

APPENDIX 1: LEGISLATION ADMINISTERED BY DNRME

Aboriginal and Torres Strait Islander Land Holding Act 2013

Aboriginal Land Act 1991 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships; and the Attorney-General and Minister for Justice)

Acquisition of Land Act 1967

Alcan Queensland Pty. Limited Agreement Act 1965 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships) (Sch)

Allan and Stark Burnett Lane Subway Authorisation Act 1926

Building Units and Group Titles Act 1980 (except to the extent administered by the Attorney-General and Minister for Justice; sections 5, 5A, 119, 133 and 134 jointly administered with the Attorney-General and Minister for Justice)

Cape York Peninsula Heritage Act 2007 (except to the extent administered by the Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts)

Central Queensland Coal Associates Agreement (Amendment) Act 1986 (to the extent that it is relevant to mining or resource management matters)

Central Queensland Coal Associates Agreement Act 1968 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships); (Sch pt III) (Sch 1 pt III – to the extent that it is relevant to mining or resource management matters)

Central Queensland Coal Associates Agreement Amendment Act 1989 (to the extent that it is relevant to mining or resource management matters)

Central Queensland Coal Associates Agreement and Queensland Coal Trust Act 1984 (to the extent that it is relevant to mining or resource management matters)

Century Zinc Project Act 1997 (sections 9 and 10)

Coal Mining Safety and Health Act 1999

Commonwealth Aluminium Corporation Pty. Limited Agreement Act 1957 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Electricity Act 1994

Electricity-National Scheme (Queensland) Act 1997

Electronic Conveyancing National Law (Queensland) Act 2013

Energy and Water Ombudsman Act 2006

Explosives Act 1999

Foreign Governments (Titles to Land) Act 1948

Foreign Ownership of Land Register Act 1988

Fossicking Act 1994 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Gas Supply Act 2003

Geothermal Energy Act 2010 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Gladstone Power Station Agreement Act 1993

Greenhouse Gas Storage Act 2009

Ipswich Trades Hall Act 1986

Lake Eyre Basin Agreement Act 2001 (except to the extent administered by the Minister for Environment and Heritage Protection and Minister for National Parks and the Great Barrier Reef)

Land Access Ombudsman Act 2017

Land Act 1994 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships; and the Minister for Transport and Main Roads to the extent it is relevant to the Pentland Biofuels Project of Renewable Developments Australia Pty Ltd in the plan area of the Water Resource (Burdekin Basin) Plan 2007)

Land Title Act 1994

Land Valuation Act 2010

Liquid Fuel Supply Act 1984

Mineral and Energy Resources (Common Provisions) Act 2014

Mineral Resources Act 1989 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Mining and Quarrying Safety and Health Act 1999

Mount Isa Mines Limited Agreement Act 1985 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

National Energy Retail Law (Queensland) Act 2014

National Gas (Queensland) Act 2008

Native Title (Queensland) Act 1993

New South Wales Queensland Border Rivers Act 1946

Nuclear Facilities Prohibition Act 2007

Offshore Minerals Act 1998 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Petroleum (Submerged Lands) Act 1982 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Petroleum Act 1923 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Petroleum and Gas (Production and Safety) Act 2004 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Place Names Act 1994

Queensland Nickel Agreement Act 1970 (Sch pts II-III (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships), VI and VII) (to the extent that it is relevant to mining or resource management matters)

Queensland Nickel Agreement Act 1988 (to the extent that it is relevant to mining or resource management matters)

Registration of Plans (H.S.P. (Nominees) Pty. Limited) Enabling Act 1980

Registration of Plans (Stage 2) (H.S.P. (Nominees) Pty. Limited) Enabling Act 1984

River Improvement Trust Act 1940

Soil Conservation Act 1986

Soil Survey Act 1929

South East Queensland Water (Restructuring) Act 2007 (in so far as the Minister is a jointly Responsible Minister for the purpose of Chapter 2 of this Act)

South-East Queensland Water (Distribution and Retail Restructuring) Act 2009

Starcke Pastoral Holdings Acquisition Act 1994

Stock Route Management Act 2002

Survey and Mapping Infrastructure Act 2003

Surveyors Act 2003

Thiess Peabody Coal Pty. Ltd. Agreement Act 1962 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)

Thiess Peabody Mitsui Coal Pty. Ltd. Agreements Act 1965 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships; and the Minister for Transport and Main Roads)

Torres Strait Islander Land Act 1991 (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships; and the Attorney-General and Minister for Justice)

Valuers Registration Act 1992

Vegetation Management Act 1999



Water (Commonwealth Powers) Act 2008

Water Act 2000 (except to the extent administered jointly with the Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts) Minister for Transport and Main Roads to the extent it is relevant to the Water Resource (Burdekin Basin) Plan 2007. Chapter 1A, Chapter 2A, Chapter 4 (to the extent that it is relevant to Category 1 Water Authorities), Chapter 9 Part 2 and, to the extent relevant to all these parts, Chapters 5, 6 and 7) Chapter 8, s. 999 and Part 4A Chapter 8, Part 5 (jointly administered with the Minister for Environment and the Great Barrier Reef, Minister for Science and Minister for the Arts)

Water Efficiency Labelling and Standards (Queensland) Act 2005

Water Supply (Safety and Reliability) Act 2008

Yeppoon Hospital Site Acquisition Act 2006

APPENDIX 2: PERFORMANCE STATEMENT

Natural Resource Management services

The objective of this service area is the sustainable management of Queensland's land and water resources, and the provision of accurate, timely knowledge of the department's property and spatial information resources.

This service area administers land, the vegetation management framework and water (including issuing licences, permits, leases and other dealings), and resolves native title claims, allocates unallocated state land and water, manages unallocated state land, promotes water trading through market mechanisms, administers the Titles Registry, issues land valuations and maintains Queensland's spatial data.

This service area includes two material services:

- sustainable management of Queensland's land and water resources services
- accurate, timely knowledge of property and spatial information resources services.

DEPARTMENT OF NATURAL RESOURCES, MINES AND ENERGY	NOTES	2017–18 TARGET/ ESTIMATE	2017–18 ACTUAL
SERVICE AREA: NATURAL RESOURCE MANAGEMENT			
SERVICE: SUSTAINABLE MANAGEMENT OF QUEENSLAND'S LAND AND WATER RESOURCES			
Service standards			
Effectiveness measure			
Percentage of native title claims resolved by agreement between the parties	1	> 50%	100%
Reliability of the state's water monitoring networks	2	90%	95%
Average cost (\$) per valuation	3	< \$24	\$13
SERVICE: ACCURATE, TIMELY KNOWLEDGE OF PROPERTY AND SPATIAL INFORMATION RESOURCES			
Accuracy of title dealings registered	4	99.5%	99.8%
Average percentage adjustment to annual statutory land valuations that are objected to	5	≤ 15%	3.97%

DEPARTMENT OF NATURAL RESOURCES, MINES AND ENERGY	NOTES	2017-18 TARGET/ ESTIMATE	2017-18 ACTUAL
Percentage of Titles Registry dealings processed within 5 days	6	90%	93%
Percentage of properly made objections lodged against annual statutory land valuations for properties ≤ \$5 million, decided within customer service standards	7	85%	81%
Average cost (\$) per online spatial services accessed	8	Improvement year on year	\$0.04
OTHER MEASURES			
Overall stakeholder satisfaction with Queensland's engagement on water supply policy issues	9	80%	Not available
Percentage of the state's drinking water services that have appropriate drinking water quality monitoring and response frameworks in place	10	100%	96%
Average cost to approve amendments to drinking water quality management plans	11	< \$1440	\$950
Average cost per participant of support provided to implement and deliver workshops and visits	12	< \$400	\$385
Cost per non-commercial asset to ensure the safe management of state-owned assets each year:			
• average cost per non-referable water asset in the non-commercial asset portfolio	13	< \$12 500	\$9830
• average cost per referable dam in the non-commercial asset portfolio	14	\$299 500	\$234 651

Notes

- This is a cumulative target. The target for 2017–18 was exceeded. Of the nine determinations achieved since July 2017, 100% have been achieved by consent.
- The target for 2017–18 was exceeded. This is a measure of the availability, accuracy and timeliness of data that underpins the department's water planning and management activities, and is used by the Bureau of Meteorology to deliver flood monitoring and warning across Queensland.
- This measure provides an indication of the cost-efficiency of this area fulfilling its intended outcome of Queenslanders having access to reliable and accurate statutory land valuations. The actual cost was well within the target for 2017–18.
- The target for 2017–18 was exceeded. This is a measure of accuracy of title dealings registered and provides insight into the effectiveness of this service area fulfilling its objective of providing accurate, timely knowledge of our property and spatial information resources.
- This measure provides insight into the effectiveness of this service of providing Queenslanders with accurate, timely knowledge of our property and spatial information resources. This measure of the average percentage adjustment to land valuations that are adjusted due to meritorious objections is an indicator of the accuracy of the land valuations. The actual for 2017–18 was well under the target.

6. The target for 2017–18 was exceeded. This is a measure of timeliness and accuracy, combined to deliver an effectiveness measure in processing Titles Registry dealings. It indicates the currency of such information in the titles registers and that accurate, timely knowledge of our property and spatial information resources is available.
7. This target for 2017–18 was not met. The customer service standard for this measure is 60 working days from objection closure period. Meeting the customer service standard ensures reliable and accurate valuation information is provided to key stakeholders, such as local governments and the Office of State Revenue, in a timely manner to alleviate budget impacts. As at 31 July 2017, 81% (or 92% excluding telecommunication objections) of properly made objections lodged against annual statutory land valuations for properties valued at \$5 million or less have been decided within the client service standard.
8. This measure of cost efficiency is based on the average cost to provide online spatial services (salary costs only). The average cost depends on the number of web services accessed. The baseline target for 2017–18 is to keep the average cost per online spatial service accessed at less than or equal to \$50. Capturing and managing foundation spatial data is critical to support Queensland, as it provides consistent and reliable land and spatial information for business planning and decision-making. The actual cost was well within the target for 2017–18.
9. This annual survey of key stakeholders regarding engagement by the former Department of Energy and Water Supply on Queensland's water supply policy issues (at both state and national levels) was discontinued in 2017, therefore no data is available.
10. Over the reporting period there was a high level of compliance with the drinking water regulatory framework by most providers. However, a small number of providers did not provide annual reports by the reporting deadline. All providers had approved drinking water quality management plans. The performance of this measure as at December 2017 was also reported in the *Department of Energy and Water Supply final report 2017*.
11. The department considers major amendments by providers to drinking water quality management plans against the criteria set in the *Water Supply (Safety and Reliability) Act 2008* and the *Drinking water quality management plan guideline*, and approves compliant plans to ensure the ongoing safety of drinking water supplied to communities. The department's assessment process was adjusted to improve efficiency during the final period, but it is uncertain whether these efficiencies have been achieved due to the short implementation time frame with respect to the reporting period. The performance of this measure as at December 2017 was also reported in the *Department of Energy and Water Supply final report 2017*. The actual cost was well within the target for 2017–18.
12. This measure provides an indication of cost efficiency by measuring the average costs incurred by the department to conduct workshops and/or visit the regions to administer support programs to assist regulated entities achieve compliance. By providing workshops and face-to-face visits, the department supports the regulated entities in developing a greater understanding of the regulatory framework, while improving the implementation and facilitation of workshops. The performance of this measure as at December 2017 was also reported in the *Department of Energy and Water Supply final report 2017*. The actual cost was well within the target for 2017–18.
13. This measure attempts to capture the direct cost of safely managing each dam, weir and structure within the non-commercial assets portfolio against the cost of operational staff based in Rockhampton. This measure sought to demonstrate the department meeting industry best practice standards in managing the asset portfolio consisting of 21 structures and associated land, plant and equipment across Queensland. The performance of this measure as at December 2017 was also reported in the *Department of Energy and Water Supply final report 2017*. The actual cost was well within the target for 2017–18.
14. Referable dams are those that have a population of two or more persons at risk in the event of possible dam failure. The performance of this measure as at December 2017 was also reported in the *Department of Energy and Water Supply final report 2017*. The actual cost was well within the target for 2017–18.

Minerals and Energy Resources services

The objective of this service area is to ensure the responsible use of our minerals and energy resources.

This service area provides geoscientific and resource information to enable a series of resource functions to be undertaken, including:

- acquisition of geoscience information
- administration of permits for mining, petroleum (including gas) and geothermal and carbon sequestration and storage activities
- management of baseline data and monitoring data to predict the groundwater impacts associated with coal seam gas extraction
- coordination and progress of complaints relating to the on-ground impacts of resource development
- oversight of the safety and health of workers in Queensland’s mining, explosives and petroleum and gas industries and affected communities
- licensing the use of explosives and gas
- identification of critical resources requiring protection for future use.

This service area includes two material services:

- mine safety and health services
- mineral, coal, petroleum and gas services.

DEPARTMENT OF NATURAL RESOURCES, MINES AND ENERGY	NOTES	2017-18 TARGET/ ESTIMATE	2017-18 ACTUAL
SERVICE AREA: MINERALS AND ENERGY RESOURCES			
SERVICE: MINE SAFETY AND HEALTH			
Lost time injury frequency rate (injuries per million hours) in the mining and quarrying industries		< 3.3	2.7
Percentage of scheduled audits and inspections completed within prescribed times	1	90%	100%
Average cost per mine safety licence issued (\$/licence)	2	2.5% improvement per annum	3.9%

DEPARTMENT OF NATURAL RESOURCES, MINES AND ENERGY	NOTES	2017–18 TARGET/ ESTIMATE	2017–18 ACTUAL
SERVICE: MINERAL, COAL, PETROLEUM AND GAS			
Percentage of mining exploration applications decided within 12 months	3	90%	97%
Average cost of all tenure processing transactions	4	Improvement year on year	\$1504
OTHER MEASURES			
Overall stakeholder satisfaction with Queensland's engagement on national and state energy policy issues	5	80%	Not available
Average cost of support and assistance provided per vulnerable household to manage energy use	6	< \$1	< \$1
Level of compliance with energy regulatory requirements by electricity generation, transmission and distribution entities, and special approval holders and gas distribution entities:			
<ul style="list-style-type: none"> compliance monitoring of electricity and gas licence holders (including annual reporting and fees) 	7	90%	Not available
<ul style="list-style-type: none"> complete applications for electricity and gas authorities assessed within 4 months of receipt of all information and withstand scrutiny under judicial review 	8	90%	Not available
Community infrastructure designation requests processed within 4 months of receipt of all information to the relevant minister and withstand scrutiny under judicial review	9	90%	Not available
Cost per biofuels exception application assessed	10	< \$4680	\$3610

Notes:

- The target for 2017–18 was exceeded. This measure provides insight into the effectiveness of mine safety and health services fulfilling the objective of enabling safe and healthy resources industries. The department schedules audits and inspections according to priority, based on a risk assessment that is revised monthly. Timeliness in carrying out audits and inspections according to this schedule shows the degree of opportunity that exists for safety and health issues to be identified in workplaces, especially higher risk workplaces.
- The target for 2017–18 was exceeded. The measure of cost efficiency is based on the average cost to issue either gas work, shotfirer or fireworks operator licences, rolling over a 5-year period (2013–17).
- The target for 2017–18 was exceeded. This measure of timeliness demonstrates how efficiently industry proponents are receiving well-considered decisions on their mining exploration applications. Mining exploration applications include new applications with respect to minerals.
- This measure of efficiency in tenure processing dealings is of all transactions lodged manually and through MyMines Online, and all fossicking-related transactions. The baseline target for 2017–18 is to keep the average cost of transactions at less than or equal to \$2200. The actual cost was well within the target for 2017–18.

5. This annual survey of key stakeholders regarding engagement by the former Department of Energy and Water Supply on Queensland's energy policy issues (at both state and national levels) was discontinued in 2017, therefore no data is available.
6. This measure captures the average cost of providing support and assistance to vulnerable households in managing energy use, and interacting with and understanding the energy market. The performance of this measure as at December 2017 was also reported in the *Department of Energy and Water Supply final report 2017*. The target for 2017–18 was met.
7. This measure has been discontinued as it does not demonstrate that energy regulatory requirements are being complied with—only on the activities undertaken by the department. The performance of this measure as at December 2017 was reported in the *Department of Energy and Water Supply final report 2017*.
8. This measure was also discontinued and its performance as at December 2017 was reported in the *Department of Energy and Water Supply final report 2017*.
9. This measure was discontinued in 2017 by the former Department of Energy and Water Supply when the role transitioned to another ministerial portfolio, therefore no data is available.
10. This measure captures the cost efficiency of the department in supporting exemption application decisions, by supporting eligible applicants through tasks including arranging the pre-lodgement meeting (noting this stage is optional for applicants), registering and tracking application documentation, information assessments, preparation of draft and final decision documentation, liaison with legal services and correspondence with the applicants. The department will continuously improve its assessment practices and education of regulated businesses. The performance of this measure as at December 2017 was also reported in the *Department of Energy and Water Supply final report 2017*. The actual cost was well within the target for 2017–18.

Strategic plan key performance indicators

Strategic objective 1: Sustainable management of Queensland's land and water resources

We measure our sustainable management of land and water resources using the following key performance indicators:

- **Greenhouse gas emissions from native vegetation clearing**—This is a long-term measure (2015–18) of the reduction of greenhouse gas emissions due to native vegetation management in Queensland. As at 2016, the greenhouse gas emissions (Mt CO₂-e) from land use, land-use change and forestry (deforestation) was 10.77 Mt CO₂-e. This was a 12.3 per cent reduction from the previous year, which was 12.28 Mt CO₂-e. This statistic is based on the federal government's Australian National Greenhouse Accounts for 2016 (2017 report is not yet available).
- **Water catchments with sustainable water allocations**—This measure relates to the number of catchments that have clearly defined water allocations with sustainable volumetric limits (i.e. no over allocation). During 2018–19, the last unregulated catchment (in Cape York) will be brought within the water planning framework and the department will commence development of a methodology for assessing catchment sustainability.
- **Sediment and nutrient levels in Great Barrier Reef catchment streams**—There is no report card being published by the Office of the Great Barrier Reef in 2017–18. Models are being rebuilt with the most up-to-date data inputs—such as new management practice adoption data, land use, groundcover, gully maps and new science—to allow the department to provide modelled load reduction estimates for the 2019 report card with improved confidence in estimates.
- **Number of native title determinations achieved by consensus**—In 2017–18, a total of nine native title determinations were achieved by consensus. Four of these determinations included a tenure resolution Indigenous land use agreement.
- **Percentage of state land allocated for use**—To ensure the sustainable management of state land resources, the department allocates parcels of unallocated state land to its most appropriate tenure and use. There has been a 7.2% reduction in the

number of allocated state land parcels controlled by DNRME, from 19 424 in 2013–14 to 18 019 in 2017–18. The allocated parcels contribute a wide range of benefits to Queensland, including land for future development, land for use by local government to deliver services to communities, land to be safeguarded for environmental purposes and land for Indigenous ownership to enhance economic development and cultural activities.

Strategic objective 2: Responsible use of our minerals and energy resources

We measure the responsible use of minerals and energy resources using the following key performance indicators:

- **Industry incident rates**—The industry lost time injury frequency rate for 2017–18 was 2.7 (target is less than 3.3).
- **Australian minerals and energy exploration occurring in Queensland**—Australian Bureau of Statistics data regarding exploration expenditure shows that Queensland's expenditure and share of total Australian expenditure have increased over the 12 months to March 2018 (June data is not yet available), particularly in the case of petroleum exploration.
- **Geological knowledge expanded**—The department's geological knowledge base continued to grow. The annual target is 10 per cent growth. In 2017–18, there was an increase in data of over 25 per cent. This includes geoscience data, exploration reports, seismic surveys, aerial geophysical surveys, surface geology sites, mineral occurrence sites and geochemical assays.
- **Global cost competitiveness**—This measure demonstrates that the Australian and Queensland resources industry is improving its productivity and is maintaining its overall global rank as a top producer for several commodities. The target for this measure is that Queensland maintains or improves its market share based on 12 months to March 2018 data (June 2018 data is not yet available). Australia's market share of global exports has fallen slightly for metallurgical coal, various mineral commodities and liquefied natural gas in 2017–18. Queensland projects are spread across industry cost curves, with overall competitiveness similar to previous years (source: Australian Bureau of Statistics unpublished data, AME group, S&P Global Market Intelligence).

Strategic objective 3: Accurate, timely knowledge of our property and spatial information resources

We measure the accuracy and timeliness of our property and spatial information using the following key performance indicators:

- **Accuracy of titling systems**—Accuracy of Titles Registry records ensures that Queenslanders' property rights with respect to land and water resources are certain. Over the past several years, registration accuracy has been consistently measured at 99 per cent each year, exceeding the target of 99.5 per cent. Lodgements volumes in 2017–18 were more than 10 per cent higher than five years ago.
- **Accuracy of land valuations**—The department seeks to maintain public confidence in the land valuation system and that Queensland land valuations meet internationally recognised standards of accuracy and uniformity. Coefficient of dispersion is one way to measure rural assurance; however, it is not always the most accurate measure due to the variance in property size and land type across a local government area.
- **Growth in spatial systems data usage**—The department's target was 20 per cent annual growth in online spatial services in the 2015–16, 2016–17 and 2017–18 financial years. While this target was achieved in the first two years, this year has seen an 11.8 per cent growth, representing over 450 million additional downloads, requests and queries. Changes in the products offered have impacted the way in which growth is measured and, as volumes have increased, large increases now only represent small percentage increase.

Strategic objective 4: Great services, great place to work

We measure our ability to provide great services and a great place to work using the following key performance indicators:

- **Wellness and injury rates of our people**—Since the formation of DNRME, the department's average for lost time injury frequency rate was 1.66, meeting its target of less than three days lost per million working hours (compared with the industry rate of 6.9). Unscheduled absence since the formation of DNRME was 4.78 (as at 25 May 2018), and the average unscheduled absence (January – June 2018) was 4.41 per cent, which is higher than the public sector average of 4.11 per cent.
- **On-time delivery of our services**—We measured on-time delivery of our services through various measures, which included 97 per cent of mining exploration applications being decided within 12 months, exceeding the 2017–18 target. Business improvement measures are being implemented within the Petroleum and Gas Hub, ensuring that later development plans will be considered and decided within the three month timeline—90 per cent of later development plan applications for coal mining leases were decided within three months (90 days) in 2017–18. As at 31 July 2017, 81 per cent (or 92 per cent excluding telecommunication objections) of properly made objections lodged against annual statutory land valuations for properties valued at \$5 million or less were decided within the client service standard. The percentage of Titles Registry dealings processed within five days exceeded the 90 per cent target.
- **Performance and development agreements in place for our people**—As at 30 June 2018, more than 90 per cent of Director-General direct reports had performance and development agreements in place. This target cascades to senior executive, senior officer and all other supervisory role performance and development agreements, to ensure all staff have agreements in place.
- **Working for Queensland survey**—The department aims to achieve increases in nominated Working for Queensland survey target areas. As at the time of compiling this report, trend information on this measure was not yet available.
- **Workforce profile**—The department continues to progress towards the 2022 diversity and inclusion

targets to ensure our workforce represents the community we serve:

- 50% women in senior roles
 - 3% Aboriginal peoples and Torres Strait Islanders
 - 8% people with disability
 - 10% non–English speaking background.
- **Active consultation for policy development and service improvement**—During 2017–18, the department ensured that there was consultation on 100 per cent of unique policy or service initiative topics considered by Cabinet that were intended to result in a change of government policy or service.

APPENDIX 3: REPORT OF THE REGULATOR'S ACTIVITIES UNDER THE WATER SUPPLY (SAFETY AND RELIABILITY) ACT 2008

Under the *Water Supply (Safety and Reliability) Act 2008* (the Act), the chief executive of the department, as the regulator, is responsible for a number of duties including the preparation of an annual report. Other functions include maintaining a register of service providers and monitoring compliance. Regulated activities include drinking water quality, recycled water and performance reporting. Water Supply Regulation within Operations Support is the unit responsible for managing the department's water quality and performance regulation responsibilities. Throughout this appendix, 'the regulator' means 'Water Supply Regulation'.

Voluntary compliance is encouraged and supported by the regulator through the provision of information and advice. However, enforcement activities may be required from time to time when service providers do not meet their obligations under the Act.

This summary is the regulator's report for the period 1 July 2017 to 30 June 2018.

Service provider registrations

Under the Act, an entity that supplies water and/or sewerage services must apply for registration. Currently there are 180 registered service providers, 83 of which are drinking water service providers. These 83 service providers are responsible for the operation of 266 potable schemes, for which data is provided annually to the regulator. In 2017–18, two new service providers were registered, two were cancelled and two service providers changed their registration details.

Drinking water quality

Drinking water service providers are local councils or other businesses that charge a fee for treating, transmitting or reticulating water for drinking purposes. Each provider is required to develop and have in place a drinking water quality management plan (DWQMP) within 12 months after their registration. All DWQMPs are submitted to the regulator for assessment and approval. There are regulatory processes in place that allow the regulator to ensure that DWQMPs meet the required criteria before approval is granted. Once approved, a DWQMP must be complied with and regularly reviewed, audited and amended to ensure it remains current and accurate. Amended DWQMPs must be re-approved by the regulator.

Currently there are 83 service providers with an approved DWQMP. During 2017–18, the regulator assessed 65 amendments to plans.

In accordance with their approved DWQMP, all registered drinking water service providers are required to:

- monitor their drinking water quality
- report drinking water quality incidents to the regulator.

Drinking water quality incidents

Drinking water service providers need to specify in their DWQMPs how they manage public health risks associated with their drinking water supply, and monitor an appropriate range of water quality parameters. The water quality parameters monitored are specific for each water supply and may differ from one provider to the next. Accordingly, water samples are taken regularly at nominated locations and tested for these specific parameters. The regulator

uses the health guideline values set under the *Australian drinking water guidelines* as water quality standards, and any exceedance of these standards must be reported to the regulator as ‘incidents’. Some types of events that have the potential to impact on water quality and cannot be managed using the providers’ existing preventive measures must also be reported to the regulator. The regulator works closely with Queensland Health to monitor how the service provider manages the incidents that could potentially pose a risk to public health.

There have been 2132 drinking water quality incidents reported to the regulator since January 2009. Of these, 234 were reported in the 2017–18 financial year, with:

- 23 ‘non-reportable’ (incidents that, when investigated, did not fit within the definition of an incident that is required to be reported)
- 70 relating to detections of *Escherichia coli*
- nine relating to detections of *Cryptosporidium* and *Giardia*
- 64 relating to various chemical parameters exceeding a health guideline value
- 57 events (incidents that have the potential to impact on water quality and cannot be managed using the providers’ existing preventive measures)
- 20 relating to parameters with no water quality criteria (detections of parameters without health guideline values must be reported if they cannot be managed under the approved plan and public health may be impacted).

Performance reporting

Relevant drinking and sewerage service providers are required to report annually on key performance indicators. All 76 service providers required to provide a performance report to the regulator met their reporting timeframes. The accuracy of the data being reported has improved and the department has further refined and improved the key performance indicators that must be reported against. The data provided by service providers is checked for accuracy, collated and made available by the department on the Queensland Government website located at www.data.qld.gov.au.

Publishing requirements

Registered water service providers are required to prepare and publish a number of documents and reports relevant to the water and sewerage services they provide for their customers. Electronic online publication of these documents offers open transparency and confidence to customers, including a means to access and download the information free of charge. The list of relevant documents, which the majority of service providers must publish online, includes:

- customer service standards for water and sewerage
- drinking water quality management plan (annual) reports
- performance reports
- recycled water management plan annual reports
- any guidelines for preparing a water efficiency management plan
- any water and/or sewerage service area maps.

Publishing requirements are monitored by the regulator and an audit of water service provider websites was conducted in August 2017. Of these, 82 per cent had published customer service standards, 80 per cent had published drinking water quality management plan (annual) reports, 76 per cent had published their performance reports and eight recycled water management plan annual reports were observed electronically on relevant water service provider websites. The regulator independently publishes the performance reporting data to ensure it is available to the general public. The majority of service providers that are not publishing information appropriately are Indigenous service providers. The next compliance audit will be undertaken in January 2019. In the interim, work will be undertaken by the regulator to support Indigenous providers to comply with publishing requirements.

Recycled water

All recycled water schemes need to be registered; however, only certain types of schemes need to have an approved recycled water management plan (RWMP). Of the 169 registered schemes, six have an approved RWMP and one scheme had their RWMP suspended (not currently supplying recycled water). During 2017–18, one RWMP resumed, one RWMP was cancelled and the regulator assessed six amendments.

A RWMP addresses potential hazards, assesses level of risk and identifies how risks will be managed.

Approved RWMP holders are required to keep their plans and procedures current through audits and review processes. The regulator also works closely with Queensland Health to ensure that providers appropriately manage recycled water incidents and protect public health. In 2017–18, no incidents were reported.

Compliance reporting

Since the 2014 legislative amendment requiring performance reporting for sewerage and water service providers, the department has successfully implemented several support and educative programs. The aim of these programs is to provide assistance, support and, in some cases, resources to help reduce the regulatory burden on service providers.

The department’s compliance approach is targeted, transparent and effective, and continues to foster engagement with providers early with an aim to seek voluntary compliance. However, if this is not effective, the department will use regulatory tools to achieve compliance. The table below shows the 2017–18 compliance monitoring targets.

ACTIVITY	TARGET	2017–18 RESULT
KEY COMPLIANCE FOCUS: Routine or maintenance activities		
OBJECTIVE: To provide an overview of the level of compliance with legislative requirements		
Planned onsite compliance assessments	Conduct at least 10 onsite compliance assessments	Target met
Review of reports submitted to the regulator (including drinking water reports, incident investigation reports, performance reports and DWQMP audit reports)	100% reviewed with operational time frames	Target met
Conduct assessments on applications/submissions	100% assessed within statutory time frames	Target met
Assess compliance with publishing requirements	All regulated entities are assessed 100% of non-compliance is actioned	Target met
KEY COMPLIANCE FOCUS: Higher risk compliance monitoring		
OBJECTIVE: To identify and respond to non-compliance if public health is likely to be impacted		
Urgent or emergency response to protect public health	100% of all identified higher risk non-compliance is actioned within 12 hours	Target met
KEY COMPLIANCE FOCUS: Education and support		
OBJECTIVE: To manage planned and allocated compliance activities		
Support and educational workshop/forum	Conduct 10 workshop/forums	Target met
Drinking and recycled water guideline review	Review and implementation of updated guidelines by end of December 2017	Target not met Note: While this project commenced on time, it was not finalised within the stated time frame

APPENDIX 4: COMPLIANCE CHECKLIST

SUMMARY OF REQUIREMENT	BASIS FOR REQUIREMENT	ANNUAL REPORT REFERENCE
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant minister/s 	ARRs—section 7 1
Accessibility	<ul style="list-style-type: none"> Table of contents 	ARRs—section 9.1 iv
	<ul style="list-style-type: none"> Glossary 	125
	<ul style="list-style-type: none"> Public availability 	ARRs—section 9.2 ii
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland language services policy</i> ARRs—section 9.3 ii
	<ul style="list-style-type: none"> Copyright notice 	<i>Copyright Act 1968</i> ARRs—section 9.4 ii
	<ul style="list-style-type: none"> Information licensing 	<i>Queensland Government enterprise architecture—information licensing</i> ARRs—section 9.5 ii
General Information	<ul style="list-style-type: none"> Introductory information 	ARRs—section 10.1 2
	<ul style="list-style-type: none"> Agency role and main functions 	ARRs—section 10.2 2
	<ul style="list-style-type: none"> Machinery-of-government changes 	ARRs—sections 31 and 32 2
	<ul style="list-style-type: none"> Operating environment 	ARRs—section 10.3 3
Non-financial performance	<ul style="list-style-type: none"> Government’s objectives for the community 	ARRs—section 11.1 4–14
	<ul style="list-style-type: none"> Other whole-of-government plans / specific initiatives 	ARRs—section 11.2 4–14
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs—section 11.3 4–14
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs—section 11.4 15, 111–119
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs—section 12.1 16–19

SUMMARY OF REQUIREMENT		BASIS FOR REQUIREMENT	ANNUAL REPORT REFERENCE
Governance – management and structure	• Organisational structure	ARRs—section 13.1	20–21
	• Executive management	ARRs—section 13.2	22–25
	• Government bodies (statutory bodies and other entities)	ARRs—section 13.3	25
	• <i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethic Act 1994</i> ARRs—section 13.4	26
	• Queensland public service values	ARRs—section 13.5	26–27
Governance – risk management and accountability	• Risk management	ARRs—section 13.5	28
	• Audit committee	ARRs—section 14.2	28–29
	• Internal audit	ARRs—section 14.3	29–30
	• External scrutiny	ARRs—section 14.4	31–32
	• Information systems and recordkeeping	ARRs—section 14.5	32–33
Governance – human resources	• Strategic workforce planning and performance	ARRs—section 15.1	34–36
	• Early retirement, redundancy and retrenchment	<i>Directive 16/16: early retirement, redundancy and retrenchment</i> <i>Directive 04/18: early retirement, redundancy and retrenchment</i> ARRs—section 15.2	36
Open data	• Statement advising publication of information	ARRs—section 16	36
	• Consultancies	ARRs—section 33.1	36
	• Overseas travel	ARRs—section 33.2	36
	• <i>Queensland language services policy</i>	ARRs—section 33.3	36
Financial statements	• Certification of financial statements	FAA—section 62 FPMS—sections 42, 43 and 50 ARRs—section 17.1	102
	• Independent auditor’s report	FAA—section 62 FPMS—section 50 ARRs—section 17.2	103–107

ARRs *Annual report requirements for Queensland Government agencies*

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

GLOSSARY

ARRs	<i>Annual report requirements for Queensland Government agencies</i>
CWP	coal worker's pneumoconiosis
DEWS	Department of Energy and Water Supply
DNRM	Department of Natural Resources and Mines
DNRME	Department of Natural Resources, Mines and Energy
FAA	<i>Financial Accountability Act 2009</i>
FPMS	Financial and Performance Management Standard 2009
GST	goods and services tax
IAS	Internal Audit Service
ICT	information and communications technology
LGBTIQ+	lesbian, gay, bisexual, transgender, intersex and queer
QAO	Queensland Audit Office

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