

Resources Safety and Health Queensland – Regulator Performance Report 2022-2023

The [Queensland Government Regulator Performance Framework](#) identifies five model practices that seek to minimise regulatory burden. As the Queensland Government regulator of safety and health in the resources sector, Resources Safety and Health Queensland (RSHQ) must report annually on our regulatory performance. The following table outlines the model practices and RSHQ's key aligning regulatory practices undertaken in 2022-2023¹.

Model practice	RSHQ's key regulatory practice
1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden	<ul style="list-style-type: none"> RSHQ's Compliance and Enforcement Policy underpins our compliance and enforcement actions. The <i>RSHQ Regulator Effectiveness Framework</i> was developed in 2021-2022 to assess our progress in achieving our strategic plan objective to be an exemplar expert regulator. The RSHQ 2022-2023 Annual Report highlights key regulatory improvements achieved this year on pages 15 to 32.
2. Consult and engage meaningfully with stakeholders	<ul style="list-style-type: none"> We undertook public and industry engagement in 2022-2023 on a consultation regulatory impact statement (refer to page 23 of our 2022-2023 Annual Report) and then published a decision regulatory impact statement. We shared learnings with the petroleum and gas industry in Queensland and internationally on a pattern of failure with connecting elbows used in domestic kitchens and recreational vehicles (refer to page 27 of our 2022-2023 Annual Report). We published best practice guideline Prevention of Explosives Misfires in Blasting Applications in 2022-2023 (refer to page 28 of our 2022-2023 Annual Report). We published a revised version of the Mine Dust Lung Disease Clinical Pathways Guideline in 2022-2023 (refer to page 30 of our 2022-2023 Annual Report).
3. Provide appropriate information and support to assist compliance	<ul style="list-style-type: none"> We support compliance through communication and engagement, including publications to inform and advise regulated entities about how to improve safety and health outcomes (see pages 29 and 32 of our 2022-2023 Annual Report). Many resources workers are in remote and regional locations in Queensland. RSHQ supports this broad stakeholder base by: <ul style="list-style-type: none"> Ensuring we have staff located in numerous office locations across Queensland, including various sites for the safe collection and disposal of explosives containing materials (see page 11 of our 2022-2023 Annual Report). Delivering health assessments to remote and regional Queensland coal, mineral mine, and quarry workers through the Heart 5 mobile health unit (see page 28 of our 2022-2023 Annual Report). Moving to digital gas safety certificates, allowing gasfitters across Queensland almost instant access to issue a gas certificate (see page 23 of our 2022-2023 Annual Report). Delivering the ResHealth digital occupational health surveillance system, giving coal mine workers, doctors, and employers appropriate access to medical records in real time (see page 26 of our 2022-2023 Annual Report).

¹ 2022-2023 refers to the reporting year 1 July 2022 to 30 June 2023

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	<ul style="list-style-type: none"> ○ Releasing the practising certificate scheme online portal for all statutory certificate and notice holders (see page 23 of our 2022-2023 Annual Report).
4. Commit to continuous improvement	<ul style="list-style-type: none"> • RSHQ is committed to continuous improvement – one of our core values (see page 10 of our 2022-2023 Annual Report). • Development of a risk-based critical control audit program for coal mines was a key focus in 2022-2023. Field testing commenced in May 2023 and will be further tested before full implementation (see page 16 of our 2022-2023 Annual Report). • In 2022-2023 the Serious Incident Investigation Unit was established in RSHQ. This unit provides high quality, best practice investigations to inform industry and identify matters suitable for consideration by the Office of the Work Health and Safety Prosecutor (see page 21 of our 2022-2023 Annual Report). • Our Enterprise Program Management Office (EPMO) is responsible for multi-year, transformational programs of work. These programs span data, digital and organisational change. A focus in 2022-2023 was the establishment of a new incident management methodology and complimentary digital solution (see page 26 and 30 of our 2022-2023 Annual Report).
5. Be transparent and accountable in actions	<ul style="list-style-type: none"> • RSHQ's 2022-2023 Annual Report is published on the RSHQ website and summarises our activities. • Planned, actual, and unannounced inspection and audit numbers are published quarterly on the RSHQ website. • RSHQ provides a service commitment (including targets for decision timeframes) to stakeholders on licence and permit application processing times. We accommodate urgent requests based on industry and stakeholder needs where possible. • We respond to industry and customer complaints within established timeframes. Our customer complaints management framework is available on the RSHQ website.