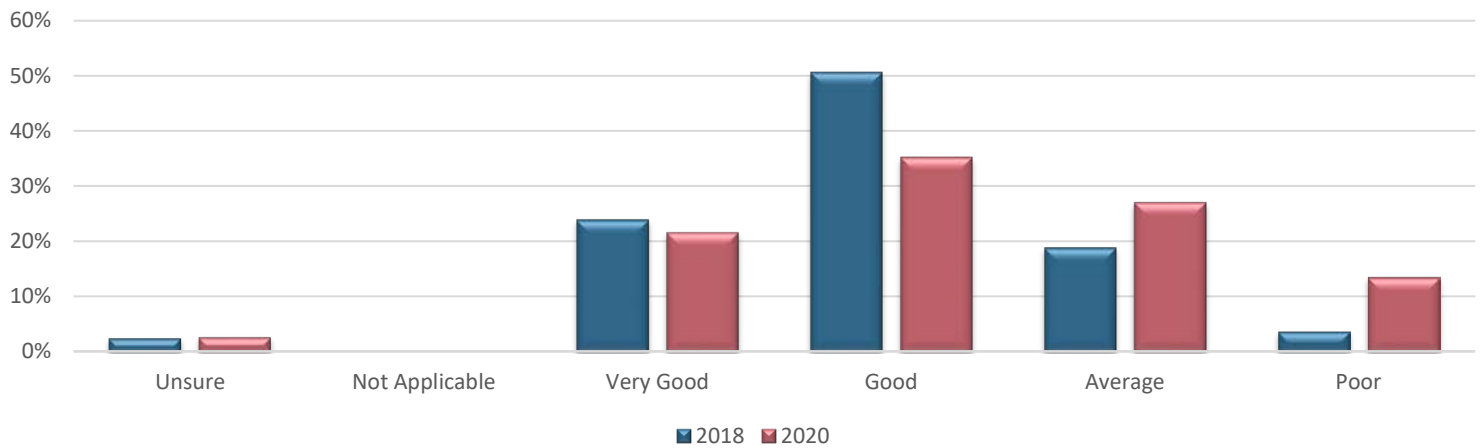
Graph 1-029 Addresses operational needs

Uses plain English to clarify legislative requirements



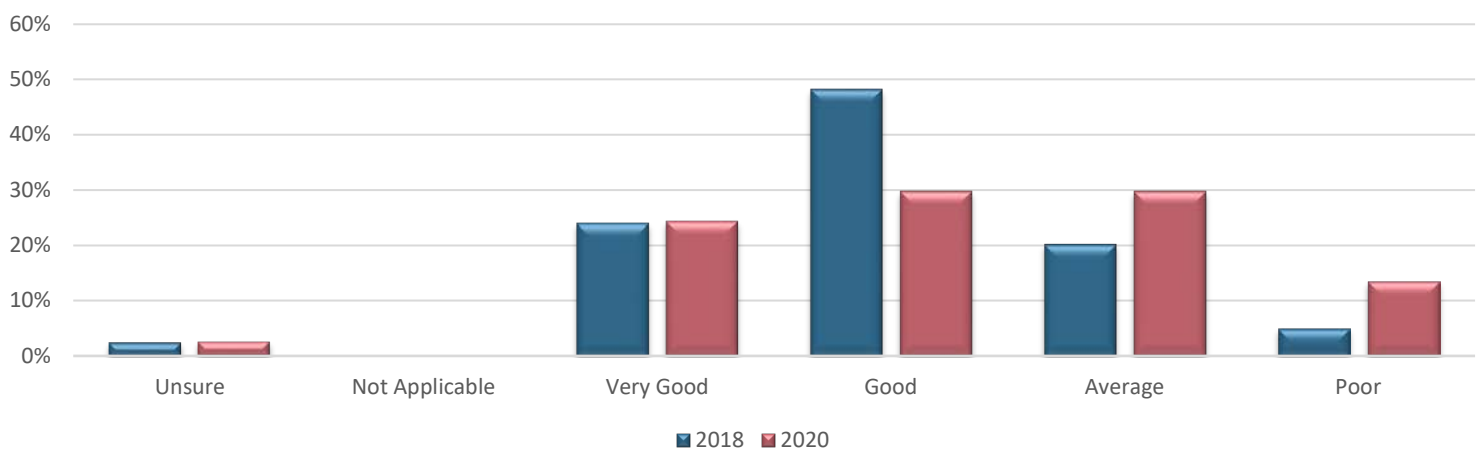
Graph 1-030 Uses plain English to clarify legislative requirements

Is in a form appropriate for operational use on site



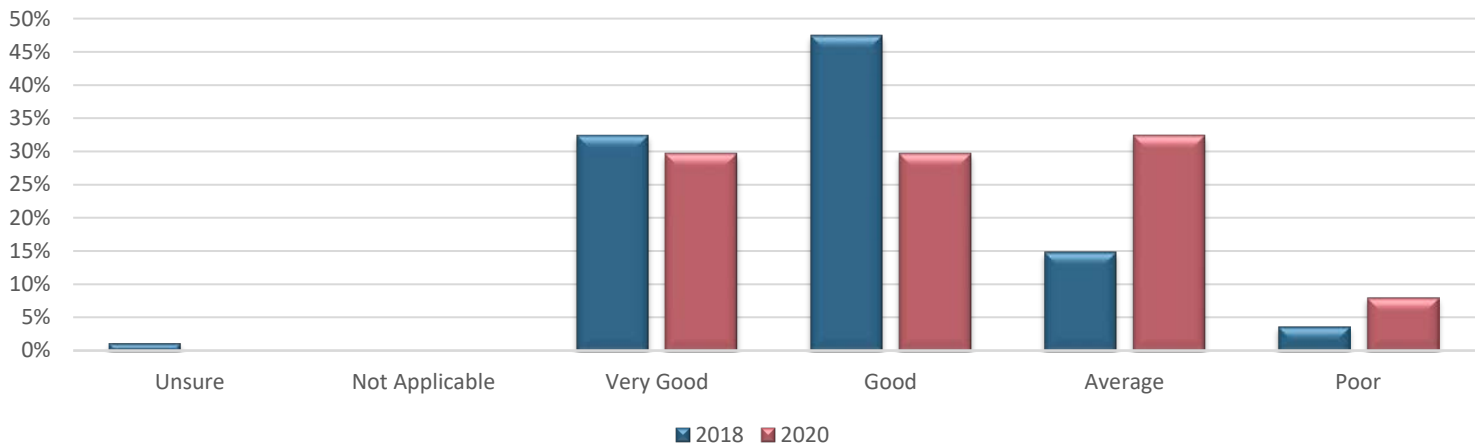
Graph 1-031 Is in a form appropriate for operational use on site

Is clear and definitive on what is required



Graph 1-032 Is clear and definitive on what is required

Assists industry in understanding their obligations



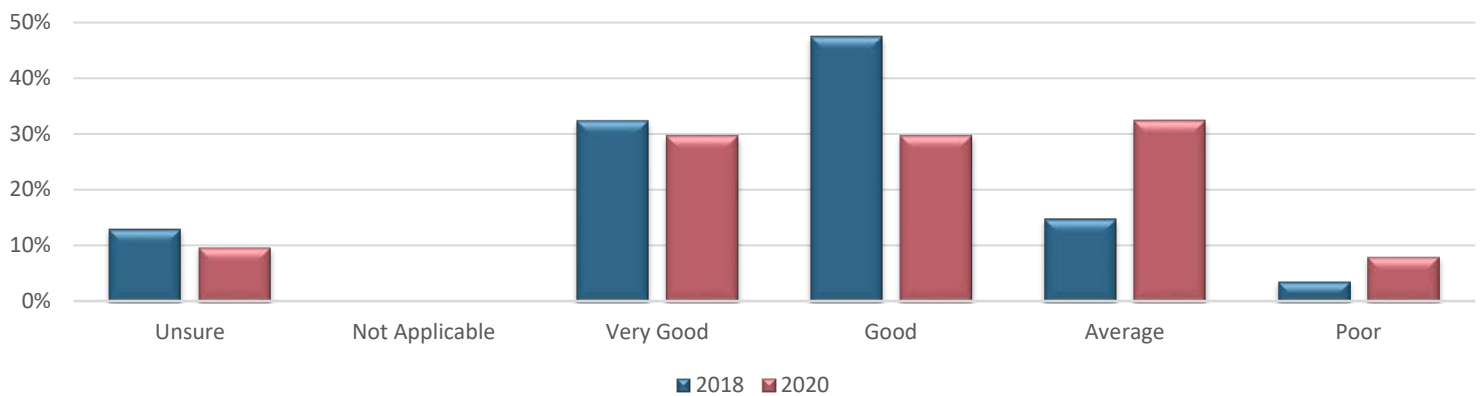
Graph 1-033 Assists industry in understanding their obligations

Can be easily found on the department's website



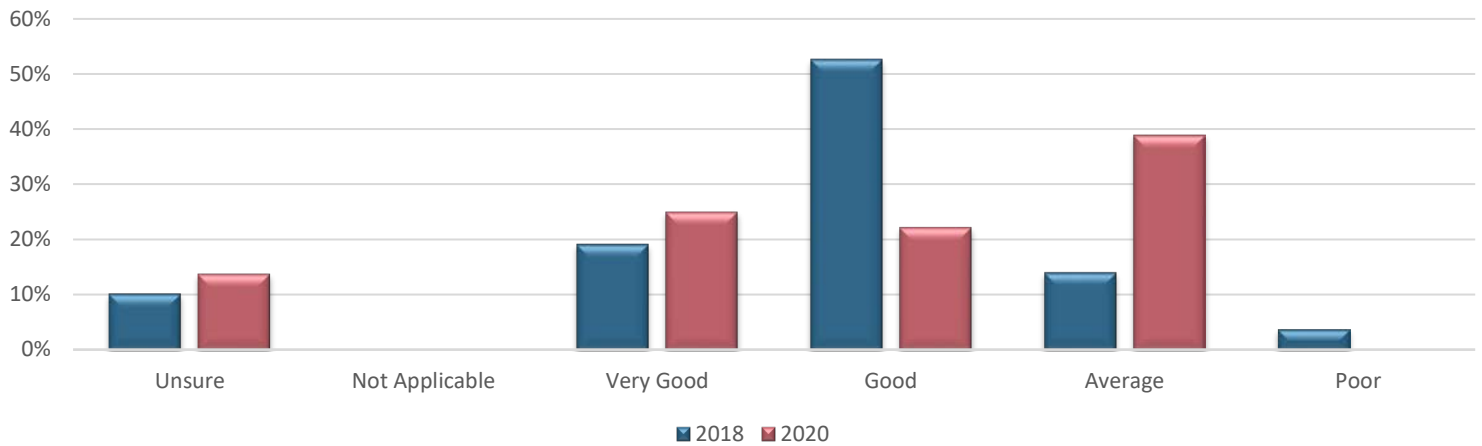
Graph 1-034 Can be easily found on the departments website

Information requests are tailored and only made when necessary to secure regulatory objectives



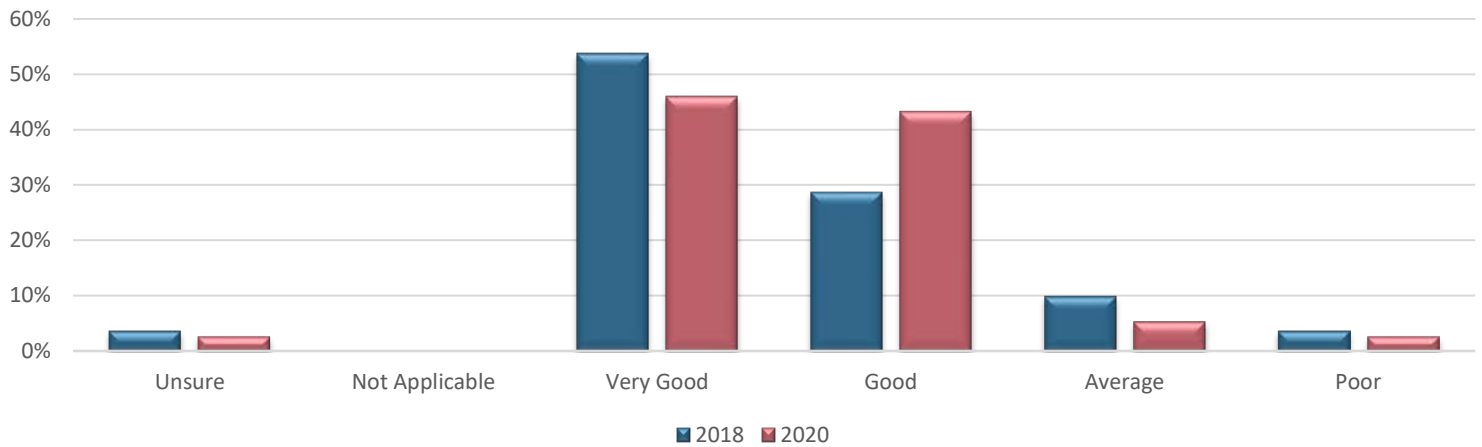
Graph 1-035 Information requests are tailored and only made when necessary to secure regulatory objectives

Frequency of information collection minimised and coordinated



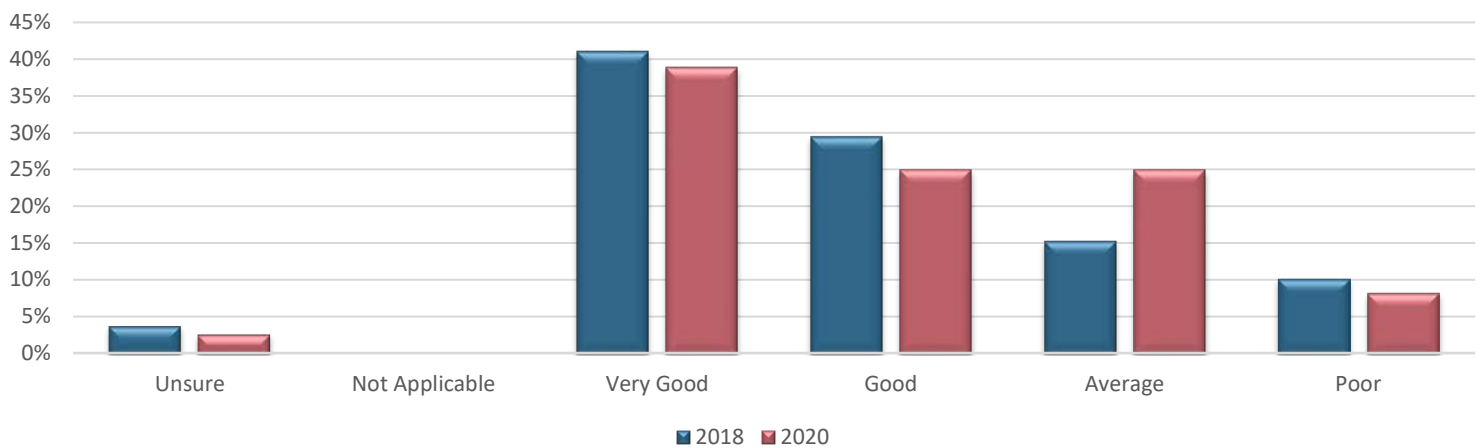
Graph 1-036 Frequency of information collection minimised and coordinated

Are knowledgeable about the legislation



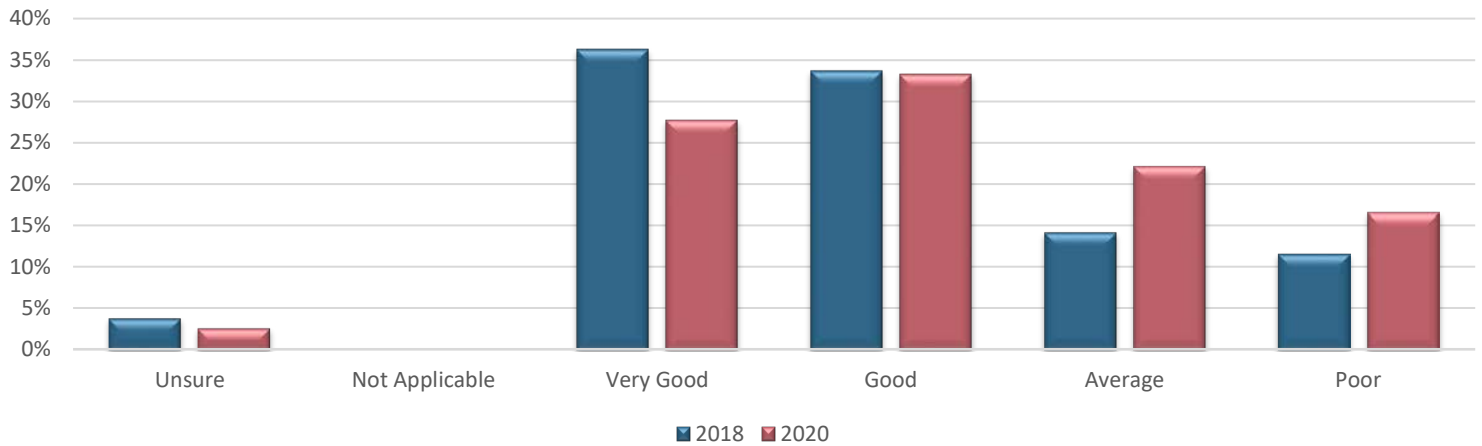
Graph 1-037 Are knowledgeable about the legislation

Are consistent in their advice on the legislation



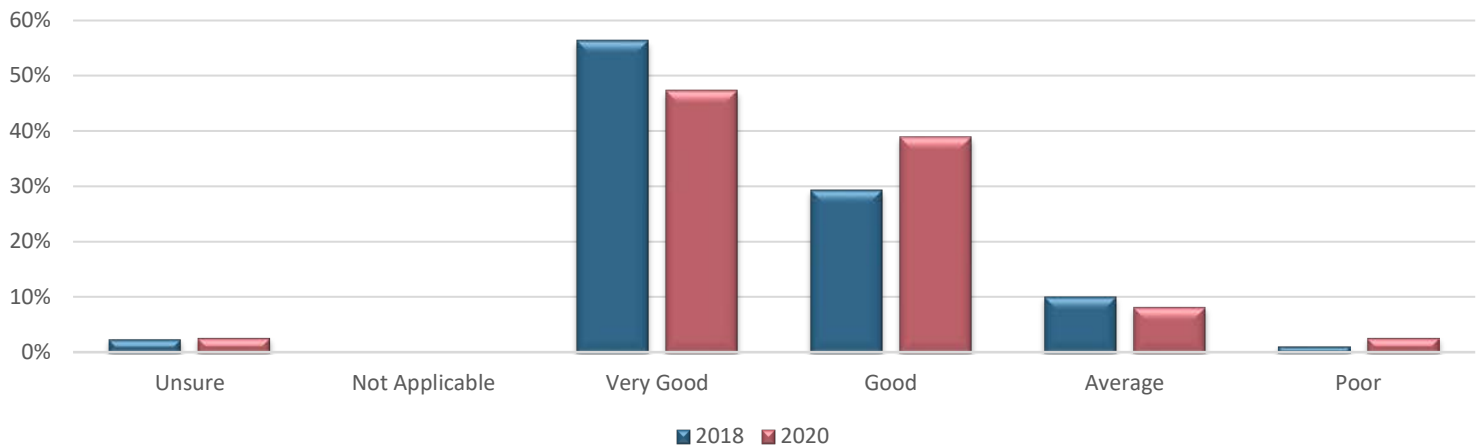
Graph 1-038 Are consistent in their advice on the legislation

Are consistent in their application of the legislation



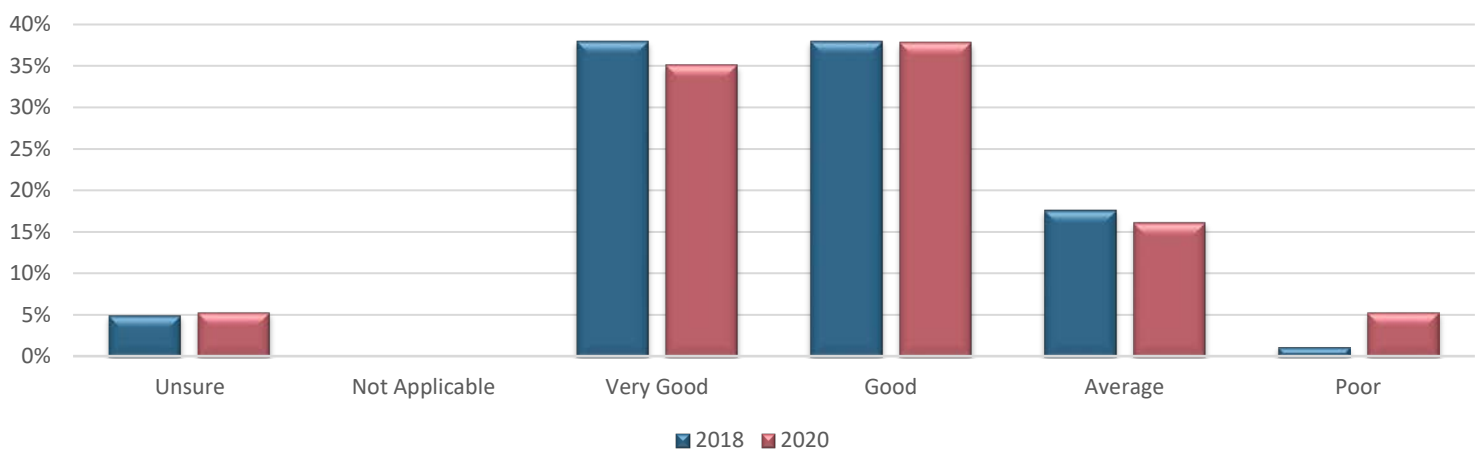
Graph 1-039 Are consistent in their application of the legislation

Approach their task professionally



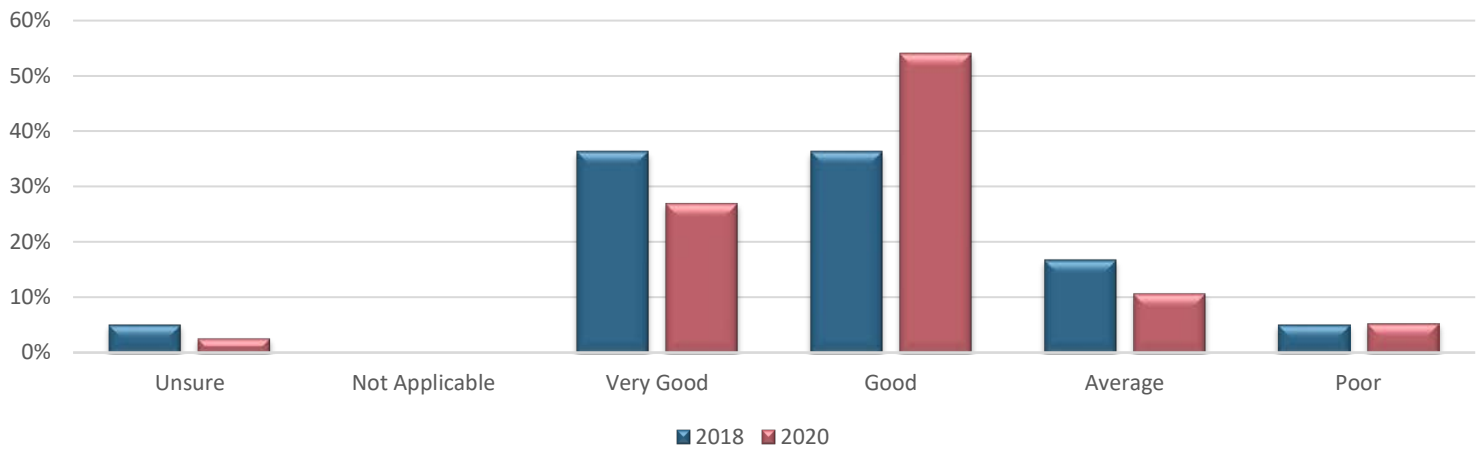
Graph 1-040 Approach their task professionally

Are well prepared before they go on site



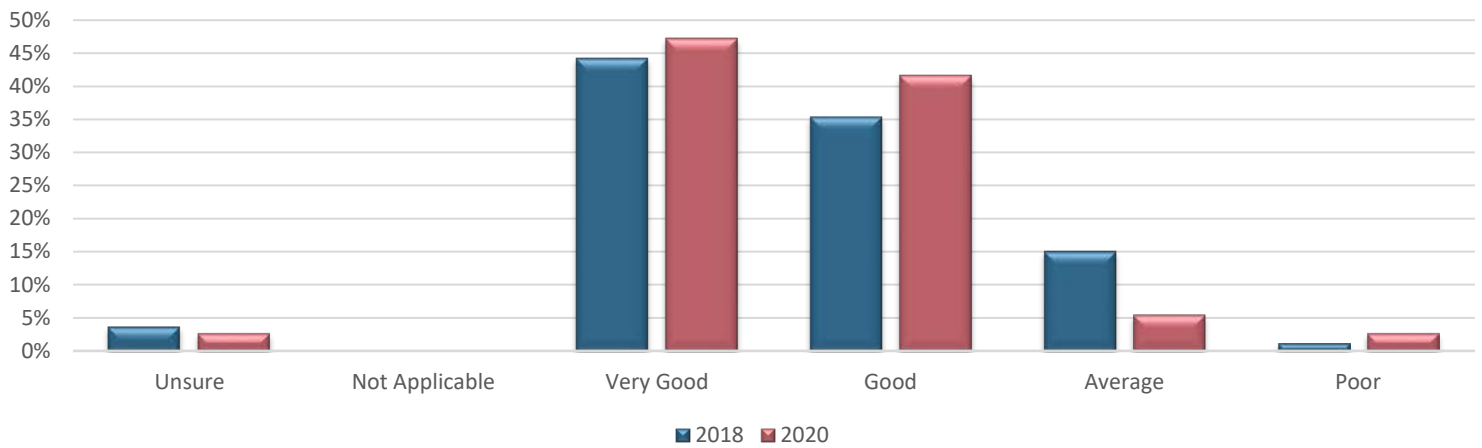
Graph 1-041 Are well prepared before they go on site

Practice transparent and fair decision-making



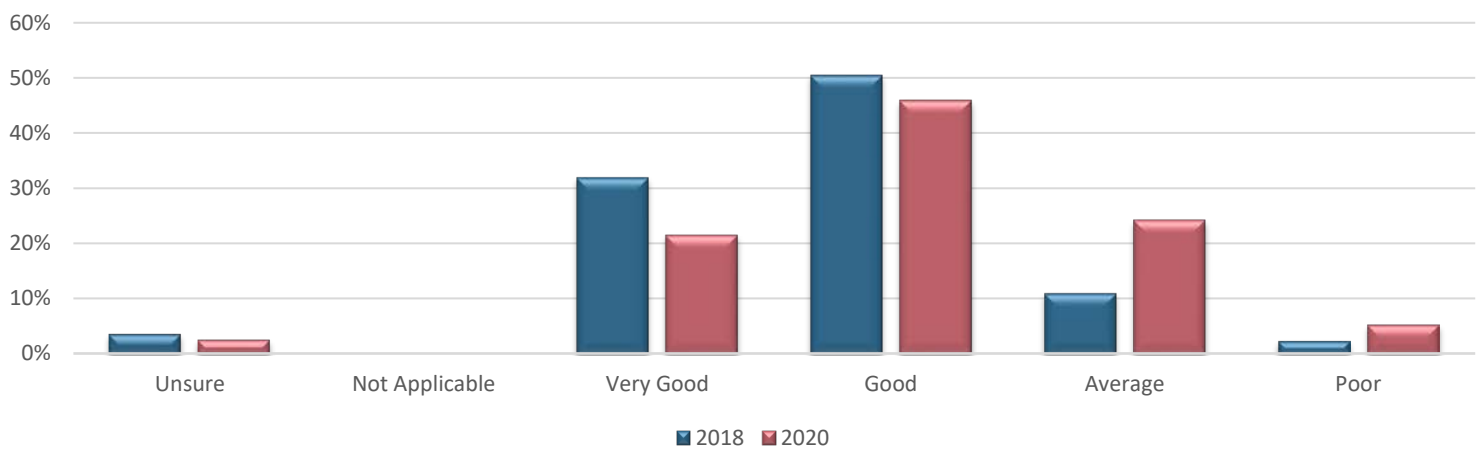
Graph 1-042 Practice transparent and fair decision-making

Provide information in a courteous and instructive manner



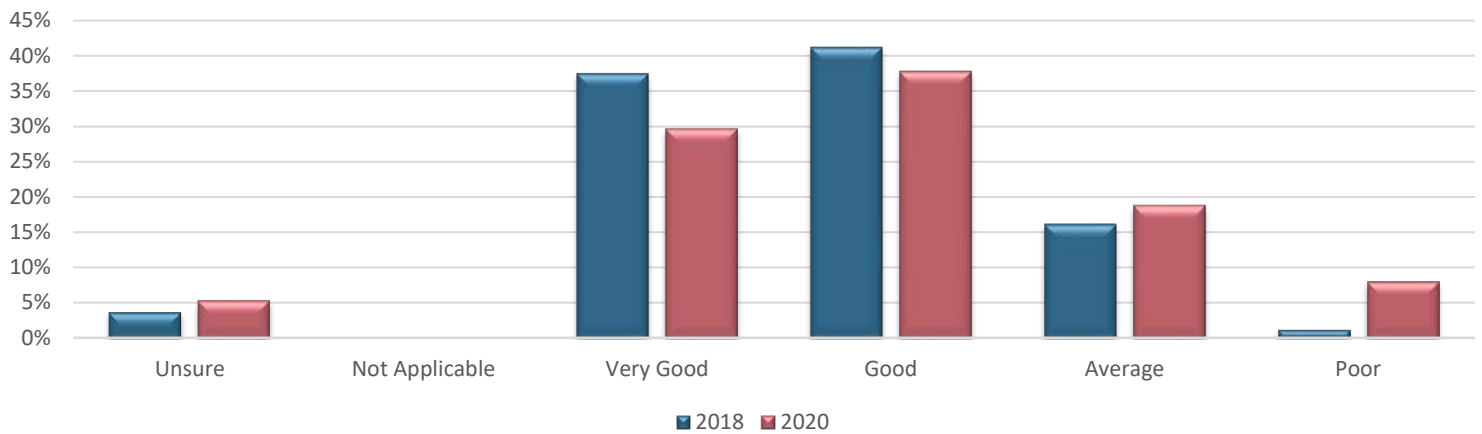
Graph 1-043 Provide information in a courteous and instructive manner

Provide practical and easily understood advice



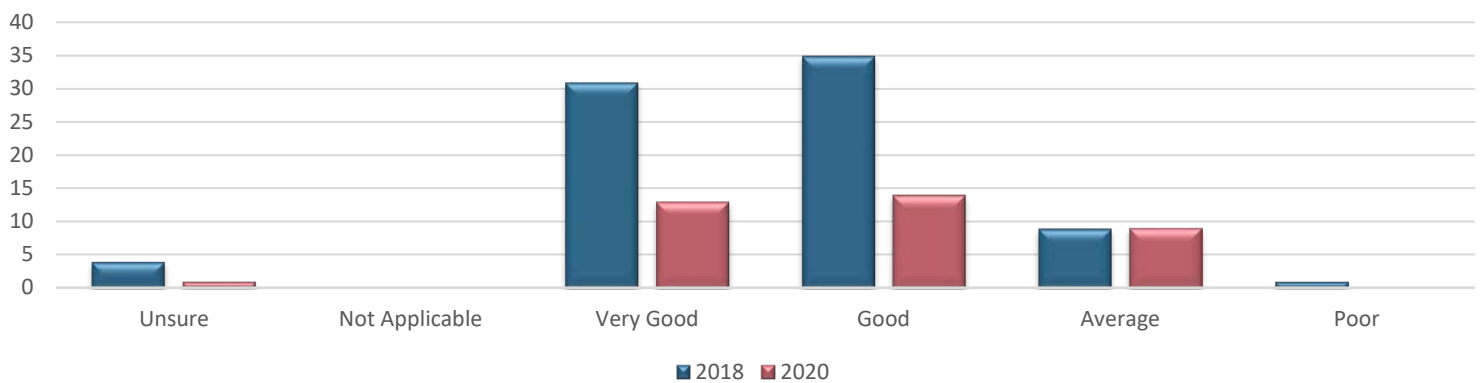
Graph 1-044 Provide practical and easily understood advice

Are willing to consult our organisation



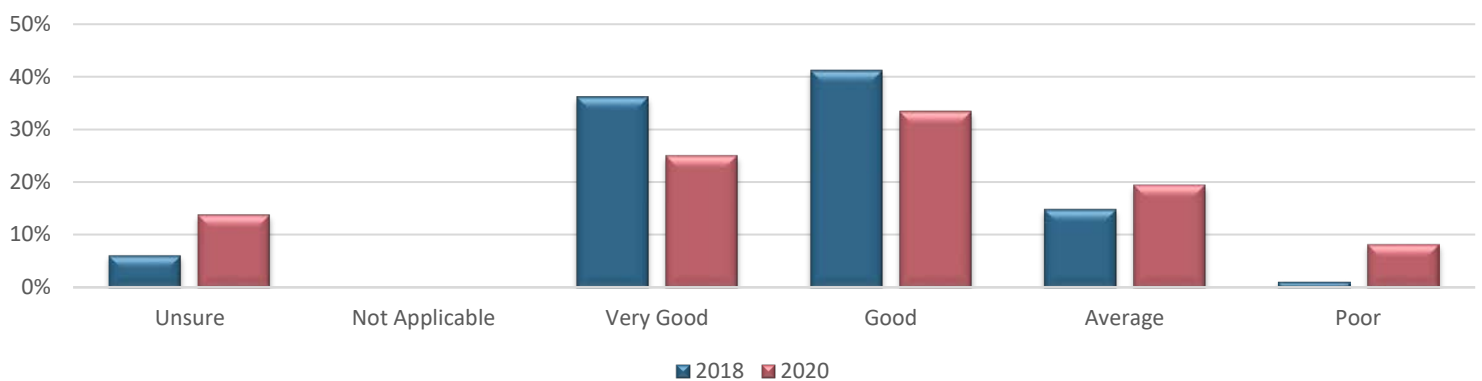
Graph 1-045 Are willing to consult our organisation

Are knowledgeable about the industry that they are auditing, investigating, inspecting



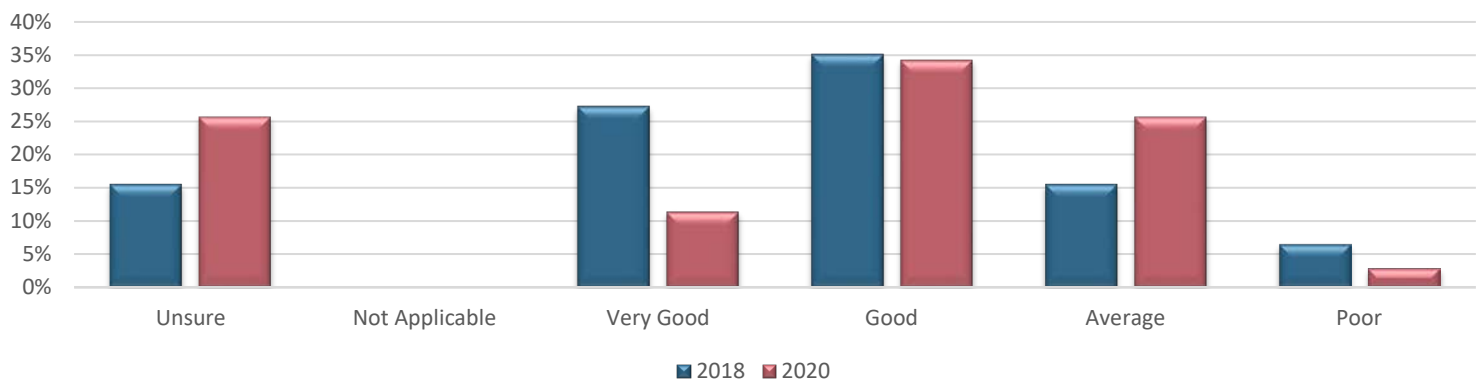
Graph 1-046 Are knowledgeable about the industry that they are auditing, investigating, inspecting

Coordinate inspections and audits so that, where possible, the aims are achieved in one visit



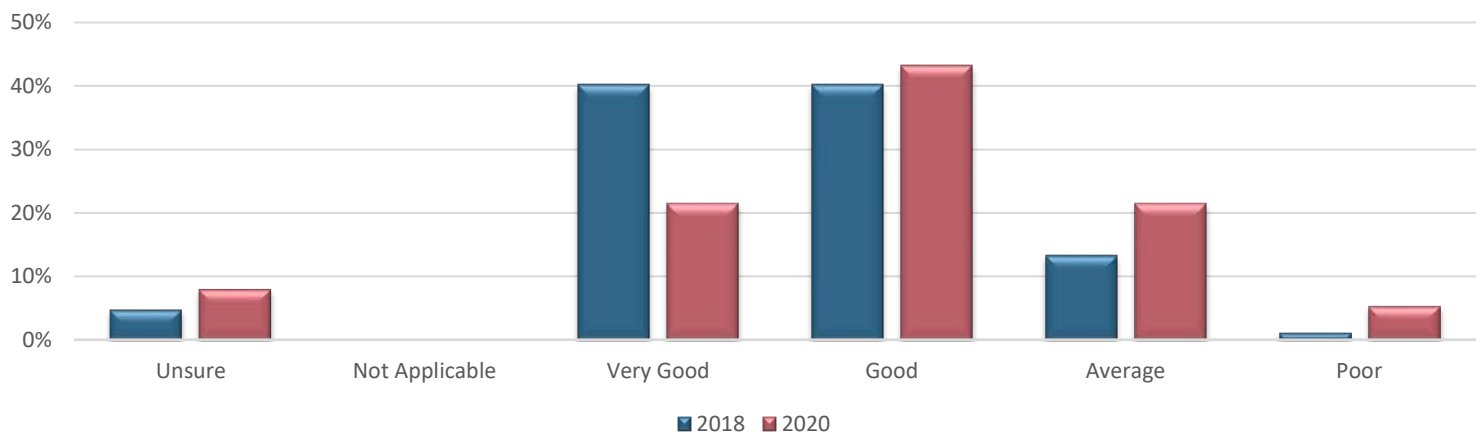
Graph 1-047 Coordinate inspections and audits so that, where possible, the aims are achieved in one visit

Coordinate inspections and audits with other jurisdictions, where applicable, to reduce disruption



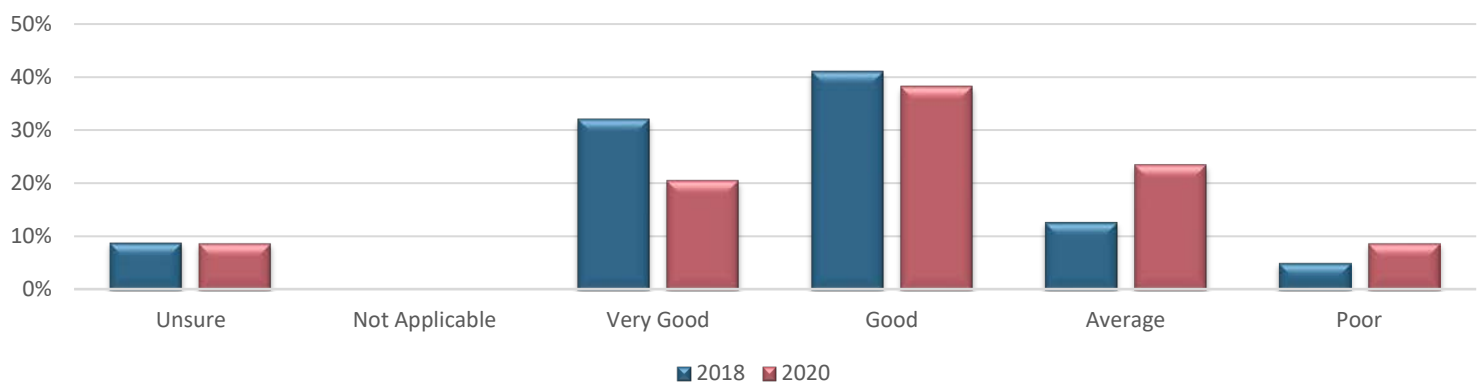
Graph 1-048 Coordinate inspections and audits with other jurisdictions, where applicable, to reduce disruption

Carry out inspections and audits in a timely manner



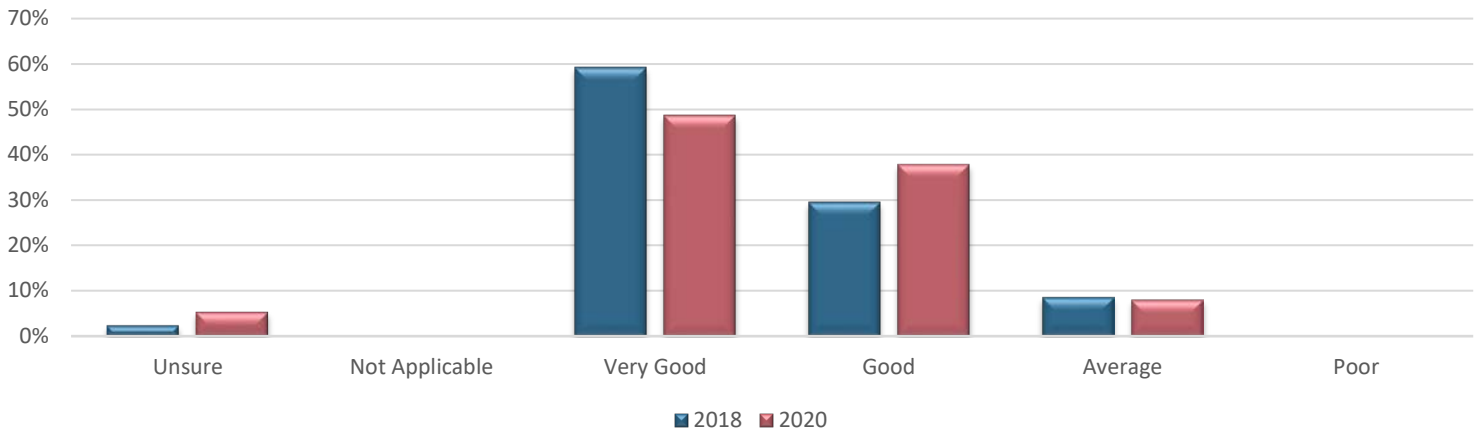
Graph 1-049 Carry out inspections and audits in a timely manner

Have a consistent response or approach to inspections and audits, both individually and between officers



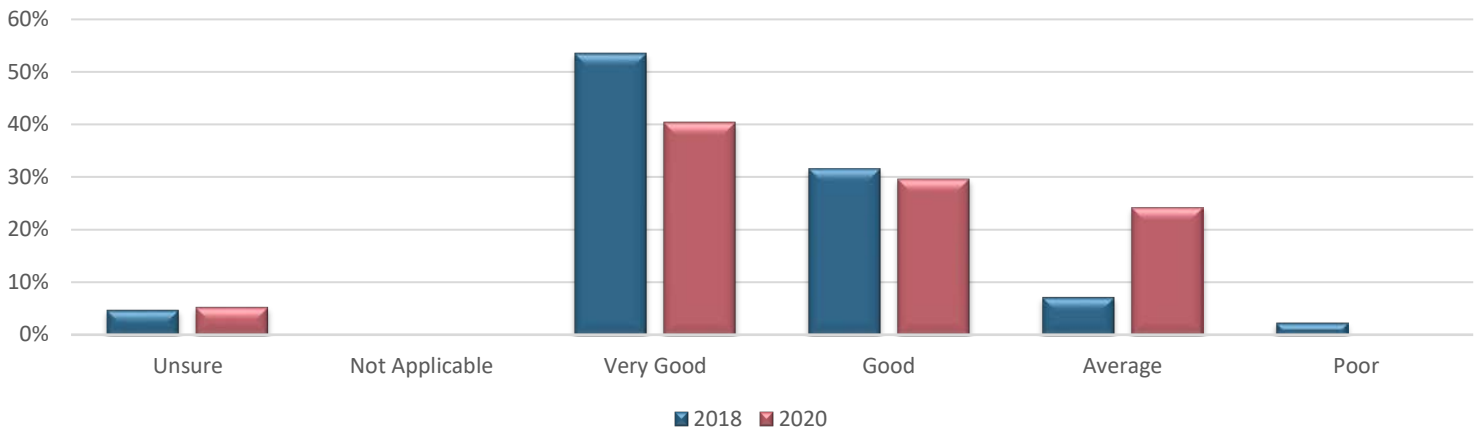
Graph 1-050 Have a consistent response or approach to inspections and audits, both individually and between officers

Staff are approachable



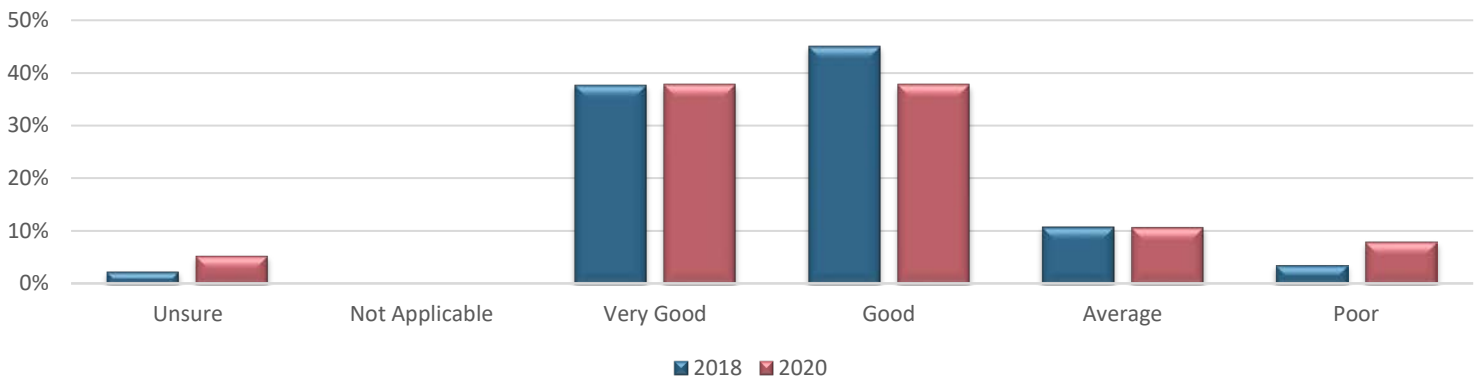
Graph 1-051 Staff are approachable

Are available to answer queries over the telephone or email



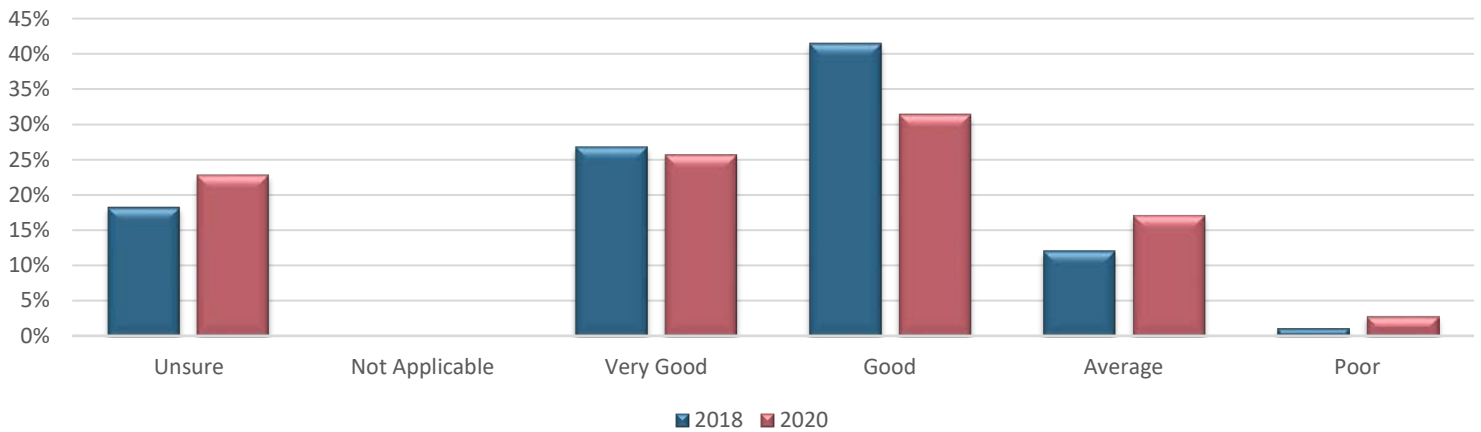
Graph 1-052 Are available to answer queries over the telephone or email

Provide useful, actionable information to make operations safer and healthier



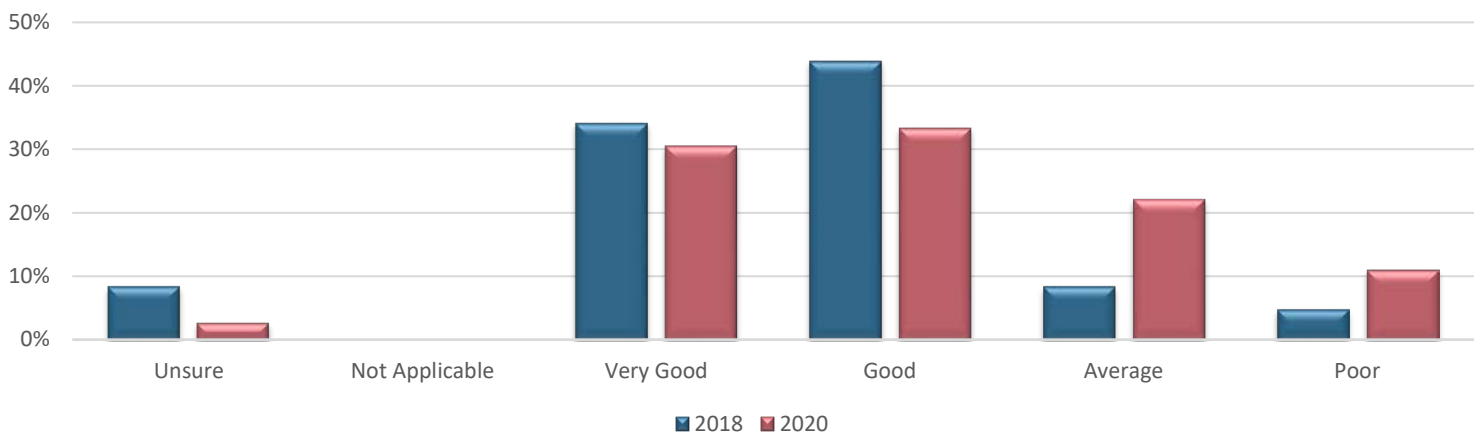
Graph 1-053 Provide useful, actionable information to make operations safer and healthier

Have reasonable formal review processes in place



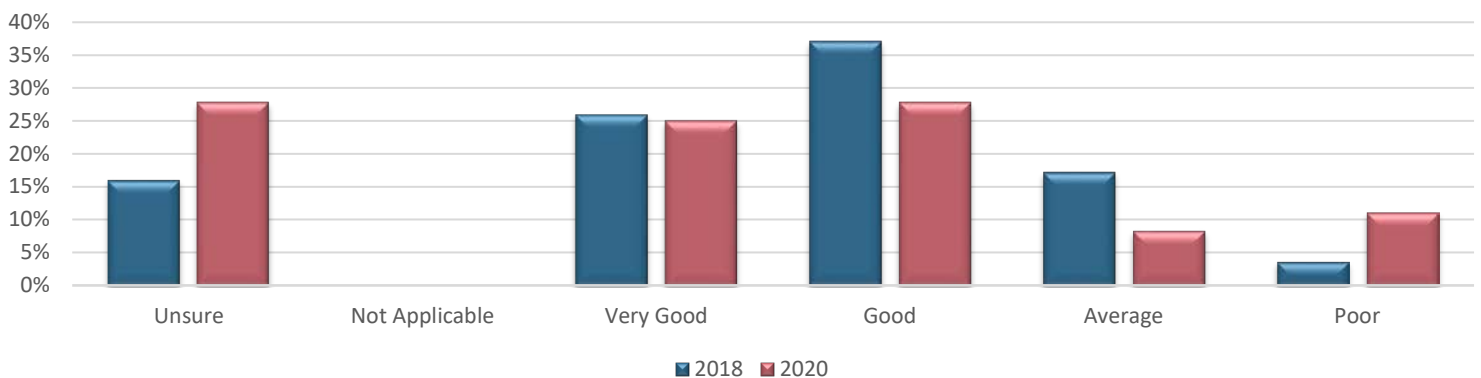
Graph 1-054 Have reasonable formal review processes in place

Reports and statutory notices are delivered in a timely manner



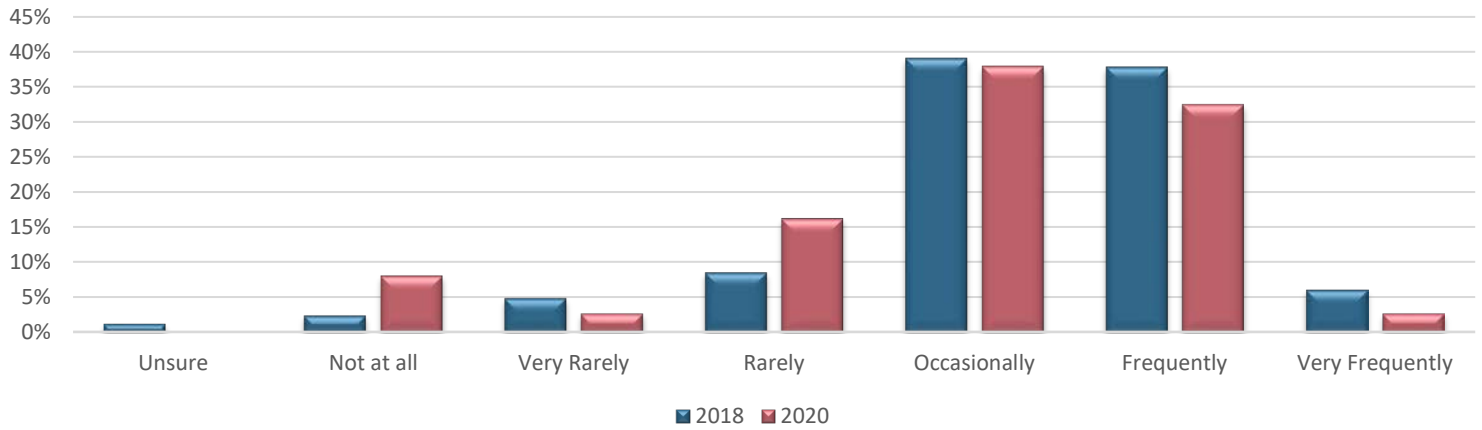
Graph 1-055 Reports and statutory notices are delivered in a timely manner

Undertake roadshows and formal presentations to educate and inform industry



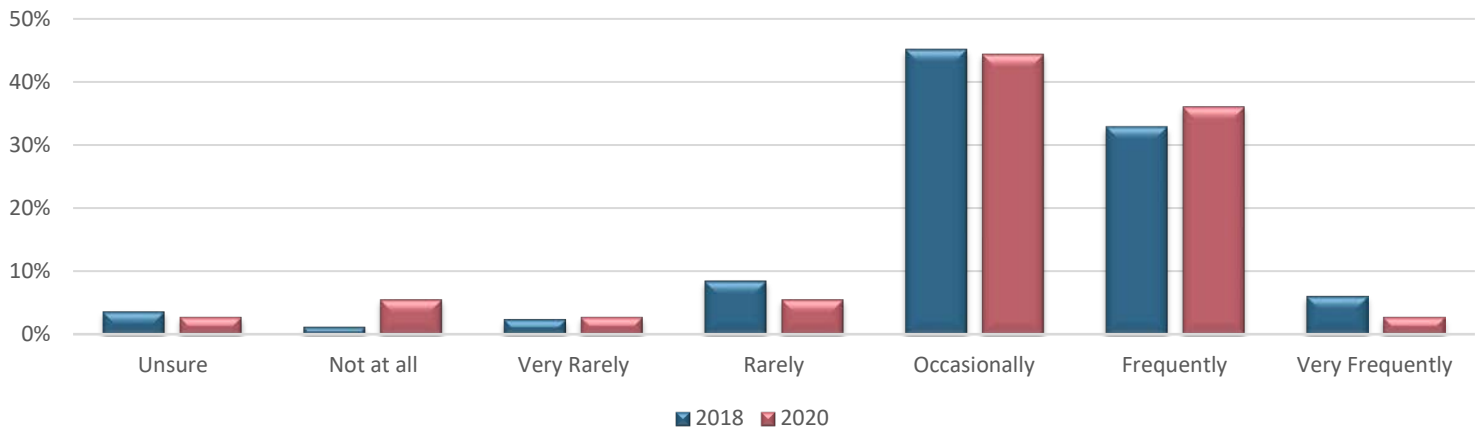
Graph 1-056 Undertake roadshows and formal presentations to educate and inform industry

Resources Safety and Health website



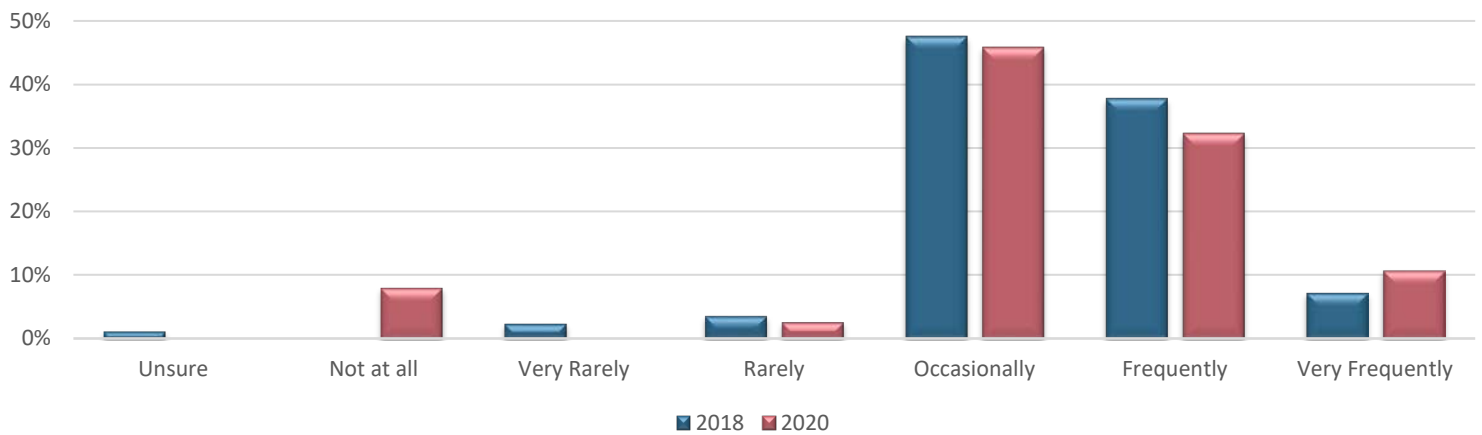
Graph 1-057 Resources Safety and Health website

Recognised Standards, Codes of Practice



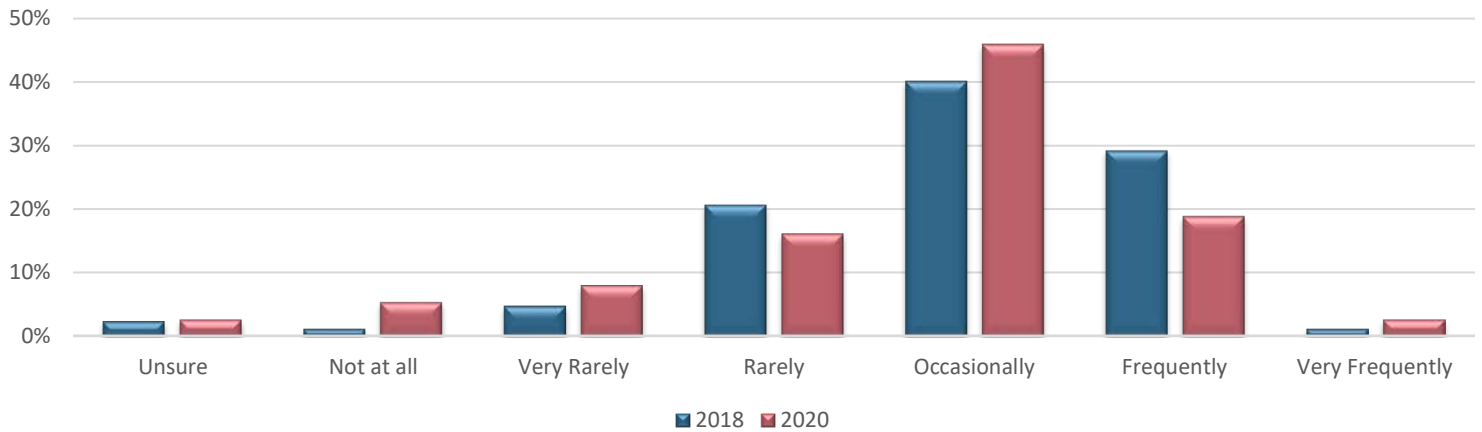
Graph 1-058 Recognised Standards, Codes of Practice

Guidelines/Guidance Notes



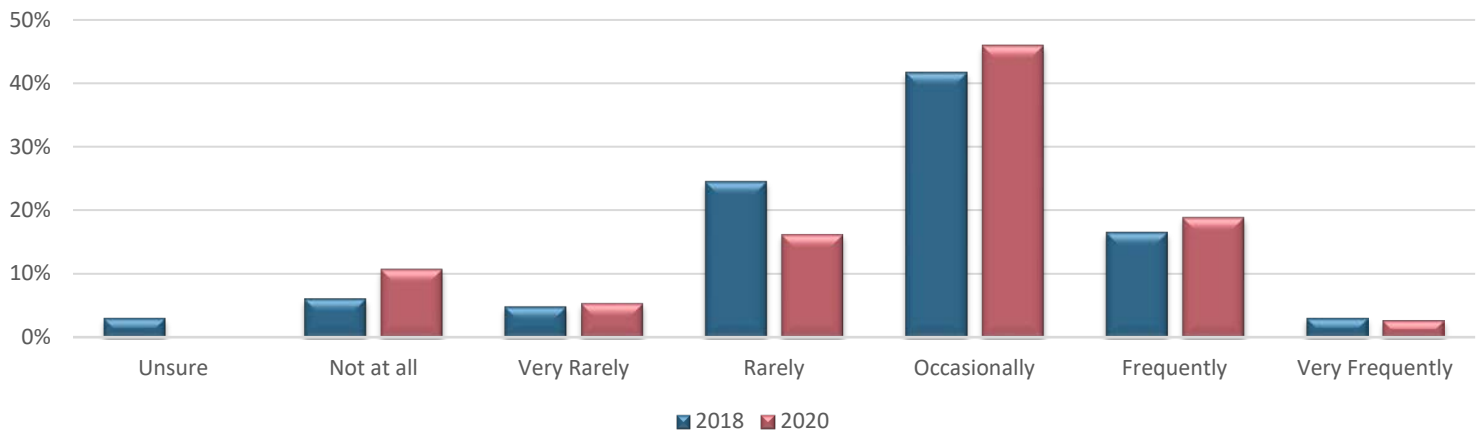
Graph 1-059 Guidelines/Guidance Notes

Safety and health performance reports and statistics



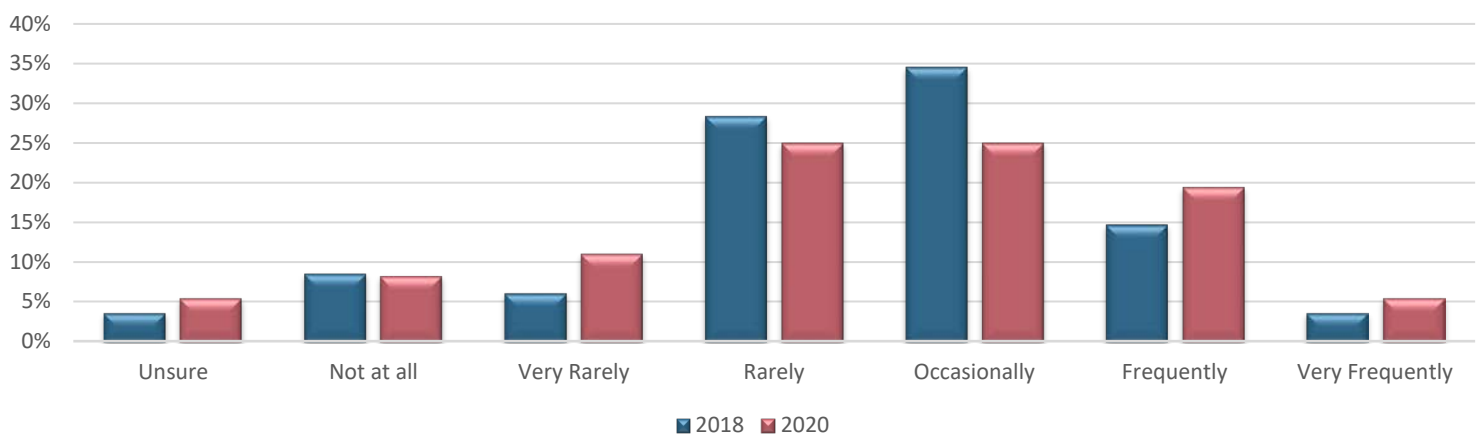
Graph 1-o6o Safety and health performance reports and statistics

Information sheets, pamphlets and booklets



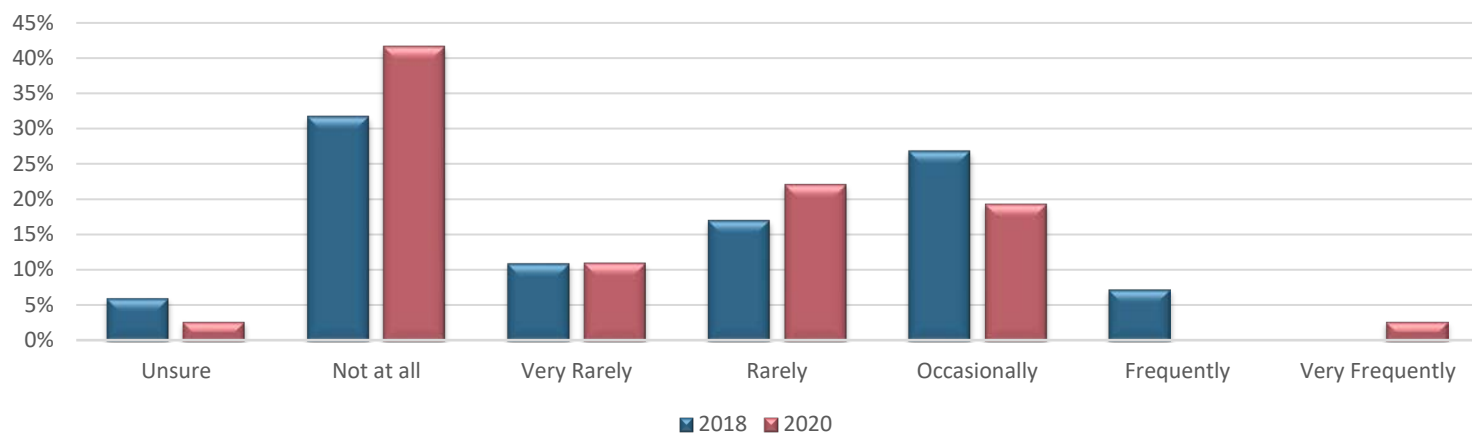
Graph 1-o61 Information sheets, pamphlets and booklets

Licensing information and application process



Graph 1-o62 Licensing information and application process

Board of Examiners examination processes



Graph 1-063 Board of Examiners examination processes





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