

Resources Safety and Health Performance Accountability Framework 2017-18 Self-Assessment Report

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Summary

Resources Safety and Health Performance Accountability Framework

The Resources Safety and Health Performance Accountability Framework (the framework) was established to assess our performance when interacting with industry stakeholders while carrying out our regulatory functions. It is intended to evaluate how we perform as a regulator and our level of engagement with stakeholders.

The framework and self-assessment reporting is modelled on the established Commonwealth Regulator Performance Framework which comprises six outcome-based KPIs to communicate the expectations of regulator performance.

Framework self-assessment

Resources Safety and Health (RSH) carried out the first annual self-assessment of its inspectorates' performance against the framework key performance indicators (KPIs).

For the first self-assessment report, we have released details of specific activities undertaken in 2017-18 that demonstrate the KPIs on the department's website. Another key source of supporting evidence are the results of a 2018 RSH industry stakeholder survey. This information can be found in the inspectorates' 2017-18 RSH Performance Accountability Framework Self-Assessment Supplementary Reports on the department's website.

Future self-assessment reports will focus on significant initiatives and consultation activities, as well as significant continuous improvement initiatives, rather than repeating the material covered in the framework KPI activities. We believe there is more value focusing on our significant performance efforts in future reports.

Summary of assessment

The self-assessment found RSH:

- is engaged with regulated industries, other regulatory agencies and academic and scientific institutions
- is delivering against the KPIs and performance measures
- effectively manages the balance between supporting industry through regular engagement and consultation and enforcing the legislation to achieve better safety and health outcomes.

Areas for improvement highlighted by the self-assessment include:

- improving understanding within industry of the risk-based approach RSH inspectorates take when monitoring compliance
- improving our website to make it easier for our stakeholders to find the information and guidance material to assist them in their day-to-day operations.

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Introduction

This report sets out Resources Safety and Health's (RSH) 2017-18 self-assessment against the RSH Performance Accountability Framework (the framework).

Resources Safety and Health

The Mines (Coal, Mineral Mines and Quarries), Explosives and Petroleum and Gas Inspectorates within the Department of Natural Resources, Mines and Energy (DNRME) are responsible for administering Queensland's resources safety and health framework. This framework comprises four acts and corresponding regulations, as set out below:

- *Coal Mining Safety and Health Act 1999* and the Coal Mining Safety and Health Regulation 2017
- *Mining and Quarrying Safety and Health Act 1999* and the Mining and Quarrying Safety and Health Regulation 2017
- *Explosives Act 1999* and the Explosives Regulation 2017
- *Petroleum and Gas (Production and Safety) Act 2004* and the Petroleum and Gas (Safety) Regulation 2018.

In administering the legislation we are responsible for:

- engagement and education on the regulatory framework
- monitoring, facilitating and enforcing compliance with the legislation through action including inspections, audits, investigations and prosecution
- collecting, analysing, assessing and publishing information and industry data
- explosives licensing
- gas licensing.

Our objective is to protect the safety and health of resource industry workers and the Queensland community at large, by ensuring that:

- the risk of injury or illness resulting from regulated/authorised activities is at an acceptable level
- obligation-holders receive the support, guidance, and information necessary to discharge their safety and health obligations
- industry, workers and the broader community have confidence in Queensland's resources safety and health framework.

We achieve our regulatory objectives through compliance action that is systems-focused and proportionate to the risk and/or circumstances.

As the safety and health regulators for Queensland's resources industry, in all of our decision-making and actions, we will uphold the following values:

Outcomes and risk-based approach	We apply our resources to the areas of greatest risk within the resources industry, and to the activities that will achieve the greatest safety and health outcomes.
Transparency	Industry, workers and other stakeholders must have a clear understanding of what to expect from us, and what we expect from

	them. We will communicate on these matters with clarity and integrity, and will measure and publicly report on safety and health outcomes.
Consistency	Industry, workers and the community see that we take a consistent approach to regulation and compliance. This does not mean we operate inflexibly, rather that we apply our values and principles consistently to the facts and circumstances of each case.
Independence	We will act with impartiality and without fear or favour.
Accountability	We take responsibility for our role in Queensland's resources safety and health framework.
Proportionality	Our compliance and enforcement decisions will be proportionate to the conduct, having regard to the level of potential or actual harm, the magnitude of the wrongdoing and attitude of the wrongdoer.
Fairness	In exercising our regulatory powers, we afford persons and organisations procedural fairness.

The application of these values was reviewed with the analysis of the industry stakeholder survey results and internal evidence of our performance for 2017-18.

The Resources Safety and Health Performance Accountability Framework Self-Assessment

RSH carried out its first annual self-assessment of its performance against the framework from August to October 2018.

For the first self-assessment report, we have also released specific activities RSH has undertaken in 2017-18 that demonstrate the framework's KPIs. This information can be found in the inspectorates' 2017-18 RSH Performance Accountability Framework Self-Assessment Supplementary Reports (supplementary reports) on the department's website. Another key source of supporting evidence is the findings from the 2018 RSH industry stakeholder survey, which is included in the supplementary reports.

Future self-assessment reports will focus on significant initiatives and consultation activities, as well as significant continuous improvement initiatives, rather than repeating the material covered in the framework KPI activities. We believe there is more value focusing on our significant performance efforts in future reports.

We have identified that there is room for improvement in the framework's performance measures attached to the KPIs. An initial review has indicated that the framework needs to be refined to remove duplication and further customise to more closely align with our regulatory environments.

Methodology

RSH gathered evidence from multiple sources including the 2018 industry stakeholder survey, published information on the department's website, internal records and existing data collections to examine our performance against the six KPIs and performance measures.

About the framework

The framework was established to assess our performance when interacting with industry stakeholders while carrying out our regulatory functions. It is intended to evaluate how we perform as a regulator and our level of engagement with stakeholders.

The framework and self-assessment reporting is modelled on the established Commonwealth Regulator Performance Framework which comprises six outcome-based KPIs to communicate the expectations of regulator performance.

KPI 1: RSH does not unnecessarily impede the operation of regulated entities

KPI 2: Communication with regulated entities is clear, targeted and effective

KPI 3: Actions undertaken by RSH are proportionate to the regulatory risk being managed

KPI 4: Compliance and monitoring approaches are streamlined and coordinated

KPI 5: RSH is open and transparent in its dealings with regulated entities

KPI 6: RSH actively contributes to the continuous improvement of regulatory frameworks

RSH developed and consulted on the framework's KPIs and measures to be used to conduct an annual self-assessment of performance and to identify areas for improvement. The framework was published on the department's website in July 2017. Detailed results of RSH's achievement against the six KPIs and supporting performance measures are set out in the Supplementary Reports on the department's website.

Stakeholder survey

An industry stakeholder survey on RSH's performance was conducted in August 2018. This survey will become a biennial event to gauge industry's perception of how we are performing as regulators over time.

The survey was completed by:

- 33 coal stakeholders
- 23 mineral stakeholders
- 22 quarry stakeholders
- 8 explosives stakeholders
- 14 petroleum and gas stakeholders.

Feedback from the stakeholder survey indicates that RSH performs well overall in relation to consultation, engagement and communicating with our stakeholders, which is supported by the quality of activities undertaken by RSH inspectorates throughout the year. However, when it comes to our stakeholders' ability to easily find the information and guidance material on the department's website, there was a clear message across the board that there needs to be improvements made to the website.

RSH also performed well overall when it came to questions relating to inspectors' performance and delivery of functions (e.g. knowledgeable, consistent, professional, well prepared, approachable, timely, willing to consult), which indicates that as regulators we are generally getting the balance right by recruiting individuals with appropriate levels of industry experience and technical ability. We also

support the growth and continued improvement of our inspectors through our training programs and professional development opportunities.

We might also consider if there are opportunities for better coordination of joint inspections with other agencies across jurisdictions, where applicable. Joint inspections with other agencies are not always appropriate or feasible but we can explore possibilities available to us through our regular engagement with other related regulators.

While the overall results of the industry stakeholder survey were broadly positive there is always room for improvement. The survey responses on our inspectorates' performance provide us with a greater understanding of how they are perceived by the individuals working in the industries we regulate. The inspectorates will take the time to objectively review these results before selecting a few primary areas to focus on as opportunities for improvement.

There was also some valuable information received from the survey respondents who provided written responses to the question on what else the RSH inspectorates might do to support better safety and health outcomes for your operation. These responses ranged from putting more people on the ground, improving legislation, improving information about inspectorate contacts, to focusing more roadshows on good news stories and sharing examples of high standards and practices. The feedback received for each inspectorate will also be considered by the inspectorates when reviewing opportunities for improvement.

It is important to remember however, that the RSH inspectorates are the regulators for their industries so there will always be a strong focus on our compliance, consultation and engagement activities to ensure we achieve high levels of safety and health for workers, industry and the community.

The 2018 RSH stakeholder survey results and the inspectorates' detailed activities for 2017-18 are available in the supplementary reports on the department's website.

Validation

RSH's self-assessment was externally reviewed by the Internal Audit Service (IAS) in November 2018.

The external review process provides feedback on RSH's 2017-18 self-assessment to determine if it is consistent with the results of the industry stakeholder survey and the internal evidence provided against the KPIs.

IAS was asked to consider if:

- RSH's conclusions were reasonable and objective
- areas identified for further improvement were appropriate and justified.

The review process is not intended to be an audit of RSH's self-assessment.

IAS feedback was broadly positive and supported RSH's self-assessment. Some specific feedback was received including suggestions in relation to identifying performance areas for review where individual inspectorates received a noticeably higher dissatisfaction rating in the industry stakeholder survey responses.

Key performance indicator 1¹

RSH does not unnecessarily impede the operation of regulated entities

Performance measures

- 1.1 RSH inspectorates demonstrate an understanding of the operating environment of the regulated entities through efficient consultative mechanisms.
- 1.2 RSH inspectorates minimise potential for unintended negative impacts of regulatory activities on regulated entities.
- 1.3 RSH inspectorates implement continuous improvement strategies to improve safety and health outcomes for the regulated industries.

Assessment summary

RSH's assessment of its consultation with regulated industries for KPI 1 is based on an assessment of evidence collected from the inspectorates and industry survey results relating to formal and informal consultation, engagement with stakeholders and external international and domestic bodies and participation in professional and technical committees. RSH inspectorates achieved an overall satisfaction rate of 83 per cent in the industry survey questions relating to this KPI.

RSH is satisfied from reviewing the inspectorate evidence and the survey results that overall it has demonstrated a strong performance in this KPI through its active and regular consultation and engagement with regulated industries and external bodies. However, the stakeholder survey results for the Explosives Inspectorate and Petroleum and Gas Inspectorate's performance in *supporting organisations positive safety and health outcomes* indicate that this area of their operations may need to be reviewed.

Refer to KPI 4 for information on complaints and KPI 6 for information on consultation and engagement activities on legislative and major policy changes.

RSH's participation in regular consultation and engagement forums with stakeholders not only provides us with the opportunity to share our expectations and approach to administering the regulatory framework, but just as importantly, helps us improve our understanding of the industries we regulate.

These consultative and information sharing activities provide valuable opportunities to share our experiences and gain insights into new developments, and the issues affecting the industries we regulate. A greater understanding of current and emerging issues and developments in industry assists decision-making around the regulatory framework including compliance activities.

An important part of the consultation process is the more formalised industry consultative committees and the collaborative work undertaken by these groups. For example the:

- Mines Inspectorate membership and participation in the legislated tripartite Coal Mining Safety and Health Advisory Committee and the Mining Safety and Health Advisory Committee, chaired by the Commissioner for Mine Safety and Health

¹ Activity-based evidence for each inspectorate's KPI performance is available in the Supplementary Reports on the department's website.

- Petroleum and Gas Inspectorate Stakeholder Engagement Committee (Upstream) and Stakeholder Engagement Committee (Downstream) is a regular forum for industry representatives and the Inspectorate to meet regularly.

The mining advisory committees' membership includes representatives of unions, industry and government providing for tripartite consideration of issues affecting workers in the industry. The primary function of these committees is to provide advice and make recommendations to the Minister on promoting and protecting the safety and health of workers in mines.

Participation in these committees gives the inspectorates a strong understanding of these industries and the environment in which they operate. The understanding gained through this regular interaction assists the inspectorates in effectively supporting our stakeholders in meeting their obligations and improving safety and health practices at sites.

Our continued emphasis on industry consultation extends to holding regular and targeted industry awareness sessions to update stakeholders on upcoming major policy and legislation changes to the regulatory framework.

RSH also benefits from and values the learning opportunities offered through regular engagement with other related regulatory agencies and scientific and academic institutions, as well as the participation of its inspectors in technical committees such as in Australian Standards and technical regulator committees. All three RSH inspectorates regularly participate and engage in these activities.

For example, the Mines Inspectorate and Occupational Health and Hygiene Unit continued to strengthen relationships with international regulators and academic institutions throughout the year including the United States coal regulator Mine Safety and Health Administration (MSHA), the National Institute for Occupational Safety and Health (NIOSH) and the University of Illinois.

Annual conferences of chief inspectors are another important way the Mines Inspectorate and Explosives Inspectorate regularly engage and share experiences with state and international regulators.

Queensland Government establishment of the Project Management Office

In late 2017 the Queensland Government established the Project Management Office (PMO) to progress a number of recommendations from the Coal Workers' Pneumoconiosis (CWP) Select Committee Report No. 2 regarding the structure and funding of the regulator. The PMO was led by a PMO Executive independent of government structures.

The CWP Select Committee made recommendations relating to the Safety and Health fee and funding the regulator. The PMO was tasked with consulting with stakeholders and providing advice to the Minister for Natural Resources, Mines and Energy on options for alternative regulator models and an appropriate model to fund the regulator. The PMO work program did not include a review of the Petroleum and Gas fee as the CWP Select Committee report was silent on this fee.

Stakeholder consultation was the centrepiece of the PMO's work program. Between March and May 2018, the PMO released two discussion papers and five focus papers for public consultation regarding the structure and funding of the regulator. The PMO also met with various organisations representing workers, industry and government through face-to-face meetings, information forums and open house consultation between December 2017 and June 2018.

In addition to the PMO's analysis, the PMO engaged KPMG to undertake further modelling on funding options. On 1 May 2018, the PMO released a discussion paper for public consultation on options to fund the regulator. The discussion paper outlined funding model options based on the principle of cost recovery of activities across the mining and explosives inspectorate services.

An information forum was held in Brisbane on 3 May 2018 to review the discussion paper and video conferencing was available for regional based stakeholders. The information forum was attended by organisations representing workers, industry and government. The consultation process closed on 1 June 2018.

In June 2018, the PMO concluded its work and the PMO Executive submitted advice to the Minister on recommended regulator and funding model options. The outcomes of stakeholder consultation were used to inform the PMO's advice.

The government is currently considering the regulator and funding models recommended by the PMO.

Key performance indicator 2

RSH communicates with regulated industries in a clear, targeted and effective manner

Performance measures

- 2.1 RSH inspectorates provide guidance and information that is up to date, clear, accessible and concise through appropriate mediums to the targeted audience.
- 2.2 RSH inspectorates consider the impact on regulated industries and engages with industry groups and representatives of affected stakeholders before changing major policies, practices or service standards.
- 2.3 RSH inspectorate decisions are provided in a timely manner and clearly articulate expectations and the reasons for the decision.
- 2.4 RSH inspectorates' advice is consistent and supports predictable outcomes.

Assessment summary

RSH's assessment of its communication with regulated industries for KPI 2 is based on an assessment of evidence collected from the inspectorates and the industry stakeholder survey results relating to awareness, information and communication which achieved an overall satisfaction rate of 83 per cent.

RSH is satisfied from reviewing the inspectorate evidence and the survey results that we have clear and targeted information available on the department's website. We also have the systems in place that allow us to reach our stakeholders in a timely manner with critical safety, security and health advisory information. However, we recognise the need for easy access to, and consistency of, advice to regulated industries through the on-the-job application of our policies, procedures, practices and training.

We have had confirmation from industry through the survey results that it is not always easy finding the information and guidance material on the website. This has been identified as an area of improvement which will be conveyed to the department's ITP/Web Management partner to determine what improvements can be made.

RSH inspectorates notify industry stakeholders of critical incidents through safety and health alerts and news flashes as soon as enough pertinent information is available for release. The inspectorates also regularly publish information bulletins for more detailed releases of incidents or issues affecting industry. The details of the publication of these releases in 2017-18 is contained in the supplementary reports on the department's website.

The stakeholder survey feedback on RSH's timely publication of critical safety and health was positive overall with 67 per cent of the responses in the combined *very good/good* ranges. However, when compared to other areas this presents as an area with scope for improvement.

Communication with stakeholders is consistent with the department's communication policies and procedures. The department's Corporate Communication division assists RSH with the necessary advice, guides and tools to ensure the delivery of consistent and focused communication with stakeholders. The inspectorates also have various procedures available to inspectors to assist with

communicating in a clear, target and effective manner. This information is available in the supplementary reports on the department's website.

RSH sees the significant benefits in supporting and promoting good decision-making processes and practices. It achieves this through ensuring information, resources and technical expertise is available to support good decision-making and through the enrolment of officers in the Advanced Government Decision-Making and Statutory Interpretation training. This training examines the administrative processes that are essential in making good decisions including the fundamental steps to be followed in developing a lawful decision-making process, identification, the gathering and analysis of relevant evidence and the rules of natural justice.

This approach appears to be working as the stakeholder survey feedback on RSH's inspectors' performance on practicing transparent and fair decision-making in their interactions with regulated industries was high overall achieving 71 per cent in the combined *very good/good* ranges.

The legislation administered by RSH inspectorates provides for the mechanisms for affording procedural fairness and escalation points for prospective decisions. The Explosives Inspectorate had three external reviews lodged with QCAT in 2017-18. These applications related to licensing appropriateness and compliance action. The Mines and Petroleum and Gas Inspectorates did not receive any review applications for the financial year. Details of the inspectorates' review and appeal provisions can be found in the supplementary reports on the department's website.

Key performance indicator 3

Actions undertaken by Resources Safety and Health are proportionate to the regulatory risk being managed

Performance measures

- 3.1 RSH inspectorates apply a proportionate approach to compliance obligations, engagement and regulatory enforcement actions, as determined by respective legislation.
- 3.2 RSH inspectorates' approach to risk is regularly reviewed. Strategies amended to reflect changing priorities without diminishing regulatory certainty or impact.
- 3.3 RSH inspectorates recognise the compliance record of regulated entities. All available and relevant data on compliance is considered.

Assessment summary

RSH's assessment of KPI 3 is based on an assessment of evidence collected from the inspectorates and the industry stakeholder survey results relating to reducing the likelihood and consequence of serious incidents and compliance activities. The overall satisfaction rate for the combined survey questions relating to KPI 3 is 86 per cent.

RSH is satisfied from reviewing the inspectorate evidence and the survey results that its overall practices and systems are founded on a risk-based regulatory approach which focuses compliance activities and actions in proportion to the risk being managed.

The inspectorates also recognise the need to review their approach to risk regularly either through a more formalised external review process or by regularly assessing emerging hazards. If the review provides sufficient evidence that there are changing priorities in the regulated industries our risk strategies will be amended accordingly.

The stakeholder survey results for the Explosives Inspectorate on its performance in *working with industry to reduce the likelihood and consequence of serious incidents* indicate that this area of its operations should be given attention.

RSH's regulatory approach is proportionate to the legislated compliance obligations and the safety, security or health risks that the industry's activities presents to workers and the community. The approach takes into consideration information collected from legislated safety and health reporting obligations; inspections and audits; complaints; licensing; certificates of competency and through regular engagement with industry stakeholders.

Industry reporting informs RSH of safety and health trends, as well as highlighting possible emerging issues. Inspections and audits can identify both non-compliances and good practices, and the licensing and certification of high risk positions within hazardous industries assists in ensuring competent licence and statutory position holders are working within these industries.

The inspectorates communicate their expectations to regulated industries through a variety of sources including published alerts and bulletins, website information and guidance material, directed letters from the Chief Inspectors and at the Industry Leaders Briefing. The annual briefing brings together representatives from the mining, explosives and petroleum and gas industries with members of the inspectorates to exchange ideas, issues and developments. These briefings often include

presentations from external leaders in their field willing to share their experiences and knowledge, as well as providing a forum for RSH's Executive Director and Chief Inspectors to highlight the positive industry outcomes and share their expectations particularly in relation to identified high risk focus areas.

The RSH Compliance Policy is published on the department's website and sets out the principles and practices that underpin our compliance and enforcement actions. The policy sets a clear direction for decision-making when inspectorates are determining their approach and allows for a range of regulatory responses having regard to risk, systemic or recurrent non-compliance and the nature of the non-compliant behaviour.

All relevant and available compliance data contained in inspectorate databases, along with the RSH Compliance Policy, provide the systems and information required to determine compliance schedules based on a range of available data including the compliance record of operations, risk rankings and emerging significant hazards. This includes graduated approaches to inspections and audits.

RSH inspectorates utilise the following databases to assist in making these determinations:

- Mine Inspection Planning System
- Form 1A and 5A databases
- Task Tracker
- Notifications database (explosives and fireworks)
- Authorisations database (explosives trials)
- Explosives licensing database
- Petroleum and gas licensing database.

We understand that there may be alternative ways for regulated entities to achieve compliance with the legislation. Where legislation allows, compliance directions are usually non-prescriptive, so can accommodate alternative approaches that result in reducing or managing the risk and is in compliance with the legislation. Other mechanisms such as accountability meetings and internal review processes also provide regulated entities with the opportunity to demonstrate to the inspectorate how they propose to achieve compliance.

The information obtained from inspections and audits is an important component in setting and reviewing strategies to reflect changing risk priorities and conveying the inspectorates' future priorities. Special circumstances such as the 2018 Commonwealth Games are individually assessed as being high risk and are allocated an appropriate priority.

To ensure inspectors and specialist officers have a solid grounding in risk, RSH provides formal training and refresher training in risk management alongside other targeted training required to undertake their roles. A Training Needs Analysis review process is conducted each year with all inspectorates to identify any gaps in training requirements and to ensure they remain current. This is an on-going process so is supported by quarterly reporting meetings with the inspectorates to make any adjustments to reflect current circumstances or emerging requirements.

Key performance indicator 4

Resources Safety and Health compliance and monitoring approaches are streamlined and coordinated

Performance measures

- 4.1 RSH inspectorate information requests are tailored and only made when necessary to secure regulatory objectives.
- 4.2 RSH inspectorate frequency of information collection is minimised and coordinated with similar processes including those of other regulators so that, as far as possible, information is only requested once.
- 4.3 RSH inspectorates utilise information received from government agencies, through formal information sharing arrangements, to limit requests made to regulated entities, where possible.
- 4.4 RSH inspectorates base monitoring and inspection approaches on risk and where legislation allows, takes into account the circumstances and operational needs of the regulated industry.

Assessment summary

RSH's assessment of KPI 4 is based on an assessment of evidence collected from the inspectorates and the industry stakeholder survey results relating to streamlined and coordinated compliance and monitoring approaches. The overall satisfaction rate for the combined survey questions relating to KPI 4 is 87 per cent.

RSH is satisfied from reviewing the inspectorate evidence and the survey results that our approaches and practices relating to information requests are tailored and minimise impacts on industry operations. We also attempt to minimise disruption through coordinated inspections where appropriate.

However, the stakeholder survey results for the Explosives Inspectorate's performance in the *delivery of functions* indicate that this area of its operations should receive some additional focus.

Discussion on RSH's Compliance Policy and approach to risk is contained in KPI 3.

RSH's information systems and databases give us the ability to access up-to-date information about our stakeholders and our regulatory environment to inform our regulatory response approaches. RSH has identified the importance of having information systems and databases that meet the needs of a modern organisation, so is commencing a review of our business requirements as a regulator with the express purpose of finding suitable information technology solutions to see our organisation well into the future. This review will take into account our regulatory frameworks and environments.

As far as possible, the data collected and stored on inspectorate databases is reused for inspectorate activities minimising frequency of stakeholder information collection. We document and disseminate information through corporate publications such as the department's Annual Report and Service Delivery Statements, as well as through inspectorate publications such as the annual Queensland Mines and Quarries Safety Performance and Health Report, safety alerts, information bulletins, gas safety educational material and safety statistics on the website.

Through the information collected via existing reporting mechanisms, and through formal and informal information sharing practices with other government agencies including Memoranda of Understanding, RSH attempts to minimise impact on regulated industries. The inspectorates also achieve this through regular internal information sharing forums including regular regional meetings, RSH Chief Inspectors meetings and Leadership Group meetings.

Complaints information can also be used to inform inspectorate inspections, audits and communication with regulated industries, particularly where there are persistent patterns in complaints reporting.

Details of RSH's external and internal information sharing practices and the number and type of complaints for each inspectorate can be found in the supplementary reports on the department's website.

RSH understands the importance of coordinating inspections with other RSH inspectorates and external regulators, where appropriate, to minimise disruption to the operation of regulated industries. However, the scheduling of coordinated visits may not always be practical when considering each regulators planned schedules and specific industry priorities.

RSH inspectorates conducted the following coordinated inspections for 2017-18:

- Mines and Explosives Inspectorates conducted thirteen joint inspections
- Explosives and Petroleum and Gas Inspectorates conducted four Commonwealth Games related joint inspections and four joint industry engagements
- Petroleum and Gas Inspectorate conducted three joint audits, one joint investigation and seven joint Commonwealth Games related engagements with Workplace Health and Safety Queensland
- Mines Inspectorate regularly undertakes joint visits with the department's mining registrars and field access officers.

Key performance indicator 5

Resources Safety and Health is open and transparent in its dealings with regulated entities

Performance measures

- 5.1 RSH inspectorates' legislation and compliance policy are publicly available in a format which is clear, understandable and accessible.
- 5.2 RSH inspectorates are open and responsive to requests from regulated industries and other relevant stakeholder representatives regarding the operation of the regulatory framework and approaches implemented by RSH.
- 5.3 RSH inspectorate performance measurement results published in a timely manner to ensure accountability to the public.

Assessment summary

RSH's assessment of KPI 5 is based on an assessment of evidence collected from the inspectorates and the industry stakeholder survey results relating to openness and transparency. The overall satisfaction rate for the combined survey questions relating to KPI 5 is 85 per cent.

RSH is satisfied from reviewing the inspectorate evidence and the survey results that our overall approach to openness and transparency is sound but we will continue to improve our methods of communicating our performance information and mechanisms for feedback across the inspectorates.

The stakeholder survey results for the Explosives Inspectorate's performance against this KPI indicate that it may need to review its decision-making practices and methods of communication for performance information and its feedback mechanisms.

Where possible, RSH seeks to be open and transparent in its dealings with regulated industries. Overall, legislation administered by RSH inspectorates provides clear objectives and obligations and the published RSH Compliance Policy provides a clear framework for our compliance approach. This is supported by our publication of critical safety and health incident information and investigation reports.

In the recent industry stakeholder survey we asked for specific feedback on our openness, transparency and responsiveness and our practice of transparent and fair decision-making. The overall satisfaction rate for RSH inspectorates was as follows:

- *Open, transparent and responsive in their dealings with industry* – 87 per cent overall satisfaction rate
- *Practice transparent and fair decision-making* – 85 per cent overall satisfaction rate.

The 2018 RSH stakeholder survey results are available on the department's website.

RSH releases performance information on the department's website through the Queensland Mines and Quarries Safety Performance and Health Report's chapter on compliance activities and outcomes and to industry stakeholders at the Industry Leaders Briefing.

The Commissioner for Mine Safety and Health also publishes an annual performance report on the Queensland Mines Inspectorate. This report is delivered to the Minister and tabled in Parliament, as required by legislation.

Discussion on our response to industry feedback through consultation and engagement exercises can be found in KPI 1 and 6 and our responsiveness to complaints can be found in KPI 4.

Key performance indicator 6

Resources Safety and Health actively contributes to the continuous improvement of regulatory frameworks

Performance measures

- 6.1 RSH inspectorates establish cooperative and collaborative relationships with stakeholders to improve the efficiency and effectiveness of the regulatory framework.
- 6.2 RSH inspectorates engage with stakeholders in the development of options to improve safety and health outcomes.
- 6.3 RSH inspectorates regularly share relevant stakeholder feedback with the RSH policy and performance units to improve the operation of the regulatory framework and administrative processes.

Assessment summary

RSH's assessment of KPI 6 is based on an assessment of evidence collected from the inspectorates and the industry stakeholder survey results relating to our contribution to the continuous improvement of regulatory frameworks. The overall satisfaction rate for the combined survey questions relating to KPI 6 is 87 per cent.

RSH is satisfied from reviewing the inspectorate evidence and the survey results for questions relating to this KPI and the consultation and engagement activities detailed in KPI 1 that we can confidently claim that we have made a positive contribution to the continuous improvement of our regulatory frameworks.

The recent industry stakeholder survey also contained a direct question to industry regarding consultation on major policy and legislation changes which returned an overall satisfaction rate of 90 per cent.

Consultation on major policy and legislation changes

RSH has been involved in a significant amount of consultation with industry stakeholders on proposed major policy and legislation changes in 2017-18. This has ranged from amendments to the *Coal Mining Safety and Health Act 1999*, the *Mining and Quarrying Safety and Health Act 1999*, the *Explosives Act 1999* and the *Petroleum and Gas (Production and Safety) Act 2004* to the remakes of all accompanying regulations. The details of the inspectorates' consultation activities are available in the supplementary reports on the department's website.

RSH internal information sharing activities

All RSH inspectorates and business units are represented at the biannual RSH review days where participants are encouraged to share their knowledge and experiences through formal presentations and face-to-face dialogue with their colleagues. The rotation of participants at these events demonstrates to the individuals that the functions they perform in their role is an important part of the organisation's business. The free expression of diverse views encourages new ways of thinking that can lead to positive change and approaches to our business.

Regular information sharing across RSH inspectorates and business units also happens at the monthly Leadership Group meeting and the monthly Chief Inspectors meeting.

Alongside the industry consultation, the RSH inspectorates and Policy Unit have had a number of formal and informal meetings to discuss various policy projects and matters related to stakeholder feedback and proposed amendments intended to improve the regulatory frameworks. These discussions primarily centred around the Mines Legislation (Resources Safety) Amendment Bill 2018; the Mineral, Water and Other Legislation Amendment Bill 2018 and the Land, Explosives and Other Legislation Amendment Bill 2018.

Similar discussions occurred regarding the remake of the Coal Mining Safety and Health Regulation 2017; the Mining and Quarrying Safety and Health Regulation 2017; the Explosives Regulation 2017 and the Petroleum and Gas (Safety) Regulation 2018.

The inspectorates and the RSH Performance and Governance Unit have had regular interaction primarily for the purposes of performance reporting, training, statistical analysis and collaboration of efforts on reviews and reports.

Stakeholder surveys

2018 RSH industry stakeholder survey

The overall results of the 2018 stakeholder survey on RSH's performance were positive, with respondents generally supportive of our approach and performance. This was the first survey for the RSH Performance Accountability Framework. Industry stakeholders will be surveyed every two years to get their views on how they think we are performing as regulators.

Eighty-three of the 100 respondents who completed the survey had worked in their industry for eleven years or more (11-20 years – 27; more than 20 years – 56), providing a wealth of experience and knowledge behind these survey responses.

The survey results are available on the department's website.

2018 Mines Inspectorate drugs and alcohol survey

In 2017-18 the Mines Inspectorate conducted a survey to provide a broad snapshot of the state of our industry with regard to preventative and responsive drug and alcohol management on coal mine and mineral mine and quarry sites. The Mines Inspectorate is in the process of analysing the survey results.