

Compliance Plan 2020 to 2021

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Contents

1.0	About the compliance plan	ii
1.1	How to read the plan	ii
1.2	Water compliance plan	3
1.3	Water supply regulation.....	4
1.4	Dam safety	5
1.5	Water supply, economics and governance	7
1.6	Strategic compliance	8

1.0 About the compliance plan

The Department of Regional Development, Manufacturing and Water (DRDMW) compliance plan 2020–21 contains a consultation of the water division's compliance priorities. It was developed under the former Department of Natural Resources, Mines and Energy (DNRME) and has been updated to include only the remaining functions under DRDMW following the Machinery of Government change. The work against the plan commenced under the former DNRME and has continued.

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

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

1.1 How to read the plan

The table below explains the content in the compliance plan.

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

1.2 Water compliance plan

Water division: Water compliance plan 2020–21			
Performance measure	Focus area	Activity	Target
Decisions on compliance and enforcement action are made in a timely manner	reporting, addressing and case managing noncompliance	<ul style="list-style-type: none"> respond to non-compliance in a timely and efficient manner 	<ul style="list-style-type: none"> allocate 95% of cases of non-compliance for further investigation within 10 business days finalise 80% of cases of non-compliance in the 2020–21 water year within 9 months
Decrease in non-compliant behaviour	water take and interference	<ul style="list-style-type: none"> undertake proactive field audits for authorised water take and/or interference 	<ul style="list-style-type: none"> conduct 350 proactive field audits of authorised water take and/or interference and flow events
		<ul style="list-style-type: none"> undertake proactive desktop audits of self-read meter reads (water taken) 	<ul style="list-style-type: none"> audit 100% of meter reads received for compliance against authorised water take
		<ul style="list-style-type: none"> educate water entitlement holders 	<ul style="list-style-type: none"> inform metered entitlement holders in targeted areas about compliance actions that have been undertaken in their water management area as a result of meter reads for water year 2019-20
	drilling	<ul style="list-style-type: none"> undertake proactive desktop audits of drill logs 	<ul style="list-style-type: none"> audit 150 drill logs received for compliance against the minimum construction standards and conditions
		<ul style="list-style-type: none"> undertake proactive field audits of water bore drillers 	<ul style="list-style-type: none"> conduct 10 proactive field audits during the construction of water bores in areas where the risk to the resource is high
	Quarry Material Allocation Notices (QMAN)	<ul style="list-style-type: none"> undertake proactive desktop audits of QMAN monthly returns 	<ul style="list-style-type: none"> audit 95% of monthly QMAN returns for compliance against authorised allocation
		<ul style="list-style-type: none"> undertake proactive QMAN field audits 	<ul style="list-style-type: none"> conduct 40 proactive field audits and inform allocation holders of outcomes

1.3 Water supply regulation

Water division: Water supply regulation compliance plan 2020–21			
Performance measure	Focus area	Activity	Target
More than 75% of service providers agree that they understand regulatory requirements	service provider support and educational program	<ul style="list-style-type: none"> • conduct workshops/ forums/webinars • distribute e-alerts to service providers • present at industry forums 	<ul style="list-style-type: none"> • conduct 5 workshops/ forums/webinars • distribute a minimum of 5 email communications • participate in at least 4 industry forums
Site assessments are conducted, outcomes reported and recommendations given to the relevant service provider, once finalised	safe drinking water assessments	<ul style="list-style-type: none"> • complete assessments and prepare reports • monitor service provider performance against report recommendations • engage with stakeholders, including other government agencies, to facilitate necessary support programs and service funding opportunities 	<ul style="list-style-type: none"> • conduct at least 3 site assessments • provide reports to service providers with recommendations within 30 business days of completing the relevant site assessment • follow up on actions taken by at least 5 service providers to implement report recommendations
All notifiable incidents actioned and resolved in accordance with legislative requirements	drinking water incidents	<ul style="list-style-type: none"> • undertake assessment and compliance activities for drinking water incidents 	<ul style="list-style-type: none"> • meet statutory timeframes set by the water supply regulator
Service providers report against customer service key performance indicators 4.8a and 4.9a (bursts, leaks, breaks, chokes)	performance reporting	<ul style="list-style-type: none"> • review performance reporting data submitted by service provider for 4.8a and 4.9a 	<ul style="list-style-type: none"> • receive a complete data set from service providers required to report on customer service KPIs 4.8a and 4.9a by 1 December 2020

1.4 Dam safety

Water Division: Dam safety compliance plan 2020–21			
Performance measure	Focus area	Activity	Target
A decrease in noncompliant dam safety documentation	stakeholder engagement	<ul style="list-style-type: none"> undertake client and stakeholder engagement activities 	<ul style="list-style-type: none"> conduct 1 dam owners forum conduct 10 specialised training programs/ educational workshops for dam owners
	monitoring compliance	<ul style="list-style-type: none"> undertake site audits to ensure compliance with regulatory requirements through identification of any shortfalls in the dam owner's dam safety management programs and areas of non-compliance with specific legislative requirements including dam safety conditions 	<ul style="list-style-type: none"> audit 10% of total regulated dams
		<ul style="list-style-type: none"> review and assess emergency action plans submitted to the regulator within legislative timeframes 	<ul style="list-style-type: none"> review and assess 100% of emergency action plans received
		<ul style="list-style-type: none"> review wet season preparedness reporting, submitted for 1 October 2020 at the start of the wet season 	<ul style="list-style-type: none"> receive reports from 90% of dam owners
		<ul style="list-style-type: none"> identify and appropriately address non-compliance 	<ul style="list-style-type: none"> ongoing monitoring of dam owner compliance, 100% of non-compliances identified respond to 100% of non-compliant dam owners 100% of non-compliant dam owners adhere to documented non-compliance response plan

Increased awareness of small dam owners regarding regulatory obligations	compliance	<ul style="list-style-type: none"> undertake field audits of priority dams identified and issue referable dam notices for those with confirmed persons at risk 	<ul style="list-style-type: none"> complete assessments of 10 dams
	stakeholder engagement	<ul style="list-style-type: none"> undertake client and stakeholder engagement activities 	<ul style="list-style-type: none"> publish communication material for small dam owners by October 2020 include topic in specialised training programs and educational workshops for local government
Implement the Dam Safety Quality Management Framework <ul style="list-style-type: none"> achieve ISO accreditation 	Compliance	<ul style="list-style-type: none"> ensure 100% of work practices are ISO:9001 2015 standard compliant 	<ul style="list-style-type: none"> achieve and maintain ISO:9001 2015 accreditation
Ensure information and support tools are available to facilitate voluntary compliance	Compliance	<ul style="list-style-type: none"> distribute Dam Safety e-newsletter quarterly review Dam Safety website content 	<ul style="list-style-type: none"> issue 4 newsletters review and update website content by 31 March 2021
Ensure legislation remains appropriate and support tools are current	Compliance	<ul style="list-style-type: none"> review Dam Safety Management guideline (incorporating Dam Safety Conditions) review Acceptable Flood Capacity guideline 	<ul style="list-style-type: none"> publish Dam Safety Management Guideline by 31 March 2021 (subject to Paradise Dam Commission of Inquiry actions) publish Acceptable Flood Capacity Guideline by 30 June 2021

1.5 Water supply, economics and governance

Water division: Water supply, economics and governance compliance plan 2020–21			
Performance measure	Focus area	Activity	Target
Category 2 water boards are aware of their obligations under the Water Act 2000 regarding Board appointments	engage with category 2 water boards about compliance with board appointment currency	<ul style="list-style-type: none"> undertake stakeholder engagement with category 2 water boards regarding compliance with board appointment currency 	<ul style="list-style-type: none"> engage with any category 2 water boards that have upcoming vacancies to explain their appointment obligations 12 months before their term of appointment expires
River improvement trusts are aware of their obligations under the River Improvement Trust Act 1940 regarding membership appointments	engage with river improvement trusts about compliance with trust membership appointment currency	<ul style="list-style-type: none"> undertake stakeholder engagement with river improvement trusts regarding compliance with trust membership appointment currency 	<ul style="list-style-type: none"> engage with 100% of river improvement trusts about their trust membership obligations at a minimum, 12 months and again at 6 months before their term of appointment expires

1.6 Strategic compliance

Water division: Strategic compliance - compliance plan 2020–21			
Performance measure	Focus area	Activity	Target
Water Division implements the DRDMW compliance approach (framework, strategy and plan)	engagement and communication	<ul style="list-style-type: none"> develop communication materials to support Water staff to understand, communicate and consistently apply DRDMW compliance principles and approach 	<ul style="list-style-type: none"> develop and release key messages and communication presentation for staff by 30 October 2020
Water compliance reporting drives continuous improvement – identify risks, opportunities and priorities	performance culture	<ul style="list-style-type: none"> report on the DRDMW compliance plan 	<ul style="list-style-type: none"> publish a summary report on the DRDMW website within 3 months after the reporting period
Water staff have the capability and confidence to do their job well	organisation and workforce capability	<ul style="list-style-type: none"> develop and deliver technical training that meets the needs of the Water business and staff 	<ul style="list-style-type: none"> deliver 3 compliance-focused training courses by 30 June 2021 to build the regulatory capability of Water staff
Water staff, customers and stakeholders understand our regulatory role and their obligations	engagement and communication	<ul style="list-style-type: none"> publish contemporary information about our regulatory role, including the compliance framework and strategy 	<ul style="list-style-type: none"> review and update, as needed, information about Water's role as a regulator on the department's website at the start of each quarter provide resources for regional staff to educate and inform external stakeholders about Water's role as a regulator through existing stakeholder networks



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