

DELIVERING
FOR QUEENSLAND

EDQ Regulator Performance Report 2024–25

Implementation of the Queensland Government's Regulator Performance Framework

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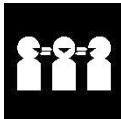
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Introduction

Established under the *Economic Development Act 2012* (ED Act), Economic Development Queensland (EDQ) is the Queensland Government's land activation agency, and is committed to working with industry, local government and communities to deliver housing, economic prosperity and liveable places.

From 1 July 2024, EDQ transitioned to a standalone statutory body, reinforcing its role as Queensland's specialist land activation agency and enabling greater flexibility and accountability in delivering its mandate.

EDQ undertakes regulatory functions under the ED Act, including assessment and approval of development applications within Priority Development Areas (PDAs). EDQ is committed to delivering regulatory practices that are transparent, efficient, and proportionate to risk, supporting Queensland's economic development objectives while minimising unnecessary burden on stakeholders.

This report has been prepared in accordance with the Queensland Government's Regulator Performance Framework, which forms part of the Better Regulation Strategy. The purpose of the Framework is to achieve positive regulatory outcomes in Queensland through effective and efficient regulatory practice, supporting government policy objectives by improving interactions between regulators and stakeholders and aiming to reduce regulatory burden and costs for all parties.

The Framework promotes positive regulatory outcomes through five model practices:

1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden.
2. Consult and engage meaningfully with stakeholders.
3. Provide appropriate information and support to assist compliance.
4. Commit to continuous improvement.
5. Be transparent and accountable in actions.

This report outlines EDQ's performance against the Framework's model practices for the reporting period 2024–25, highlights initiatives to improve regulatory outcomes, and sets out future priorities for enhancing regulatory performance.

Applicability

This report is applicable to both the Minister for Economic Development Queensland (MEDQ) and the EDQ Employing Office. The Employing Office is a Queensland Government statutory body established under the ED Act. The purpose of the EDQ Employing Office is to enter into, for the State, a workforce performance and mobility arrangement with the MEDQ.

The MEDQ as a corporation sole is the legal entity under the ED Act. However, for ease of reference, when addressing the day-to-day operations of the MEDQ, EDQ is used throughout the report.

Performance report 2024–25

Regulator model practices and supporting principles	Evidence to support alignment with regulator model practices	Actions undertaken to improve regulatory activities
<p>Model practice 1: Ensure regulatory activity is proportionate to risk and minimises unnecessary burden.</p> <p>Supporting principles:</p> <ul style="list-style-type: none"> • a proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions • regulators do not unnecessarily impose on regulated entities • regulatory approaches are updated and informed by intelligence gathering so that effort is focused towards risk. 	<ul style="list-style-type: none"> • EDQ's unique planning and approval powers under the ED Act enable streamlined development assessment within PDAs, reducing red tape and accelerating housing supply. • Low-risk development in PDAs is categorised as exempt, self-assessable or PDA-accepted development, meaning no development application is required. • Compliance and enforcement processes begin with initial contact with the landowner to allow for rectification before formal action. If issues remain unresolved, EDQ can utilise formal procedures under the ED Act. • Stakeholder engagement is designed for flexibility and accessibility. EDQ provides multiple channels (such as a dedicated email and engagement website) to manage enquiries and feedback, ensuring effective two-way communication with stakeholders and the public. 	<ul style="list-style-type: none"> • Transition to a standalone statutory body from 1 July 2024 to provide greater agility and flexibility to respond to housing and economic development priorities. • EDQ has an established strategic framework that consists of a publicly available 4-year strategic plan and a supporting operational plan which is updated annually. • Progress on the operational plan activities was reported to the Economic Development Board on a quarterly basis. • Progress on the strategic plan, including regulatory Key Performance Indicators, were reported to the Minister for Economic Development Queensland for the first three quarters with the final quarter report included in the 2024–25 Annual Report. • Streamlined development assessment processes and supported infrastructure delivery to enable faster approvals and reduce regulatory delays.
<p>Model practice 2: Consult and engage meaningfully with stakeholders.</p> <p>Supporting principles:</p> <ul style="list-style-type: none"> • formal and informal consultation and engagement mechanisms are in place to allow for the full range of stakeholder input and Government decision making circumstances • engagement is undertaken in ways that help regulators develop a genuine understanding of the operating environment of regulated entities • cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the 	<ul style="list-style-type: none"> • EDQ applies a strategic engagement approach, collaborating across industry, local government, and communities. • The ED Act requires public notification for development schemes, amendments, and certain PDA applications, to enable stakeholders, including the local community, to express their views about the development scheme. • EDQ encourages pre-lodgement discussions between assessment staff and development proponents. • All PDA development applications, when EDQ is the MEDQ's delegate, are uploaded onto EDQ's 	<ul style="list-style-type: none"> • EDQ's engagement processes for PDA declarations are embedded, ensuring stakeholders are consulted early and meaningfully. • Hosted industry forums which brought together representatives from government, industry and local councils to engage with EDQ's new strategic direction and discuss how local councils, the private and public sectors can partner better. • Continued to develop and grow EDQ's presence on various digital engagement platforms, including Have Your Say website, direct mail,

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<p>efficiency and effectiveness of the regulatory framework.</p> <p>Model practice 3: Provide appropriate information and support to assist with compliance.</p> <p>Supporting principles:</p> <ul style="list-style-type: none"> • clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience • advice is consistent and, where appropriate, decisions are communicated in a manner that clearly articulates what is required to achieve compliance • where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g. small business) or require specialist advice. 	<p>website, enabling interested parties to review the proposed development.</p> <ul style="list-style-type: none"> • EDQ maintains a customer portal for development applications and PDA information, improving accessibility and clarity for applicants. • Guidance materials, forms, and practice notes are published on EDQ's website to support compliance with PDA development conditions. • Clear information on the development assessment process, statutory timeframes, fees and charges, and written decisions with conditions is available on EDQ's website. • Compliance processes include documenting complaints, investigating alleged unlawful development or uses, and taking steps to ensure compliance or formal assessment as required. • EDQ offers pre-lodgement meetings to provide advice and allow applicants to refine proposals before formal lodgement. 	<p>LinkedIn and Instagram, to provide a variety of communication channels.</p> <ul style="list-style-type: none"> • Commenced delivery of a new Qld Government branded website, which will significantly enhance the clarity, accessibility and navigation of regulatory information. • Regular monitoring of the website to ensure key information is current and accessible, including DA processes, statutory timeframes, fees, and submission requirements. • Maintained a publicly accessible database of documents for applications under assessment and decisions issued. • Improved the consistency of public facing regulatory information through updated templates and clearer guidance materials.
<p>Model practice 4: Commit to continuous improvement.</p> <p>Supporting principles:</p> <ul style="list-style-type: none"> • regular review of the approach to regulatory activities, collaboration with stakeholders and other regulators to ensure it is appropriately risk based, leverages technological innovation and remains the best approach to achieving policy outcomes • to the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community • staff have the necessary training and support to effectively, efficiently and consistently perform their duties. 	<ul style="list-style-type: none"> • EDQ's new operating model as a standalone statutory body optimises performance and resource efficiency, enabling faster decision-making and improved service delivery. • Continuous focus on digital transformation and streamlined processes to enhance customer experience and reduce regulatory burden. • Regular reviews of guidelines, practice notes, systems and processes to reflect industry and community standards. • Ongoing business improvements, including application monitoring and tracking systems, training and workshops for MEDQ delegates and development assessment staff, and continuous learning opportunities to strengthen regulatory practices 	<ul style="list-style-type: none"> • Continued a model conditions improvement program to ensure conditions remain contemporary, appropriate, and reflect best practice. • Implemented a customer complaints management system, using feedback to inform service improvements. • Underwent an organisational restructure to ensure EDQ's operating model is fit-for-purpose, improve efficiency and support streamlined regulatory processes. • Commenced work to implement an improved development application process and system.

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<p>Model practice 5: Be transparent and accountable in actions.</p> <p>Supporting principles:</p> <ul style="list-style-type: none"> where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions indicators of regulator performance are publicly available. 	<ul style="list-style-type: none"> Publishing of comprehensive resources online, including guidelines and practice notes to assist with development applications, a self-certification manual to streamline operational works, and all development applications and approvals. Regular publishing of comprehensive PDA development information, including assessment and decision-making processes, all development schemes, application fees, gazettes for PDA declarations, submission reports for proposed schemes, and details of current and decided PDA development applications. EDQ proactively announces details of major development applications on the <i>Have your say</i> page to further notify interested parties. 	<ul style="list-style-type: none"> Conducted regular reviews of the EDQ website to ensure information remains accurate, current, and relevant. Utilised online engagement tools, including the <i>Have Your Say</i> platform, to provide accessible information and opportunities for public input, with content reviewed and updated as required. Developed new Key Performance Indicators (KPI), with monthly Development Assessment report cards against these KPIs to be published from 1 July 2025.