



Regulator Performance Framework Annual Report 2022–23

Department of Environment and Science



Queensland
Government

Prepared by: Corporate Governance and Operations, Department of Environment and Science

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Summary

Under its Regulatory Performance Framework, Queensland Government regulators whose regulatory activities impact business, particularly small business, are required to publicly report annually on their regulatory performance. This document is the report of the Department of Environment and Science ('the department').

The department regulates environmentally relevant activities, waste management and resource recovery in Queensland and places on the Queensland Heritage Register (Heritage Register) and the standard to which they are maintained. We deliver consistent and transparent regulations that target industry-specific strategies and facilitate sustainable development in Queensland, whilst maintaining Queensland's high environmental standards by actively monitoring and managing environmental risks, through robust assessment, compliance, investigation, and enforcement programs. We also ensure the rehabilitation of environmental impacts and provide timely and comprehensive environmental information to state and local stakeholders. During the reporting period, the department managed a wide regulatory portfolio, administering and implementing statutory decisions under a range of legislation. A full list of this legislation can be found in Appendix 1 of this report.

As a regulator, the department is responsible for:

- undertaking project assessments and approvals, including environmental approvals and Environmental Impact Statement processes
- delivering risk-based and intelligence driven compliance activities and enforcement actions
- responding to environmental incidents and community reports
- providing guidance to licence holders to support approval processes and voluntary compliance
- administering licensing and permits, including charging of fees and debt recovery
- managing processes associated with the Heritage Register, regulating development at the nearly 1,800 places, and administering discoveries of important archaeological and underwater cultural heritage artefacts
- the management, co-stewardship, or joint management of approximately 14 million hectares of protected areas, recreation areas and forests
- supporting the protection of over 4.47 million hectares of private protected areas, managing 12,000 square kilometres of declared fish habitat areas and 356,000 square kilometres of Great Barrier Reef and state marine parks, with the Great Barrier Reef managed in collaboration with the Australian Government
- supporting over 50 million domestic and international visits to national parks and forests each year, including up to 1.5 million camper nights annually
- managing species listed under the *Nature Conservation Act 1992* (NC Act) and undertaking effective regulation within the bounds of the NC Act's subordinate legislation, helping to protect over 1,045 species of animals and plants listed as threatened (extinct, extinct in the wild, critically endangered, endangered or vulnerable) in Queensland
- undertaking proactive audits of native animal authorities to help disrupt animal trafficking activities
- undertaking assessment and compliance on development proposals under the Planning Regulation 2017, which involve interfering with koala habitat against the relevant state planning code and Nature Conservation (Koala) Conservation Plan 2017
- regulating collection of native biological material, use of traditional knowledge for biodiscovery, and the sharing of benefits from biodiscovery under the *Biodiscovery Act 2004* (Biodiscovery Act)
- contributing to managing risks to the health and safety of people and to the environment by coordinating Queensland's contributions to the National Gene Technology Scheme, which regulates dealings with genetically modified organisms.

Other performance reporting and monitoring

In addition to evaluating the department's regulatory performance against the Queensland Government's regulator model practices, performance against these measures is captured in other published reporting materials including the department's *Regulatory Strategy 2022-2027 – Progress report 2023*, the department's Annual Report and in the Annual Reports on the administration of the NC Act, the *Environmental Protection Act 1994* (EP Act) and the *Marine Parks Act 2004* (MP Act).

Model practices

1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden

The *Regulatory Strategy 2022–2027: Queensland’s Environmental Regulator* (Regulatory Strategy) sets out the department’s regulatory approach, including reflecting modern regulator principles such as regulating proportionate to risk.

A strategic, consistent and risk-based approach is applied to compliance and enforcement, and the department makes decisions in accordance with the [Department of Environment and Science Enforcement Guidelines](#) (Enforcement Guidelines). These Enforcement Guidelines set out principles that ensure, amongst other things, that enforcement actions are proportionate to the level of risk, or the harm caused, and that such actions consider the circumstances of the alleged offender where appropriate.

To support this approach, the department has a range of enforcement tools available, which include, but are not limited to, formal warnings, statutory notices, penalty infringement notices and prosecutions. This ensures enforcement response is proportionate to the seriousness of the offence.

Risk management approach

Compliance inspections of sites with environmental authorities under the EP Act are prioritised with the assistance of a compliance prioritisation model (CPM). The CPM assists departmental officers in evaluating the risk profile of each licensed site, allowing them to make informed decisions regarding which sites to inspect. Relevant considerations include the site’s compliance history, the compliance history of the site operator and the intensity or complexity of the activity taking place at the site. This ensures that in deciding which sites to inspect, officers focus their efforts on sites with a greater risk of serious consequences occurring. Lower risk sites are less frequently flagged by the CPM for inspection, ensuring the regulatory burden on operators of low-risk sites are reduced.

Intelligence gathering

Strong processes and systems are in place for gathering information and intelligence on activities to inform compliance.

To gather information from the broader community, a pollution hotline is in place and is promoted to the public as a means of reporting issues and suspected non-compliances. Over 10,000 reports were received in 2022–23. This hotline is also used by the community to report concerns about places on the Heritage Register that are being neglected or where unapproved development is occurring.

Real-time monitoring of air, noise and water quality assists with compliance activities and forms the basis of community engagement activities.

Data is collated on matters related to protected plants and animals in an Enquiries and Compliance Register, based on reports from both the Wildlife hotline and 1300 Animal hotline. This data supports compliance and enforcement action and enables spatial and temporal patterns in wildlife matters to be analysed. Over 3,650 enquiries and compliance matters were received in 2022–23.

Places on the Heritage Register and important archaeological artefacts

Regular reports are received about discoveries of important archaeological and underwater cultural heritage artefacts. These discoveries are investigated, advice is given about management options, and details are recorded in the Living Heritage Information System or the Australian Government’s Australasian Underwater Cultural Heritage Database.

The department participates in the National Underwater Cultural Heritage Program (2023–26), and in doing so, conducts periodic inspections of the state’s most important historic ship and aircraft wrecks, many of which are in the Great Barrier Reef.

Actions

Actions undertaken to date include:

- expanded implementation of the Reef protection regulations for the sugarcane, grazing and banana industries within the Great Barrier Reef catchment
- a specific compliance and enforcement strategy for the Reef protection regulations, with inspections undertaken by a specialist team, to ensure that the regulatory activity for the agriculture industry is proportionate to the risk and minimises unnecessary burden

- continued assessment of the new Environmentally relevant activity standard (prescribed ERA 13A), which regulates commercial cropping and horticulture in the Great Barrier Reef catchment, with eight new environmental authorities issued
- continued coordination of whole of government input to the national Gene Technology Regulator on applications under the National Gene Technology Scheme, to manage risks to human health and the environment while enabling the world leading genetic research in Queensland
- commenced a trial for implementing a revised pre-lodgement process for resource activities as part of the Guidance for Resources Industry Project (GRIP), with new materials available to industry and staff to support a phased pre-lodgement process, aimed at more targeted and better prepared pre-lodgement engagement with the department. Interagency communications are ongoing around additional guidance with new web content developed and released in 2023
- continued enhancements to the [EP Act Public Register](#) Portal to provide increased public access to a wider range of data and documents related to environmental authorities and enforcement activities
- publication of a new information sheet to describe the risk-based approach the department takes when imposing conditions on environmental authorities under the EP Act
- issued 43 permits to enter the protected zones around seven of Queensland's most important, yet fragile shipwrecks and several permits to conduct physical testing of protected shipwrecks. The majority of these were for permission to dive on the SS Yongala, wrecked off Cape Bowling Green in a 1911 cyclone and is now one of the State's most popular dive sites
- undertook a program of updating existing entries (75) and adding new entries (20) in the publicly accessible Australasian Underwater Cultural Heritage Database with a focus on Queensland's historic aircraft wrecks, many of which were wrecked during World War II.

Plans for future improvements

Plans for future improvements include:

- review of the current processes around registered suitable operators under the EP Act to ensure that compliance history is better taken into account to avoid repeat offenders being able to hold environmental authorities
- continuation of the trial for a revised pre-lodgement process for resource activities as part of GRIP and review other departmental guidance material to improve the experience for the resource sector.

Implementation of the Regulatory Strategy

The Regulatory Strategy has set targets that the department is aiming to achieve for six focus areas by 2027. Implementation of the Regulatory Strategy will deliver more streamlined, efficient and cost-effective regulation that is proportionate to the risk of supporting Queensland's economy while ensuring the State's unique environment, coastal and heritage places are well-managed and protected now and into the future. Annual reports are provided on the delivery of the Regulatory Strategy, with the first [Regulatory Strategy Progress Report 2023](#) published in June 2023.

2. Consult and engage meaningfully with stakeholders

A published [Stakeholder Charter](#) is available outlining what stakeholders can expect from the department and what the department asks of stakeholders.

Regular discussions are held with industry peak bodies such as the: Queensland Resources Council, Australian Energy Producers, the Association of Mining and Exploration Companies, Timber Queensland, Queensland Water Directorate, AgForce, Cement Concrete & Aggregates Australia, macropod industry bodies and the Waste Recycling Industry Association Queensland. These meetings provide opportunities to discuss operational matters and for two-way feedback between the department and its regulated community and stakeholders. Consultation is also undertaken with these and other industry peak bodies such as the Australian Banana Growers Council and Canegrowers in relation to specific activities the department is undertaking, such as regulatory reviews. In addition to addressing specific needs, the department meets regularly with a broad range of community, wildlife and conservation groups.

New significant regulatory documents (such as new statutory guidelines) are available for public comment through the department's website. Targeted consultation may also be undertaken with stakeholders where new or updated support materials only affect specific stakeholder groups. The department's website has been updated so interested members of the public can be alerted when there is something available for [public consultation](#).

The Australasian Environmental Law Enforcement and Regulators network (AELERT) is a well-respected and internationally recognised professional network for environmental regulators across Australia and New Zealand. As a member agency of AELERT, departmental officers are members of a number of working groups, along with other local, state and federal government agencies responsible for the implementation and administration of environmental legislation. This provides access to a range of opportunities to learn from other regulators and to gain exposure to best practice approaches to environmental regulation and where possible, improve efficiency and effectiveness.

A complaints mechanism is in place providing customers with the ability to lodge a complaint if they are dissatisfied with the service delivery, services, decisions or actions of the department. In the first instance, customers are encouraged to contact relevant officers to resolve the matter. If a matter is unable to be resolved in this way, the customer may lodge a complaint. Complaints can be lodged:

- on-line
- in a printed format (either posted or emailed)
- in person
- anonymously.

Information regarding how complaints are managed, and the [Customer Complaints Management Policy & Procedure](#) is available on the department's website.

Actions

Actions undertaken to date include:

- commenced consultation on a post-implementation review of the koala habitat regulations
- commenced consultation as part of the statutory review of the Reef protection regulations
- released the Great Sandy Marine Park Zoning Plan Review Consultation Regulatory Impact Statement and draft zoning plan for public consultation in September 2022
- published the [Environmental Services and Regulation Annual Strategic Compliance Priorities 2023–24](#) (compliance priorities) and the [Annual Strategic Compliance Priorities 2021–2022 final report](#) (compliance priorities final report) to increase stakeholder and community awareness about compliance priorities and highlight the department's targeted approach to compliance activities
- surveyed targeted stakeholders about the department's engagement as Queensland's environmental regulator in relation to the department's Stakeholder Charter
- proactively engaged with a broad range of communities regarding the assessment of cultural heritage significance, designing for adaptive reuse of heritage places, and terrestrial and maritime archaeology. This will raise community awareness about the protections in place for Queensland's cultural heritage and how this varied resource is managed. Lectures, talks and short courses are provided to tertiary students as well as local community groups
- worked closely with the Department of Resources, which has a co-regulatory role for the resources sector. The two departments meet regularly to discuss operational matters, and exchange information as needed, and as permitted by privacy and confidentiality considerations, to ensure that each regulator can better inform its activities. The department continues to assess operational linkages between the two departments and review practices to ensure efficiencies when dealing with the resource industry
- collaborated with the Office of the Gene Technology Regulator to provide feedback on measures taken to manage the risk to human and environmental health from applications to utilise gene technologies and dealings with genetically modified organisms
- participated in the review and reform process for gene technology related laws to ensure they remain risk based and up to date in this rapidly evolving field of science.

Plans for future improvements

Plans for future improvements include:

- continuing to facilitate regular industry specific engagement meetings to provide opportunities to discuss operational matters and for two-way feedback
- re-surveying targeted stakeholders about the department's engagement as Queensland's environmental regulator in relation to the department's Stakeholder Charter to identify opportunities for improved stakeholder engagement

- releasing and implementing the outcomes of the Great Sandy Marine Park Zoning Plan Review.

3. Provide appropriate information and support to assist compliance

Information to assist environmental authority holders in understanding their obligations and support compliance is published in the following documents:

- technical guidelines to assist applicants in applying for an environmental authority and providing all the necessary information
- information to assist operators in managing their environmental risks and to comply with their obligations
- guidelines about the statutory enforcement tools, which may be issued in the event of non-compliance, so operators are made aware of the potential consequences of non-compliance
- information about the roles, powers and activities of the authorised officers under the EP Act
- information concerning how to lodge an application for a permit or authority.

Environmental authority applicants are encouraged to undertake a pre-lodgement meeting to discuss proposed activities. Pre-lodgement meetings give the applicant an opportunity to discuss the nature of the activity, where and when the activity is to be conducted, the risk of the proposed activities and seek information to understand if their proposed application will meet the legislative requirements. In addition, pre-lodgement meetings can initiate discussion around expected timeframes and the quality of information necessary for the application process.

[Performance statistics for the department's Environmental Impact Statements](#), including timeframes for assessments, are available on the Queensland Government website.

Places on the Heritage Register

As the *Queensland Heritage Act 1992* (Heritage Act) includes provisions regarding the protection of local heritage places, the department provides advice to the Department of State Development, Infrastructure, Local Government and Planning on how local governments might achieve this through application of the State Planning Policy to their local planning instruments.

When places are entered in the Heritage Register, the department engages with the relevant owners/managers about establishing exemption certificates that activate on entry and approve a range of routine work that will occur at the place over an extended period. This process informs new place owners and managers of their responsibilities, while also reducing the risk of future non-compliance.

Applicants intending to lodge an exemption certificate application under the Heritage Act are encouraged to seek pre-lodgement advice on the proposed development through an exchange of information or meeting.

A Heritage Agreement is another method for considering and approving development provided for by the Heritage Act. A Heritage Agreement is entered into by the department and the owners of a Queensland heritage place for a defined scope of development and with the advice of the Queensland Heritage Council.

Actions

Actions undertaken to date include:

- undertook proactive and reactive compliance activities in relation to the regulated take, use and keep of protected plants and animals under the *Nature Conservation Act 1992* in accordance with the Annual Compliance Plan
- undertook overt and covert compliance audits of commercial whale watching operations to ensure all operators were conducting activities in accordance with the regulated marine animal separation distances and consistent with the conditions of their relevant authorities
- continued to maintain and manage the internal online Ranger base – Compliance and Enforcement page which provides updated compliance policies, tools and practices under the NC Act, *Recreation Areas Management Act 2006* (RAM Act), MP Act, *Forestry Act 1959* (Forestry Act), and the *Wet Tropics World Heritage Protection and Management Act 1993* (Wet Tropics Act)
- provided pre-lodgement advice for applicants intending to lodge an exemption certificate application under the Heritage Act. There were 103 engagements, as well as responses being provided to approximately 550 enquiries regarding the development of places
- assessed and issued approximately 630 Exemption Certificates, enabling low impact development to be carried out on Queensland heritage places

- entered into one new heritage agreement to facilitate Redland City Council's development of its Birkdale Community Precinct as it affects the Willard's Farm complex and the adjacent former US Army Radio Receiving Station
- continued to administer heritage agreements respectively established in 2017 for the Ravenswood Mining Landscape and Chinese Settlement Area in North Queensland, and in 2022 for the restoration of the Home (sometimes Lamb House) at Kangaroo Point
- published new Estimated Rehabilitation Cost calculators and updated guidelines following finalisation of a major review.

Plans for future improvements

Plans for future improvements include:

- regularly publishing information to help inform and educate operators and the community about its compliance and enforcement activities
- providing details of statutory enforcement tools issued where an individual or company has committed a breach of the EP Act, with the exception of penalty infringement notices and prosecutions, via the enforcement register
- reviewing environmental authority conditions to ensure that they are contemporary, provide for best practice management and appropriately address risks, such as the published model operating conditions for compositing activities
- reviewing the department's non-statutory guidelines for Landfill Siting, Design and Operation, and the Prevention of Fires in Waste Stockpiles to provide further clarity around the department's expectations for waste operations in Queensland.

4. Commit to continuous improvement

Membership of AELERT provides ongoing opportunities to learn from other regulators and to gain exposure to best practice approaches to environmental regulation.

Departmental officers also participate in functions hosted by the ANZSOG National Regulators Community of Practice (NRCoP). The NRCoP is an active network of public sector regulators from all three levels of government and every regulatory sector, professional background, role and level of seniority.

A range of resources are available to support officers, including procedural guides, guidelines, forms and templates. Officers in central teams are available to provide advice to frontline officers in relation to questions associated with the execution of powers and delegations under the department's administered legislation, and the Litigation Unit provides legal advice for complex compliance matters.

The department actively monitors its regulatory performance and has a range of measures reported through its Service Delivery Statements (e.g., percentage of operators compliant with the environmental obligations specified in an enforcement notice). Performance results are published in the [department's Annual Report](#) under the 'Our Performance' section which can be found on the department's website.

Actions

Actions undertaken to date include:

- completed eight amendment regulations resulting in a net growth of the protected area estate of over 300,000 hectares
- amended the *Waste Reduction and Recycling Act 2011* to give effect to the decision to remove the clean earth levy exemption; change the definition of waste to allow a thing to be prescribed in regulation to not be waste; and introduced the circular economy principle into legislation
- commenced review of the Reef 2050 Water Quality Improvement Plan and the statutory review of the Reef protection regulations as required under the EP Act
- completed Version 2.5 of the Model of Effluent Disposal for Land Irrigation (MEDLI) model to support the regulation of environmental impacts from wastewater disposal for small communities, industry and feedlot applications
- delivered the *Environmental Protection and Other Legislation Amendment Act 2023* to enhance the effectiveness of the department's regulatory framework

- trained over 120 rangers and wildlife officers and approximately 60 Queensland Police officers to enhance their skills and capabilities in compliance and enforcement activities
- introduced an electronic penalty infringement notice system (the ePIN app) for use by rangers, wildlife officers, other departmental authorised officers, as well as for the Automatic Number Plate Recognition System cameras (ANPRS) which operate on Cooloola, Bribie Island and K'gari Recreation Areas, resulting in a significant reduction in internal double-handling and greater efficiencies
- enhanced waste assessment and compliance through the recruitment of additional staff in key frontline areas across Queensland and the implementation of a Waste Framework to guide the effective and efficient delivery of enhanced waste compliance and assessment activities
- continued to make significant enhancements to the useability of the EP Act Public Register Portal and the range of records available online. These enhancements included the addition of more data and document types such as progressive rehabilitation and closure plans, annual returns and estimated rehabilitation costs, as well as optimisations to search and performance
- developed and delivered a Graduate Program for the Environmental Services and Regulation division with graduate officers commencing in various assessment and compliance teams across Queensland
- developed a capability framework for the Environmental Services and Regulation division to inform training and development needs for officers
- continued to provide access to a range of webinars that are intended to build officers' knowledge and understanding of key activities regulated by the department under the EP Act. The webinars are delivered live to allow a question-and-answer function and recorded and shared on internal systems for later reference
- used the department's Remotely Piloted Aircraft Systems capability in a variety of applications, such as volumetric surveys at landfills, to confirm the integrity of the Queensland waste levy framework
- continued to increase the department's social media presence and encourage members of the public to report incidents or illegal activities through the pollution hotline. This has been reinforced by publishing content in relation to compliance outcomes as a result of community report
- continued refinement of statutory delegations and decision support tools to ensure efficient and effective decision making
- continued to publish performance statistics for its Environmental Impact Statement process, including timeframes for assessments
- commenced a review of the non-statutory guideline *Major and minor amendments* to provide further rigour and certainty around assessment level decisions for environmental authority amendment applications.

Plans for future improvements

Plans for future improvements include:

- improving internal practices relating to information and decision sharing, including shared business hubs for information and an internal assessment advice register for greater visibility
- implementing improved conflict of interest practices and visibility across assessment processes
- independent review of the powers and penalties under the EP Act.

An [independent review into the adequacy of powers and penalties available under the EP Act](#) was published on the department's website along with a Government response in May 2023.

The review found that the EP Act generally has an adequate range of powers and penalties to enforce environmental obligations and reduce the risk of environmental harm. However, circumstances were identified where amendments would allow more efficient and effective action to be taken to protect community health and wellbeing. This includes improving powers to support proactive responses, such as making it an offence not to comply with the general environmental duty, and increased visibility of the importance of human health in the legislation.

The Government supports all the recommendations of the Final Review Report other than Recommendation 12 which is supported in-principle.

Several of the recommendations have already been delivered through the *Environmental Protection and Other Legislation Amendment Act 2023* which was passed by the Queensland Parliament in March 2023. The remainder of the recommendations are being progressed through the consideration of a consultation paper.

5. Be transparent and accountable in actions

To promote transparency and demonstrate open accountability, the Enforcement Guidelines, compliance priorities, compliance priorities final report, Regulatory Strategy, and Enforcement Register are publicly available on the department's website. Access to this information provides the regulated community and stakeholders with an understanding of how decisions related to enforcement and regulation are made.

Most of the enforcement decisions made under the EP Act require reasons for the decision to be provided to the person affected by the decision. The EP Act provides a statutory right to have most enforcement actions internally reviewed and a right to appeal those decisions to either the Planning and Environment Court or the Land Court.

The Environmental Regulatory Update is a regular e-bulletin sent to subscribers providing the latest important regulatory information.

The department regularly publishes information to help inform and educate operators and the community about its regulatory activities, including:

- performance statistics relating to the Environmental Impact Statement process, including timeframes for assessments
- a [public register](#) portal providing information and documentation relating to administration and enforcement activities undertaken in line with the EP Act. The portal provides increased access and searchability for records and documents, averaging over 20,000 searches per month
- information requests can be made for records that cannot be found when searching the public register portal
- a [customer service charter for management of the pollution hotline](#), a Queensland Government service for the reporting of pollution and environmental incidents and environmental non-compliance issues
- maintaining a public register for the Queensland Environmental Offsets Framework, which is contributed to by Queensland agencies who administer offsets under the framework. The [Offsets Register](#) details the location of impacted areas requiring an offset, impacted environmental values, payments made to the Queensland Government for offsetting impacted areas, offsets that are being delivered, areas suitable for delivering future offsets (advanced offsets) and approved activities for delivering offset projects (Direct Benefit Management Plans).

Actions

Actions undertaken to date include:

- the compliance priorities are the key strategic and operational priorities and are published on the department's website. The department's ongoing compliance work continues to be informed by community, industry and scientific intelligence.

Plans for future improvements

Plans for future improvements include:

- redeveloping the Queensland Environmental Offsets public register to improve transparency and establish regular reporting periods. The register is anticipated to be released by mid-2024
- publishing the 2024 Regulatory Strategy Progress Report to continue to be accountable for the department's implementation of the Regulatory Strategy.

Appendix 1 – Legislation

Legislation managed and administered by the department in a regulatory capacity:

- *Biodiscovery Act 2004*
- *Coastal Protection and Management Act 1995*
- Coastal Protection and Management Regulation 2017
- *Environmental Offsets Act 2014*
- Environmental Offsets Regulation 2014
- *Environmental Protection Act 1994*
- Environmental Protection Regulation 2019
- Environmental Protection (Air) Policy 2019
- Environmental Protection (Noise) Policy 2019
- Environmental Protection (Water and Wetland Biodiversity) Policy 2019
- *Forestry Act 1959* (jointly administered with the Minister for Agricultural Industry Development and Fisheries and Minister for Rural Communities)
- *Gene Technology (Queensland) Act 2016*
- *Marine Parks Act 2004*
- Marine Parks (Great Sandy) Zoning Plan 2017
- Marine Parks (Moreton Bay) Zoning Plan 2019
- *Nature Conservation Act 1992*
- Nature Conservation (Animals) Regulation 2020
- Nature Conservation (Estuarine Crocodile) Conservation Plan 2018
- Nature Conservation (Forest Reserves) Regulation 2000
- Nature Conservation (Koala) Conservation Plan 2017
- Nature Conservation (Macropod Harvest Period 2021) Notice 2020
- Nature Conservation (Macropod) Conservation Plan 2017
- Nature Conservation (Plants) Regulation 2020
- Nature Conservation (Protected Areas Management) Regulation 2017
- Nature Conservation (Protected Areas) Regulation 1994
- *Queensland Heritage Act 1992*
- Queensland Heritage Regulation 2015
- *Recreation Areas Management Act 2006*
- *Tweed River Entrance Sand Bypassing Project Agreement Act 1998*
- *Waste Reduction and Recycling Act 2011*
- Waste Reduction and Recycling Regulation 2011
- *Water Act 2000 (Chapter 3)*
- *Wet Tropics World Heritage Protection and Management Act 1993.*

Appendix 2 – Referenced websites

Page or document name	Page number in report	Full URL
Compliance and enforcement Environment Department of Environment and Science, Queensland (des.qld.gov.au)	2	https://environment.des.qld.gov.au/management/compliance-enforcement
Public register— <i>Environmental Protection Act 1994</i> Environment, land and water Queensland Government (www.qld.gov.au)	3	https://www.qld.gov.au/environment/management/licences-permits/public-register
Regulatory Strategy Environment Department of Environment and Science, Queensland (des.qld.gov.au)	3	https://environment.des.qld.gov.au/management/policy-regulation/regulatory-strategy
Regulatory Strategy 2022–2027 - Progress report 2023 Environment Department of Environment and Science, Queensland (des.qld.gov.au)	3	https://environment.des.qld.gov.au/management/policy-regulation/regulatory-strategy/progress-report
Stakeholder charter - Corporate documents Department of Environment and Science, Queensland (des.qld.gov.au)	3	https://www.des.qld.gov.au/our-department/corporate-docs
Public notices and consultations Department of Environment and Science, Queensland (des.qld.gov.au)	3	https://www.des.qld.gov.au/our-department/public-notice
Feedback form—Complaint Department of Environment and Science, Queensland (des.qld.gov.au)	4	https://www.des.qld.gov.au/contactus/feedback-forms/feedback-form-complaint
Environmental Services and Regulation Annual Strategic Compliance Priorities 2023–2024 - Compliance and enforcement Environment Department of Environment and Science, Queensland (des.qld.gov.au)	4	https://environment.des.qld.gov.au/management/compliance-enforcement
Annual strategic compliance priorities 2021–2022 final report - Compliance and enforcement Environment Department of Environment and Science, Queensland (des.qld.gov.au)	4	https://environment.des.qld.gov.au/management/compliance-enforcement
Completed EIS statistics Environment, land and water Queensland Government (www.qld.gov.au)	5	https://www.qld.gov.au/environment/management/environmental/eis-process/projects/eis-statistics
Annual Report 2022–2023 Department of Environment and Science, Queensland (des.qld.gov.au)	6	https://www.des.qld.gov.au/our-department/corporate-docs/annual-report
Independent review of powers and penalties under the EP Act Report and government response	7	https://environment.des.qld.gov.au/management/policy-regulation/independent-review

<p>Public register—<i>Environmental Protection Act 1994</i> Environment, land and water Queensland Government (www.qld.gov.au)</p>	<p>8</p>	<p>https://www.qld.gov.au/environment/management/licences-permits/public-register</p>
<p>Community Response Team Customer Service Charter Department of Environment and Science (www.qld.gov.au)</p>	<p>8</p>	<p>https://www.qld.gov.au/__data/assets/pdf_file/0028/166753/community-response-customer-service-charter.pdf</p>
<p>Offsets register Environment, land and water Queensland Government (www.qld.gov.au)</p>	<p>8</p>	<p>https://www.qld.gov.au/environment/management/environmental/offsets/registers</p>