



**Queensland  
Government**

Department of Regional Development,  
Manufacturing and Water



# Annual Compliance Plan

2022 - 2023

[rdmw.qld.gov.au](http://rdmw.qld.gov.au)

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# 1. Our role as a regulator

Queensland's water resources are vital for our economic, social, environmental, and cultural wellbeing and drive economic growth and job opportunities for our regional communities.

The Department of Regional Development, Manufacturing and Water's (DRDMW's) role is to ensure that water is managed fairly and responsibly, to make best use of our water resources by delivering sustainable, safe, secure and affordable water to all Queenslanders - today and tomorrow.

DRDMW is responsible for Queensland's water management laws and regulations and regulates activities under the *Water Act 2000*, *Water Supply (Safety and Reliability) Act 2008*, *River Improvement Trust Act 1940* and the *Planning Act 2016*.

## 1.1 Regulatory Strategy

The [Regulatory Strategy Water Resource Management – Water 2022 – 2024](#) sets out our regulatory approach for the delivery of our regulatory functions and activities.

The strategy explains the principles underlying our regulatory approach, the tools we utilise and our compliance and enforcement pathway.

The objectives and principles set out in the Regulatory Strategy sets the foundation for the Annual Compliance Plan 2022 – 23.

# 2. About the compliance plan

The DRDMW Annual Compliance Plan 2022– 23 is a consolidation of the Water Resource Management Division's compliance priorities.

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

DRDMW take a risk-based, transparent, and consistent approach to how we regulate Queensland's water resources.

We do this proactively through our annual compliance planning process. In developing our areas of focus we draw on available data and information to identify areas requiring proactive attention. For example:

- targeting communication and engagement on common issues to encourage compliant behaviour, or
- proactively monitor in high-risk areas for potential issues so we can address them early.

We also identify ways we can improve our processes and performance as a regulator, such as developing and trialling new compliance monitoring tools, or collecting new data to help understand potential risks for future focus.

Our day-to-day compliance work also includes responding to third party notifications of alleged non-compliance. As well as investigating and responding to alleged non-compliance we may identify through our proactive program.

### 3. Outcomes

DRDMW is committed to continual improvement of our regulatory approach. We also plan, carry out and measure the effectiveness of improvements to ensure they result in better regulatory outcomes. These outcomes are the benefits or the changes we are aiming to achieve through annual compliance planning and are outlined in figure 1 below.



Figure 1: Annual Compliance Plan 2022 - 2023 outcomes

## 4. Dam Safety

Performance measure	Focus area	Activities
<b>Improved outcomes as a result of engagement with dam owners</b>	Engagement with dam owners	Engagement with dam owners about their regulatory obligations, including: <ul style="list-style-type: none"> <li>workshops</li> <li>forums</li> <li>newsletters</li> <li>courses</li> </ul>
<b>Dam owners understand the dam failure impact assessment process.</b>	Dam failure impact assessment	Finalise the review of the 'Guideline for failure impact assessment of water dams'
<b>Dam owners understand dam safety management</b>	Dam safety management	Finalise the review of the 'Queensland dam safety management guidelines.'
<b>Continued monitoring of small dams to ensure referable dams are identified</b>	Monitoring of small dams	Proactive field audits of small dams and issue of referable dam notices of those with confirmed persons at risk.
<b>An increase in dam safety compliance</b>	Monitoring dam safety compliance and taking enforcement action when needed in accordance with the departments <a href="#">Regulatory Strategy</a>	Site audits of dams to ensure compliance with regulatory requirements, including to check: <ul style="list-style-type: none"> <li>Shortfalls in dam owners dam safety management program</li> <li>areas of non-compliance, including against dam safety conditions.</li> </ul>
		Review and assess emergency action plans and ensure they are submitted within the below timeframes: <ul style="list-style-type: none"> <li>10 business days for amendments by agreement</li> <li>30 business days for new assessments</li> </ul>
		Review and assess dam owners wet season preparedness compliance requirements.
		Monitor dam owner compliance with dam safety conditions.
		Issue updated Dam Safety conditions to all dam owners

## 5. Water Supply Regulation

Performance measure	Focus area	Activities
<b>Service providers achieve fit for purpose drinking water supply</b>	Work with service providers to track progress on business improvement requirements	<ul style="list-style-type: none"> <li>Continued monitoring and tracking of adherence to conditions of Drinking Water Quality Management Plans (DWQMPs)</li> <li>For small service providers, monitor progress towards implementing safe drinking water recommendations</li> <li>Engage with inter-agency government partners to ensure access to funding for infrastructure (fit for purpose)</li> </ul>
<b>Service providers understand their regulatory obligations</b>	<p>Service providers understand their responsibility to build and maintain capability and capacity on site.</p> <p>Building knowledge and skills within the water service provider industry about regulatory requirements</p>	<ul style="list-style-type: none"> <li>Provide information, regular updates and education about regulatory requirements</li> <li>Targeted messaging to increase understanding of statutory obligations</li> <li>Advocate to industry and individual service providers, specific practical skills development initiatives and competency-based training</li> </ul>
<b>Service providers deliver the required services within statutory requirements</b>	<p>Compliance and enforcement actions are responsive and proportionate to the offence and done in accordance with the departments <a href="#">Regulatory Strategy</a>.</p>	<ul style="list-style-type: none"> <li>Continued monitoring and tracking of compliance performance</li> <li>Assess capability of service providers to comply with the Act.</li> <li>Investigate and address non-compliance.</li> </ul>

## 6. Water Services

Performance measure	Focus area	Activities
<b>Transparent resolution to cases of alleged non-compliance.</b>	Responding to alleged non-compliance and taking enforcement action when needed in accordance with the departments <a href="#">Regulatory Strategy</a> .	Increased reporting on compliance activities and actions.
<b>Targeted engagement with metered entitlement holders on areas for improved understanding or compliance</b>  <b>Increase monitoring tools to identify non-compliance</b>	<p>Metered entitlements</p> <ul style="list-style-type: none"> <li>• Obligations regarding faulty meters</li> <li>• Engagement with metered entitlement holders</li> <li>• Engagement with entitlement holders, industry groups and certified meter validators</li> </ul>	<ul style="list-style-type: none"> <li>• Engagement with metered entitlement holders and meter validators on their regulatory obligations.</li> <li>• Evaluate compliance engagement activities and outcomes in prioritised areas.</li> <li>• Continue to drive improved measurement, monitoring and compliance of water take.</li> <li>• Improved visibility of the department as a regulator</li> </ul>
<b>Measure change in water take entitlement holder compliance and undertake evidence based investigations for priority cases.</b>	<p>Water take entitlements are monitored for compliance against entitlement conditions in priority areas, informed by risk</p> <p>Compliance and enforcement actions are responsive and proportionate to the offence and done in accordance with the departments <a href="#">Regulatory Strategy</a>.</p>	<ul style="list-style-type: none"> <li>• Proactive monitoring of water take entitlement holder compliance against entitlement conditions in priority areas informed by risk, with a particular focus on the Murray Darling Basin</li> <li>• Proactive audits of water take entitlement compliance in priority areas</li> <li>• Reactive investigation of third party notifications/detections linked with water take entitlement compliance</li> <li>• Continually improve and innovate to drive improved measurement, monitoring and compliance of water take.</li> </ul>
<b>Improved engagement with water entitlement holders on the need for timely applications of seasonal water assignments</b>	Seasonal water assignments	Development of targeted information to educate and inform water entitlement holders about when and how to apply for seasonal water assignments.
<b>Improved awareness of water licence conditions</b>	Engagement with water licence holders	Engagement with water licence holders about their regulatory obligations
<b>Improved engagement with the drilling industry and undertake evidence based investigations for priority cases.</b>	<p>Engagement and monitoring of licenced drillers against water bore drill log requirements and construction standards within Queensland.</p> <p>Compliance and enforcement actions are responsive and proportionate to the offence and done in accordance with the departments <a href="#">Regulatory Strategy</a>.</p>	<ul style="list-style-type: none"> <li>• Engagement with licenced drillers about drill log requirements and minimum construction standards.</li> <li>• Monitoring of drill logs for correct information and timeliness of submission.</li> <li>• Investigate and respond to cases of non-compliance identified through drill log and bore construction audits programs.</li> </ul>

<p><b>Improve information sharing processes between the department and resource operations licence holders</b></p>	<p>Engagement with resource operation licence holders about reporting requirements</p>	<ul style="list-style-type: none"> <li>• Monitoring of information provided by resource operations licence holders</li> <li>• Update and communicate information sharing processes between the department and resource operation licence holders</li> </ul>
<p><b>Measure change in Quarry Material Allocation Notice (QMAN) holder compliance</b></p>	<p>QMAN holder compliance in priority areas Compliance and enforcement actions are responsive and proportionate to the offence and done in accordance with the departments <a href="#">Regulatory Strategy</a>.</p>	<ul style="list-style-type: none"> <li>• Proactive monitoring of compliance with QMAN conditions, monthly returns, and payment of royalties.</li> <li>• Investigate and respond to cases of non-compliance identified via QMAN audit programs (desktop and field).</li> <li>• Investigate and respond to priority cases of non-compliance with QMAN conditions.</li> </ul>
<p><b>Improved engagement with Quarry Material Allocation Notice (QMAN) holders</b></p>	<p>Engagement with QMAN holders</p>	<p>Engagement with QMAN holders about their regulatory obligations including monthly returns and payment of royalties.</p>



Department of Regional Development,  
Manufacturing and Water  
GPO Box 2771, Brisbane, Queensland 4001  
13 QGOV (13 74 68)  
[info@rdmw.qld.gov.au](mailto:info@rdmw.qld.gov.au)  
[rdmw.qld.gov.au](http://rdmw.qld.gov.au)



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