

Red Tape  
Reduction  
Advisory  
Council Report

# Queensland Government Response and Action Plan

October 2016



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## 1.0 Introduction

The Queensland Government welcomes the first report (the Report) from the Red Tape Reduction Advisory Council (RTRAC) and thanks the members of the Council for their efforts in developing the Report, including their engagement with small business stakeholders to inform the key findings and recommendations.

The Government's establishment of RTRAC in August 2015 was an important step in helping inform the Government's development of policy options to reduce the regulatory burden faced by Queensland small business owners.

The Report presents the findings and recommendations of a review into the following three priority industry sectors:

- Hospitality – café/restaurant;
- Manufacturing – light metals; and
- Agriculture – fruit growing.

However, while the Report focuses on these three industry sectors, many of the findings and recommendations outlined in the Report may help identify reform opportunities that could deliver benefits more broadly to small and medium businesses across all sectors of the economy.

The Report and the Government's response to it also form a key element of a broader commitment by the Queensland Government to address business red tape, and create a balanced regulatory environment conducive to strong, profitable, and globally competitive businesses. By increasing the productivity and competitiveness of the State's businesses, ongoing regulatory reform is critical to help boost growth and create employment opportunities.

Importantly, the work of RTRAC is also critical input to the Government's ongoing focus on encouraging and facilitating the development of a culture in agencies of continuous improvement in relation to the development and review of regulation, as well as their engagement with business and the community in ensuring compliance with regulation.

## 2.0 Queensland Government commitment to support SMEs

The Queensland Government is committed to supporting the growth of Queensland's small business sector by fostering increased productivity, competitiveness and innovation in the State's small to medium enterprises (SMEs) across all sectors of the economy.

SMEs play a critical role in a wellfunctioning economy and society, producing and delivering a substantial proportion of the goods and services needed by the community, as well as providing employment opportunities that support a significant number of Queenslanders and their families. In fact, small business (i.e. businesses with less than 20 employees) represent more than 97% of all businesses across the State and employ approximately 40% of all private sector workers in Queensland.

The Government's \$22.7 million Advancing Small Business Queensland Strategy 2016-20, (the Strategy) announced as part of the 2016-17 State Budget, will position Queensland as the place for small businesses to start, grow and employ. The Strategy focuses on stronger advocacy for small business, simplified and coordinated service delivery and connecting small business to opportunity, while putting in place programs that help small business grow, innovate and take advantage of digital platforms.

The Queensland Government will deliver targeted support for businesses to get a better start, survive the first four years and increase their digital capabilities. It also provides specific support for regional businesses, recognising how vital they are to their local communities and the Queensland economy. Through the Strategy, the Government will be a champion for small business, with stronger advocacy at State and Federal Government levels, as well as strengthening collaboration between government and stakeholders.

The Government is aware that regulation is often critical to achieve the appropriate balance between social, economic and environmental policy objectives. However, inefficient, unnecessary or burdensome regulation or ineffective regulator engagement with business and the community can impose significant costs on SMEs and limit the viability of new and existing business operations. Ongoing regulatory reform is critical to boosting productivity, economic growth and creating employment opportunities.

The effective design, implementation, evaluation and review of regulation, as well as enhancing the performance of regulators in engaging with businesses, are critical to ensure an approach to regulation that minimises any unnecessary costs regulation imposes on business and the community.

The success of SMEs is largely dependent on their ability to compete and innovate. The regulatory framework in which SMEs operate plays an important role in facilitating both competition and innovation, thereby contributing significantly to the extent to which they can invest and grow.

Therefore, consistent with the key elements of the Advancing Small Business Queensland Strategy, a key focus of the Government's policy development and ongoing efforts to increase the viability and profitability of small to medium business is the minimisation or removal of any regulatory or administrative burden that may hinder investment, innovation or growth.

### 3.0 Queensland Government reforms to reduce red tape for SMEs

Queensland Government agencies have recently implemented, or are currently undertaking, a broad range of reviews and reforms to help address many of the key issues raised in the RTRAC Report.

In particular, many of the reforms progressed by agencies over the last 18 months highlight that agencies are already focussing on applying a risk-based approach to regulation for low-risk activities. Further, agencies continue to develop improved online resources to help inform and support businesses, including SMEs, in relation to their regulatory requirements.

Examples of key regulatory reforms recently introduced or currently being progressed by Queensland Government agencies that will provide ongoing benefits to small businesses and are relevant to the key themes outlined in the report and the three priority industry sectors reviewed by RTRAC include:

#### Reducing regulatory creep

- Amendments to DNRM's Water Regulation 2002 provide for landowners to install their own water meters, undertake self-reading of water meters and submit meter readings online.
- DEHP has embraced a regulatory model of risk-based regulation that sets clear environmental outcomes based on environmental risk and enables industry and business to determine how to meet, sustain and achieve those outcomes.
- QH has developed a number of guidelines to provide guidance to food businesses and authorised persons on the administration and enforcement of the Food Act and to promote consistency. In addition to these guidelines, the QH website includes a variety of information and factsheets including a food business self-assessment guide 'Know your food business'. The Food Regulation 2016 was also recently amended to expand the list of low risk foods which are not considered licensable food businesses, thereby reducing regulatory burden on these low risk businesses.
- WHSQ, WorkCover Queensland, the Electrical Safety Office and the Workers' Compensation Regulator have established a One Stop Shop (single website and telephone number) for work health and safety and workers' compensation services for employers and workers in Queensland. This reduces confusion and duplication for the public and ensures that internal services are as streamlined as possible, reducing costs and inconsistencies. The process of notifying WHSQ of a workplace incident and then submitting a claim to WorkCover has also been streamlined so employers can do both at the same time, making the system easier to use and more efficient.

#### Improving regulator engagement

- Uncommenced provisions of DNRM's Water Reform and Other Legislation Amendment Act 2014 (WROLA 2014) establish a more streamlined framework for the allocation, planning and use of water. This includes a more efficient process for the conversion of existing water entitlements to tradable water allocations; a simpler process for undertaking administrative transactions with existing water licences; and more flexible regulation of water service

providers. Importantly, the prescribed requirements for strong public consultation to support planning processes are retained in the new framework. DNRM will work closely with its stakeholders, including through peak industry bodies, to ensure that they understand the new planning framework and how it may benefit them.

- DSITI, through the One-Stop Shop initiative, is working with DTESB to identify opportunities to leverage One-Stop Shop capabilities to improve access to (including streamlining and personalisation) information to help businesses understand their licensing requirements when starting up. An initial pilot focussed on making it easier for a business to navigate the regulatory landscape to set up a cafe is expected to be released in late 2016. Work is also underway to increase the digital and customer experience maturity across Government. This includes improving capabilities in relation to customer centric digital service design.
- Under the Advancing Small Business Queensland Strategy 2016-20, DTESB is establishing the role of Small Business Champion. The Small Business Champion will advocate and provide a voice for small business and act as the primary interface between the Queensland and Australian Governments on small business issues. The Small Business Champion's role will include representation of Queensland at the national small business commissioners' meetings, which includes the Australian Small Business and Family Enterprise Ombudsman (ASBFEO). This will provide Queensland with ongoing opportunities to raise specific issues of interest to Queensland small businesses with Australian Government representatives.
- WHSQ is undertaking a review of its small business program to ensure they enable small business to meet the challenges of a changing economy by creating a safe environment for small business to start, grow and employ. Three main themes of the new program will be based on engagement with small business through:
  - Technology - how WHSQ utilises technology to engage with small business (e.g. webinars, YouTube 'how to' videos, online tools);
  - Self-Support – what tools and services small businesses need to support themselves; and
  - Community – how WHSQ can partner with other agencies to engage and deliver local needs to regional and remote business communities such as targeted blitzes in NSW and multi-agency community recovery programs in Queensland.

#### Improving regulatory processes

- The Office of Liquor and Gaming Regulation (OLGR) provides substantial online resources on the Queensland Government Business and Industry Portal to assist and educate licensees in relation to their compliance obligations. Some recent developments in this area include:
  - In September 2015, OLGR released a Responsible Service of Alcohol (RSA) refresher package developed for new and existing licensees and their staff that emphasises compliance with RSA provisions under the Liquor Act 1992. The Follow the Law campaign comprises five animated learning modules based on common scenarios that highlight RSA requirements, including checking identification, service of unduly intoxicated patrons, and unacceptable practices and promotions, with a quiz for completion at the end. The material is live on the Queensland Business and Industry Portal.

- In July 2016, OLGR released part 2 of the Follow the Law campaign. This package includes learning modules on complying with CCTV and crowd controller requirements; complying with noise requirements; and compliance inspections. These materials are also live on the Queensland Business and Industry Portal and again include animated learning modules.
- DILGP is currently reviewing the way in which State interests are managed through the planning system. This work is underpinned by key principles including:
  - State interests should be managed through the most appropriate and effective planning tool for delivery;
  - The State takes accountability for state issues, while local issues are a local matter;
  - State involvement is only when essential, i.e. where a matter is of particular importance, has a level of risk, or requires state expertise;
  - Amendments align with the new Planning Act, including a performance based planning focus.
  - The scope is confined to planning and development assessment, issues beyond that scope should be addressed by other means
- The review includes adjusting development assessment triggers to eliminate duplication between State and local assessment and to amend thresholds to avoid capturing matters that are not of State significance and/or over-referrals to State agencies. This will mean a simpler process for some applications, with reduced timeframes and costs.
- DTMR has streamlined processes where businesses interact with the Department, such as through improved procurement processes and guidelines. Currently DTMR is working to bring services online through the Customer Experience program, where a wide range of interactions such as driver licensing payments and reminders, vehicle inspection bookings, vehicle registration renewals and vehicle registration transfers will be made simpler and faster through online options as well as through Customer Service Centres. Options to carry out and issue Safety Certificates, Certificates of Inspection and Compliance Inspection Reports will include electronic methods, saving individuals and businesses time and money and reducing the burden of compliance.

## 4.0 Queensland Government Response and Action Plan

Following detailed consideration of the RTRAC Report by all relevant Government departments, the Queensland Government will accept or support for further investigation all 14 of the recommendations. To drive implementation of the work program to be undertaken by agencies in response to the recommendations, a detailed action plan has been developed for each recommendation. In line with the Government's key focus on supporting small business as a policy priority, the Government will be proactive in driving implementation of the response to the RTRAC Report.

To achieve this aim, specific timelines for reporting and implementing actions by agencies are outlined as part of the action plan. Treasury and DTESB will drive implementation of the response and any reforms as a matter of priority, with agencies being tasked with identifying and implementing any beneficial and appropriate reforms in these areas as soon as possible.

The Government will provide a detailed report to RTRAC on a six-monthly basis, outlining the actions taken in response to each recommendation and the outcomes achieved. It is proposed the first of these reports will be provided to RTRAC by April 2017.

To ensure momentum is maintained in driving reforms beneficial to small business, all agencies with lead responsibility for specific recommendations will be required to provide a detailed report to the Treasurer by 28 February 2017. These reports are required to outline all reforms to be undertaken by agencies and detail the program of work across Government to implement these initiatives as a matter of priority.

The Treasurer will provide the outcomes of these Reports to the Government to inform the Government's initial Report to RTRAC.

The table on the following pages outlines the Government's detailed response to each recommendation, including key issues to be considered as part of the Government's work program, and the actions to be taken by specific agencies.

**Red Tape Reduction Advisory Council Report**  
**Queensland Government Response and Action Plan**

<b>REDUCING REGULATORY CREEP</b>		
<b>Recommendation</b>	<b>Government Response</b>	<b>Action Plan</b>
<p><b>Priority recommendation 1.0</b></p> <p>Investigate and support the development of a model of regulation that promotes self-audits, particularly for low-risk activities, and streamlined record keeping and reporting to achieve regulatory objectives with a lower burden on SMEs.</p>	<p><b>ACCEPT</b></p> <p>Queensland Government agencies are currently undertaking significant reforms in a wide variety of areas relevant to small business, underpinned by a strong focus on applying or adopting a risk-based approach to regulation for low-risk activities in the context of their regulatory responsibilities.</p> <p>Any model of regulation adopted will need to be consistent with or complement the Government's existing Regulatory Impact Analysis (RIA) process.</p> <p>Reflecting the findings of the Report, investigation of appropriate regulatory models will include consideration of the Benchmark Butchers Community Program (a regulator engagement approach adopted by SafeFood Queensland) and the extent to which a similar approach may be applicable in other areas of regulation.</p> <p>In investigating regulatory models, the Queensland Government is cognisant that, given the risks associated with some activities, it is important application of any overarching model or framework should promote regulation that is proportionate to risk.</p> <p>It is critical any model adopted ensures that any cost saving or red tape reduction measures do not diminish safety standards or reduce the high level of compliance by Queensland businesses that currently exists in essential areas of regulation.</p>	<p><b>Lead agency:</b> QT</p> <p><b>Key supporting agencies:</b> OIR, QH, DJAG.</p> <p>The Treasurer will issue a Direction Notice to the independent Queensland Productivity Commission (QPC) to undertake a program of work in response to recommendations 1.0, 3.0 and 3.3 and provide a detailed report to Government in early 2017.</p> <p>The QPC's advice will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p> <p>Subject to the Government's consideration of the QPC's advice, Queensland Treasury will lead coordination and implementation across all Queensland Government regulatory agencies of any model or framework adopted as soon as possible.</p>
<p><b>Recommendation 1.1</b></p> <p>Develop online resources to educate SMEs on compliance requirements.</p>	<p><b>ACCEPT</b></p> <p>Queensland Government agencies are currently undertaking significant reforms to enhance the extent to which business can access and utilise online resources to help inform and support businesses in relation to their regulatory requirements.</p> <p>In responding to this recommendation, consideration will need to be given to how existing work in this area will inform further reforms and how best to leverage of existing reform efforts in the development and implementation of further reform.</p> <p>Access to digital solutions is critical to improving equity of access in rural and remote communities. In designing solutions to respond to this recommendation, it is important that they are designed to be accessible to all Queenslanders regardless of their ability and environment (including channel preference.)</p>	<p><b>Lead agencies:</b> DTESB, DSITI</p> <p><b>Key supporting agencies:</b> OIR, QH, DJAG</p> <p>DTESB and DSITI will jointly lead a whole of Government program of work to identify opportunities to develop and enhance online resources to educate SMEs on compliance requirements.</p> <p>DTESB and DSITI will provide a report to the Treasurer by 28 February 2017 outlining all options identified by agencies to develop and make available to small business further online resources on compliance requirements. This report will outline the program of work for the implementation of these initiatives by agencies as a matter of priority.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>

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<b>REDUCING REGULATORY CREEP</b>		
<b>Recommendation</b>	<b>Government Response</b>	<b>Action Plan</b>
<p><b>Recommendation 1.2</b></p> <p>Consider options for a format for food safety inspections to be applied by local council inspectors to ensure a greater level of consistency and certainty for SMEs in relation to compliance requirements.</p>	<p><b>ACCEPT</b></p> <p>In considering possible options in response to this recommendation, the Government will consider approaches that can be tailored to individual Council requirements, particularly for rural and regional Councils where any changes may significantly impact on resources and implementation costs.</p> <p>It is noted QH has recently implemented an extensive training program for local governments on improving food safety inspections. Continued support will be provided to local government environmental health officers, which, in turn, will assist cafes and restaurants and other small businesses impacted by relevant regulations.</p>	<p><b>Lead agency:</b> QH</p> <p><b>Key supporting agency:</b> DILGP</p> <p>QH will investigate possible options, including any necessary legislative amendments, to facilitate enhanced consistency in the application of compliance requirements by local governments.</p> <p>This work will include consideration of a priority risk classification system to help ensure a consistent classification scheme based on risk and recommended inspection frequencies.</p> <p>QH will provide a report to the Treasurer by 28 February 2017 outlining the preferred option for a format for food safety inspections to be applied by local council inspectors, including a timetable for implementation of any preferred option as soon as possible.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>
<p><b>Recommendation 1.3</b></p> <p>Streamline the process of approval of liquor licences for cafes and restaurants in relation to development approvals.</p>	<p><b>SUPPORT SUBJECT TO FURTHER INVESTIGATION</b></p> <p>The Report indicates key issues identified by hospitality businesses include a lack of coordination in some areas between liquor licensing approval and development assessment processes.</p> <p>The Government is aware a significant body of ongoing reform has been undertaken in recent years to reduce red tape, including in respect of liquor licencing for cafes and restaurants and other businesses in the hospitality sector.</p> <p>For example, the Liquor Act has formally taken a risk-based approach to licensing and compliance following the introduction of a number of reforms aimed specifically at reducing red tape for restaurants and cafes. As a result of these reforms, applicants seeking a liquor licence in respect of genuine restaurant or cafe premises are not subject to the same requirements that apply to higher-risk businesses (from an alcohol management perspective).</p> <p>Therefore, it will be important to investigate the extent to which it is practical and efficient to streamline these processes further without any unintended consequences for small business owners.</p> <p>It is also important that, while maintaining the current risk based approach to liquor licencing, any consideration of further reform in this area upholds the Government commitment to reducing alcohol fuelled violence, including in Queensland's discreet Aboriginal and Torres Strait Islander communities.</p>	<p><b>Lead agency:</b> DJAG</p> <p><b>Key supporting agency:</b> DILGP</p> <p>DJAG will lead an investigation into the extent to which liquor licence approval processes for cafes and restaurants in relation to development approvals can be further streamlined.</p> <p>DJAG will provide a report to the Treasurer by 28 February 2017 outlining views on the extent to which further reform in this area is possible and appropriate, including any actions to be undertaken if further reform options are identified.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>

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<b>REDUCING REGULATORY CREEP</b>		
<b>Recommendation</b>	<b>Government Response</b>	<b>Action Plan</b>
<p><b>Recommendation 1.4</b></p> <p>Advocate on behalf of small business to the Australian Government on the need to remove onerous and repetitive reporting requirements associated with tax and superannuation compliance for SMEs.</p>	<p><b>ACCEPT</b></p> <p>Under the Government’s Advancing Small Business Queensland Strategy 2016-20, DTESB is establishing a Small Business Champion, who will advocate and provide a voice for small business and act as the primary interface between the Queensland and Australian Governments on small business issues.</p> <p>The Small Business Champion’s role will include representation of Queensland at the national small business commissioners’ meetings, which includes the Australian Small Business and Family Enterprise Ombudsman (ASBFEO). This will provide Queensland with ongoing opportunities to raise specific issues relevant to this recommendation with appropriate Australian Government representatives.</p>	<p><b>Lead agency:</b> DTESB</p> <p><b>Key supporting agencies:</b> DPC, QT</p> <p>DTESB, through the Small Business Champion, will lead efforts to advocate on behalf of small business to the Australian Government on the issues raised as part of this recommendation.</p> <p>Upon appointment, the Small Business Champion will discuss the issues raised with Australian Government representatives and the Australian Small Business and Family Enterprise Ombudsman through the quarterly National Small Business Commissioner meetings.</p> <p>DTESB will provide a report to the Treasurer by 28 February 2017 outlining key actions that have been taken or will be undertaken throughout 2017 (and on an ongoing basis) to advocate on behalf of small business to the Australian Government.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>

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<b>IMPROVING REGULATOR ENGAGEMENT</b>		
Recommendation	Government Response	Action Plan
<p><b>Priority recommendation 2.0</b></p> <p>Improve the tailoring of information requirements around data already collected by businesses and identify opportunities for regulatory agencies to share information to limit the requirements on SMEs.</p>	<p><b>ACCEPT</b></p> <p>In implementing its response to this recommendation, the Government is cognisant of the importance of carefully considering any privacy implications related to data and information collected from businesses.</p> <p>Consideration will also need to be given to the appropriateness and capability of supporting data systems to facilitate improved information sharing.</p>	<p><b>Lead agencies:</b> DTESB, DSITI</p> <p>DTESB and DSITI will jointly lead a whole of Government program of work to improve the tailoring of information requirements around data already collected by businesses and identify opportunities for regulatory agencies to share information to limit the requirements on SMEs.</p> <p>DTESB and DSITI will provide a report to the Treasurer by 28 February 2017, outlining all actions identified by agencies to address this recommendation. This report will outline the program of work for the implementation of these initiatives by agencies as a matter of priority.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>
<p><b>Recommendation 2.1</b></p> <p>Advocate on behalf of small business to the Australian Government on the need to improve the 'usability' of the information currently available on wage rates.</p>	<p><b>ACCEPT</b></p> <p>Under the Government's Advancing Small Business Queensland Strategy 2016-20, DTESB is establishing a Small Business Champion, who will advocate and provide a voice for small business and act as the primary interface between the Queensland and Australian Governments on small business issues.</p> <p>The Small Business Champion's role will include representation of Queensland at the national small business commissioners' meetings, which includes the Australian Small Business and Family Enterprise Ombudsman. This will provide Queensland with ongoing opportunities to raise specific issues relevant to this recommendation with appropriate Australian Government representatives.</p>	<p><b>Lead agency:</b> DTESB</p> <p><b>Key supporting agencies:</b> DPC, QT</p> <p>DTESB, through the Small Business Champion, will lead efforts to advocate on behalf of small business to the Australian Government on the issues raised as part of this recommendation.</p> <p>Upon appointment, the Small Business Champion will discuss the issues raised with Australian Government representatives and the Australian Small Business and Family Enterprise Ombudsman through the quarterly National Small Business Commissioner meetings.</p> <p>DTESB will provide a report to the Treasurer by 28 February 2017 outlining key actions that have been taken or will be undertaken throughout 2017 (and on an ongoing basis) to advocate on behalf of small business to the Australian Government.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>
<p><b>Recommendation 2.2</b></p> <p>Review and update the information available on websites for regulatory agencies and the way government engages with and informs businesses.</p>	<p><b>ACCEPT</b></p> <p>In addressing this recommendation, the Government will ensure there is a strong focus by agencies on ensuring information is provided that is meaningful and helpful to small businesses, as well as fostering ongoing cultural change in regulatory agencies.</p> <p>As part of this work, the Government will explore opportunities to leverage whole-of-government capabilities developed by the Queensland Government One-Stop Shop program.</p>	<p><b>Lead agencies:</b> DTESB, DSITI</p> <p>DTESB and DSITI will jointly lead a whole of Government program of work to review and update the information available on websites for regulatory agencies and the way government engages with and informs businesses.</p> <p>DTESB and DSITI will provide a report to the Treasurer by 28 February 2017, outlining all actions identified by agencies to address this recommendation. This report will outline the program of work for the implementation of these initiatives by agencies as a matter of priority.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>

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<b>IMPROVING REGULATOR ENGAGEMENT</b>		
Recommendation	Government Response	Action Plan
<p><b>Recommendation 2.3</b></p> <p>Further collaboration with industry associations to improve dissemination of information on regulatory compliance requirements and regulatory changes to SMEs.</p>	<p><b>ACCEPT</b></p> <p>Under the Government’s Advancing Small Business Queensland Strategy 2016-20, DTESB is establishing a Small Business Champion. DTESB and the Small Business Champion will further collaborate with industry associations to improve dissemination of information on regulatory compliance requirements and regulatory changes to SMEs.</p>	<p><b>Lead agency:</b> DTESB</p> <p><b>Key supporting agencies:</b> DAF, DEHP</p> <p>DTESB, through the Small Business Champion, will lead efforts across Government to enhance collaboration with industry associations to improve dissemination of information on regulatory compliance requirements and regulatory changes to SMEs.</p> <p>DTESB will continue to collaborate with industry associations on this issue through the Queensland Small Business Advisory Council (QSBAC) and other government-industry forums. QSBAC meetings are held quarterly.</p> <p>DTESB will provide a report to the Treasurer by 28 February 2017 outlining key actions that have been taken or will be undertaken throughout 2017 (and on an ongoing basis) to increase collaboration with industry associations.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>
<p><b>Recommendation 2.4</b></p> <p>Investigate methods to improve engagement between DNRM and water allocation holders regarding the water allocation system and regulations.</p>	<p><b>ACCEPT</b></p> <p>In investigating options in response to this recommendation, the Government will consider the extent to which a range of un-commenced provisions of the Water Reform and Other Legislation Amendment Act 2014 (WROLA 2014) may help address some of the issues related to this recommendation.</p>	<p><b>Lead agency:</b> DNRM</p> <p>DNRM will investigate possible methods to improve engagement with water allocation holders.</p> <p>DNRM will provide a report to the Treasurer by 28 February 2017 on proposed approaches to improving engagement between DNRM and water allocation holders and any actions to implement these approaches as a matter of priority.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>

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<b>IMPROVING REGULATORY PROCESSES</b>		
<b>Recommendation</b>	<b>Government Response</b>	<b>Action Plan</b>
<p><b>Priority recommendation 3.0</b></p> <p>Investigate and implement a regulatory performance framework to monitor and provide an innovative approach to improving the performance of regulatory agencies.</p>	<p><b>ACCEPT</b></p> <p>Reflecting the findings of the Report, investigation of appropriate frameworks will include consideration of the Commonwealth Government’s Regulator Performance Framework, including the extent to which key elements of that framework are applicable or appropriate in the Queensland context.</p> <p>Any regulatory performance framework adopted will need to be consistent with or complement the Government’s existing RIA process.</p> <p>In investigating and implementing a regulatory performance framework, consideration will need to be given to any additional administrative burden imposed on regulatory agencies.</p> <p>In investigating relevant aspects of any proposed framework, the Queensland Government is cognisant that, given the risks associated with some activities, the application of any framework should promote regulation that is proportionate to risk.</p> <p>It is critical any framework adopted ensures that any cost saving or red tape reduction measures do not diminish safety standards or reduce the high level of compliance by Queensland businesses that currently exists in essential areas of regulation.</p>	<p><b>Lead agency:</b> QT</p> <p><b>Key supporting agency:</b> DTESB</p> <p>The Treasurer will issue a Direction Notice to the independent Queensland Productivity Commission (QPC) to undertake a program of work in response to recommendations 1.0, 3.0 and 3.3 and provide a detailed report to Government on this work in early 2017.</p> <p>The QPC’s advice will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p> <p>Subject to the Government’s consideration of the QPC’s advice, Queensland Treasury will lead coordination and implementation across all Queensland Government regulatory agencies of any model or framework adopted as soon as possible.</p>
<p><b>Recommendation 3.1</b></p> <p>Increase the use of online platforms to enable SMEs to complete online applications for licences, permits, notifications, approvals, etc.</p>	<p><b>ACCEPT</b></p> <p>In responding to this recommendation, the Government will ensure there is a strong focus by agencies on ensuring information provided via online platforms in relation to applications for licences, permits, notifications and approvals is meaningful and helpful to small businesses.</p> <p>As part of this work, the Government will explore opportunities to leverage whole of government capabilities developed by the Queensland Government One-Stop Shop program.</p> <p>Consideration will also need to be given to the appropriateness, capability and compatibility of agency databases and ICT systems to facilitate the increased availability of online applications.</p> <p>Access to digital solutions is critical to improving equity of access in rural and remote communities. In designing solutions it is important that they are designed to be accessible to all Queenslanders, regardless of their ability and environment (including channel preference.)</p>	<p><b>Lead agencies:</b> DTESB, DSITI</p> <p>DTESB and DSITI will jointly lead a whole of Government program of work to increase the use of online platforms to enable SMEs to complete online applications for licences, permits, notifications, approvals, etc.</p> <p>DTESB and DSITI will provide a report to the Treasurer by 28 February 2017 outlining all options identified by agencies to increase the use of online platforms. This report will outline the program of work for the implementation of these initiatives by agencies as a matter of priority.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>

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<b>IMPROVING REGULATORY PROCESSES</b>		
<b>Recommendation</b>	<b>Government Response</b>	<b>Action Plan</b>
<p><b>Recommendation 3.2</b></p> <p>Review time limits on regulatory approval processes with the aim of reducing the timeframes of regulatory decisions.</p>	<p><b>ACCEPT</b></p> <p>In reviewing time limits on regulatory approval processes, the Government is aware that timeframes can in some cases be impacted by external factors or approval processes controlled by other levels of Government or other bodies. Where such impediments are identified, the Government will seek to work with other levels of Government and relevant stakeholders to address these issues.</p> <p>The Government is aware revised Development Assessment (DA) Rules are currently subject to transitioning by councils. These changes reflect the outcomes of substantial previous consultation on key issues, including regulatory approval timeframes. Given local governments may be making significant investment in technological systems to facilitate introduction of the new framework in mid-2017, it would not be appropriate to undertake a further review of the statutory timeframes imposed in the DA Rules at this time.</p> <p>The Government is aware Queensland has adopted national model WHS legislation, which includes nationally consistent timeframes for approval processes.</p>	<p><b>Lead agency:</b> QT</p> <p><b>Key supporting agency:</b> DLGIP</p> <p>Queensland Treasury will lead a whole of Government review of time limits on relevant regulatory approval processes with the aim of identifying opportunities to reduce the timeframes of regulatory decisions. Treasury will provide a report to the Treasurer by 28 February 2017, outlining all options identified by agencies to potentially reduce time limits on regulatory approval processes. This report will outline the program of work for the further development and implementation of these initiatives by agencies as a matter of priority.</p> <p>This report will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p>
<p><b>Recommendation 3.3</b></p> <p>Implement targeted training programs to improve capabilities within regulatory agencies on key issues.</p>	<p><b>ACCEPT</b></p> <p>In developing and implementing targeted training programs, the Government is aware training must be complementary to existing RIA requirements, while provision of training needs to be an ongoing responsibility to maintain capability in regulatory agencies.</p> <p>The Government is also committed to ensuring that agencies are cognisant of the need to ensure their engagement with business and the community is culturally appropriate.</p>	<p><b>Lead agency:</b> QT</p> <p>The Treasurer will issue a Direction Notice to the independent Queensland Productivity Commission (QPC) to undertake a program of work in response to recommendations 1.0, 3.0 and 3.3 and provide a detailed report to Government on this work in early 2017.</p> <p>The QPC's advice will be considered by the Government and inform a detailed report on implementation of reforms, to be provided by the Government to RTRAC by April 2017.</p> <p>Subject to the Government's consideration of the QPC's advice, Queensland Treasury will work closely with the QPC to help facilitate the QPC's delivery of appropriate regulatory training programs as soon as possible.</p>

### Queensland Government Departments - list of abbreviations

DTESB	Department of Tourism, Major Events, Small Business and the Commonwealth Games	DILGP	Department of Infrastructure, Local Government and Planning
DSITI	Department of Science, Information Technology and Innovation	DTMR	Department of Transport and Main Roads
DNRM	Department of Natural Resources and Mines	OIR	Office of Industrial Relations
DEHP	Department of Environment and Heritage Protection	QT	Queensland Treasury
QH	Queensland Health	DJAG	Department of Justice and Attorney-General
WHSQ	Workplace Health and Safety Queensland	DPC	Department of the Premier and Cabinet
OLGR	Office of Liquor and Gaming Regulation	DAF	Department of Agriculture and Fisheries