

# Department of Regional Development, Manufacturing & Water

## Annual Compliance Plan 2021 - 2022



This publication has been compiled by Divisional Support of Water Division, Department of Regional Development, Manufacturing and Water.

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## 1.0 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.

To achieve this, our department administers a range of legislation that govern how water resources are accessed and used. This includes:

- *Water Act 2000*
- Water Regulation 2016
- *River Improvement Trust Act 1940*
- *Water Supply (Safety and Reliability) Act 2008*.

A healthy, economically sustainable water market relies on a well-regulated resource. Individuals or entities accessing or using Queensland's water resources have a responsibility to know their obligations and to comply with the law. Our compliance approach includes guiding, informing, enabling, monitoring, enforcing and undertaking engagement early to help people to comply with the law.

We aim to promote voluntary compliance through a range of educational activities aimed at building the capacity and capability of the community, including:

- providing information, resources and tools to be clear about the obligations for our regulated water community
- engaging to promote awareness and build their capacity through site visits, meetings, workshops and events
- promoting and reinforcing good regulatory and business practices, including promoting the benefits of complying and the potential consequences of non-compliance.

Where compliance is not achieved, we take a risk-based approach to decide how best to respond.

## 2.0 About the compliance plan

The DRDMW compliance plan 2021– 22 is a consolidation of the water 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, 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.

## 2.1 Compliance principles

A number of principles guide our compliance approach:

- **Consistent and fair:** we have a consistent and fair approach to how we achieve compliance.
- **Outcomes and risk-based:** we use a proactive, outcomes-focused, targeted, risk-based approach for our compliance activities.
- **Supportive:** we encourage the community to do the right thing and empower staff to make decisions within our regulatory and governance framework.
- **Adaptive:** we monitor our progress and adjust our actions as needed.
- **Accountable and transparent:** we do what we say we are going to do, are transparent in our decision making and talk openly about priorities, activities and the results of our work.
- **Safe and well:** we support the safety and wellbeing of our staff and communities.
- **Responsive:** we are timely in how we communicate about compliance and in responding to non-compliance.

## 2.2 Outcomes

Outcomes are the benefits or changes we are aiming to achieve that align with the department's strategic direction for compliance. The outcomes for the purposes of this plan include:

1. Safe, fair, secure and equitable access to resources and infrastructure.
2. Sustainably managed water resources.
3. Support for those doing the right thing and addressing those that are not.
4. Greater community awareness and confidence in what we do as a regulator and our obligations.
5. Evidence based regulatory practices, drawing on data to support decisions and continuous improvement.
6. Dam owners have effective dam safety management programs in place to minimise the risk of dam failure and protect life and property.

## 2.3 How to read the plan

The table below explains the content in the compliance plan.

Column heading	Explanation
Outcome	Outcomes are the benefits or changes we are aiming or expecting to achieve that align with the department's strategic direction for compliance.
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?

### 3.0 Water regional services (*Water Act 2000*)

Outcomes	Performance measure	Focus area	Activity	Target
Support for those doing the right thing and addressing those that are not.	Measure entitlement compliance through proactive auditing.	Reporting conditions on water entitlements.	Audit resource operation licence holder annual reports.	10 annual reports audited against licence provisions.
			Monitoring of entitlement holders with a condition to report.	Five associated water and dewatering licences audited against entitlement conditions.
		Water take.	Audit water harvesting in the Lower Balonne.	40 authorisations in the Lower Balonne audited against entitlement conditions.
			Audit authorisations in high priority areas, including: <ul style="list-style-type: none"> <li>• Un-metered entitlements</li> <li>• Nil take users</li> <li>• Announced entitlements and water sharing rules.</li> </ul>	250 audits in priority areas.
Metered entitlements.	Desktop audits conducted of self-read meter readings.	100% of meter readings received are audited for compliance against authorised water take.		
Evidence based regulatory practices, drawing on data to support decisions and continuous improvement.	Viability of a tool to assist in the determination of water use is determined.	Business improvement.	Remote sensing – project to assess the viability of remote sensing to support compliance activities.	Assessment of the viability of the tool is completed by 30 June 2022.

Outcomes	Performance measure	Focus area	Activity	Target
Greater community awareness and confidence in what we do as a regulator and our obligations.	Increase our engagement and transparency with the community by providing regulatory information.	Entitlement holders.	Engagement with water entitlement holders in priority areas.	Send correspondence in the fourth quarter of the water year communicating the work that has happened over the year including summary of enforcement actions taken.
Support for those doing the right thing and addressing those that are not.	Measure compliance of water bores against national and/or Queensland water bore construction standards; and regulatory requirements.	Water bore drilling.	Undertake audits of the construction of water bores by water bore drillers.	25 field audits of the physical construction of water bores by either inspection during or after construction.
Sustainably managed water resources.			Desktop audits of drill logs with a focus on: <ul style="list-style-type: none"> <li>Compliance with the minimum construction standards.</li> <li>Water authorisation and development permit requirements.</li> </ul>	250 desktop drill log audits.
Greater community awareness and confidence in what we do as a regulator and our obligations.	Engage with licenced drillers to build understanding of driller licence obligations.	Licenced drillers.	Engagement with licenced drillers.	<ul style="list-style-type: none"> <li>One field day held.</li> <li>One driller workshop conducted to meet industry requirements (cementing course, general information, etc).</li> <li>Survey conducted post field day and workshop to ascertain driller understanding of their regulatory obligations.</li> </ul>
Evidence based regulatory practices, drawing on data to support decisions and continuous improvement.	Viability of new tools is determined.	Riverine Quarry.	Explore technology opportunities to more effectively monitor quarry material allocation notice requirements.	Assessment of new tools is completed by 30 June 2022.

Outcomes	Performance measure	Focus area	Activity	Target
Support for those doing the right thing and addressing those that are not.	Measure compliance with QMAN conditions through proactive auditing.		Field audits in prioritised areas.	40 field audits of quarry material allocation notice holders against notice conditions.
			Monthly return audits.	100% quarry material allocation notice holders are audited for compliance with monthly returns, once a year: <ul style="list-style-type: none"> <li>• volume</li> <li>• royalties</li> <li>• if the quarry material allocation notice return was provided within the required timeframes.</li> </ul>



## 4.0 Water supply regulation

Outcomes	Performance measure	Focus area	Activity	Target
<p>Safe, fair, secure and equitable access to resources and infrastructure.</p> <p>Greater community awareness and confidence in what we do as a regulator and our obligations.</p>	Change in understanding of their obligations.	Service provider support.	Engagement and building capability of water service providers.	<ul style="list-style-type: none"> <li>• 5 industry workshops.</li> <li>• 3 Queensland Health inter-agency forums.</li> <li>• 5 E-alerts out to all service providers.</li> <li>• 1 survey conducted about service providers understanding of their regulatory obligations.</li> <li>• Review and publish an updated Drinking Water Quality Management Plan Guideline.</li> <li>• 10 service provider onsite support visits.</li> </ul>
	Increase in voluntary compliance.	Safe drinking water assessments.	Monitor service provider performance.	<ul style="list-style-type: none"> <li>• 10 onsite compliance assessments.</li> <li>• 3 Safe Drinking Water Project assessments.</li> <li>• Provide reports to service providers with recommendations within 30 business days of completing site assessments.</li> <li>• Follow up on actions taken by at least 10 service providers to implement report recommendations.</li> </ul>
		Drinking water incidents.	Assessment of drinking water incidents.	100% drinking water incidents are assessed in accordance with the 'Water quality and reporting guideline for a drinking water service'.
		Service providers key performance indicator reporting.	Performance reporting data.	Service providers provide the required data by the 1 October 2021.

## 5.0 Dam safety

Outcomes	Performance measure	Focus area	Activity	Target
<p>Sustainably managed water resources.</p> <p>Greater community awareness and confidence in what we do as a regulator and our obligations.</p> <p>Dam owners have effective dam safety management programs in place to minimise the risk of dam failure and protect life and property.</p>	An increase in dam safety compliance.	Education and engagement.	Undertake dam owner and stakeholder engagement activities.	<ul style="list-style-type: none"> <li>• 10 EAP workshops held with dam owners.</li> <li>• Host the 2022 Annual Dam Owners Forum.</li> <li>• Host the 2022 Dam Operators course.</li> <li>• Distribute a minimum of 4 Dam Safety Regulator e-newsletters.</li> <li>• Facilitate a workshop with each local government who have their first referable dam in their jurisdictional area.</li> </ul>
	An increase in dam safety compliance.	Regulatory tools.	Finalise the review of the Acceptable Flood Capacity Guidelines.	The Acceptable Flood Capacity Guidelines are published by 31 December 2021.
	Increased awareness of small dam owners regarding regulatory obligations.	Compliance.	Undertake field audits of small dams identified and issue referable dam notices for those with confirmed persons at risk.	<ul style="list-style-type: none"> <li>• 90% of small dam enquires are resolved within 30 business days.</li> <li>• Undertake a minimum of 10 small dam site verifications.</li> </ul>
<p>Sustainably managed water resources.</p> <p>Greater community awareness and confidence in what we do.</p>	An increase in dam safety compliance.	Monitoring compliance.	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"> <li>• Undertake a minimum of 10 dam site audits.</li> <li>• 100% of Site Audit Reports are finalised within the specified timeframes unless there is reasonable cause for delay.</li> </ul>

Outcomes	Performance measure	Focus area	Activity	Target
<p>as a regulator and our obligations.</p> <p>Dam owners have effective dam safety management programs in place to minimise the risk of dam failure and protect life and property.</p>			<p>Review and assess emergency action plans submitted to the regulator within legislative timeframes.</p>	<ul style="list-style-type: none"> <li>• 100% of emergency actions plans are reviewed within the specified timeframes.</li> <li>• 100% of referable dams have an approved EAP.</li> </ul>
			<p>Review and assess dam owners wet Season preparedness compliance requirements.</p>	<ul style="list-style-type: none"> <li>• 75% of Annual Safety Statements submitted within 14 days of 1 Oct.</li> <li>• 100% of Annual Safety Statements submitted by 30 October.</li> </ul>
			<p>Monitor dam owners compliance with Dam Safety Conditions.</p>	<p>90% of non-compliant dams have an agreed compliance management plan in place.</p>
			<p>Issue of updated Dam Safety Conditions to all dam owners.</p>	<p>100% of dam owners have received updated Dam Safety Conditions by 31 December 2021.</p>



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