Earth Resources Regulation

Quarterly Performance Report

2021-22 Quarter 4

1 April to 30 June 2022

# Summary

This report provides a summary of Earth Resources Regulation’s operating performance for quarter four of financial year 2021-22 (1 April to 30 June 2022).

In May the department received 56 mineral licence applications of which 42 were from Stavely Section 7 release. This represented a record high in monthly application numbers.

One offshore petroleum production licence was granted in the quarter.

## Performance highlights

1. **KPI 1** - One additional work authority was granted for a new quarry, bringing the total to 15 for this financial year (as at 30 June 2022), up from three for the previous financial year.
   1. 89% of extractive work plan stages were assessed within the statutory time frames (page 5).
   2. 92% of mineral work plan stages were assessed within the statutory time frames (page 6).
2. **KPI 2** - 128 operational compliance activities were undertaken (page 12).
3. **KPI 3** - 100% of reportable incidents were responded to during this quarter (page 16).
4. **KPI 5** - The time to respond to complaints took on average two business days (page 19).

## Administrative updates by notification

1. Two extractive industry administrative changes (notifications) were acknowledged (page 11).
2. Three mining industry administrative changes (notifications) were acknowledged (page 11).

## Key Performance Indicator Reporting

Earth Resources Regulation is Victoria’s earth resources regulator – our role includes granting rights to access resources, assessing works and setting controls for the extraction of resources, conducting compliance operations to ensure that authority holders fulfil their regulatory obligations, engaging with communities and stakeholders on regulatory matters, and ensuring that authority holders rehabilitate their sites. We are committed to being an effective regulator.

Earth Resources Regulation is a unit of the Department of Jobs, Precincts and Regions (DJPR). The unit is guided by the department’s compliance framework and policy. This whole-of-department policy requires regular performance measuring and reporting to demonstrate the effectiveness of Earth Resources Regulation’s compliance activities. Earth Resources Regulation uses a range of indicators to monitor its activities and performance and publishes key performance indicators on its website on a quarterly basis. Public reporting of the data allows stakeholders to continue to monitor Earth Resources Regulation’s performance.

# ****Key Performance Indicators 2021-22 Quarter 4****

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| KPI | High Level Indicators | Measurement | Target | Target Period | Current Quarter | Previous Quarter | DJPR’s Compliance Policy Framework |
| KPI 1: Efficient Approvals Process | Percentage of extractive work plan stages assessed within statutory time frames. | % | 95 | Quarterly | 89% | 82% | Outputs/activities |
| KPI 1: Efficient Approvals Process | Percentage of mineral licence applications and mineral work plan stages assessed within statutory time frames. | % | 95 | Quarterly | 86% | 57% | Outputs/activities |
| KPI 1: Efficient Approvals Process | Percentage of tenement variations assessed within Client Service Standard time frames where a statutory time frame does not exist. | % | 95 | Quarterly | 57% | 77% | Outputs/activities |
| KPI 2: Ensuring Compliance | Number of operational compliance activities undertaken per quarter. | Number of activities | 75 | Quarterly | 128 | 78 | Inputs |
| KPI 3: Effective Incident Management | Percentage of reportable events that are responded to per quarter. | % | 100 | Quarterly | 100% | 100% | Short-term and  long-term outcomes |
| KPI 4: Facilitation of Stakeholder Engagement | Earth Resources Regulation attendance at Environmental Review Committee meetings. | % | 100 | Quarterly | 100% | 100% | Outputs/activities |
| KPI 4: Facilitation of Stakeholder Engagement | Number of Industry Reference Group meetings. | Number of meetings | 4 | Annual | 4 | 3 | Outputs/activities |
| KPI 4: Facilitation of Stakeholder Engagement | Number of Earth Resources Regulators Forum meetings. | Number of meetings | 3 | Annual | 3 | 3 | Outputs/activities |
| KPI 5: Complaint Management | Average number of days to respond to complaints made by community against tenements. | Business days | 3 | Quarterly | 2 | 2 | Outputs/activities |

## KPI 1: Efficient Approvals Process – Extractive Work Plans

### Extractive work plan stages assessed within statutory time frame (STF)

A work plan stage represents a statutory decision point.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Quarter | Work Plan Type | Unique WP  Under Assessment | Stage STF (Target Days) | Stages Over STF | Stages Within STF | Total Stages | % (Within STF/Total) |
| FY 2021-22 Q4 | Work Plan (WA) | 18 | 28 | 3 | 24 | 27 | 89% |
| FY 2021-22 Q3 | Work Plan (WA) | 11 | 28 | 3 | 14 | 17 | 82% |

## Extractive work plans endorsed or approved in the quarter

|  |  |  |  |
| --- | --- | --- | --- |
| Quarter | Work Plan Type | Endorsed | Approved |
| FY 2021-22 Q4 | Work Plan (WA) | 2 | 1 |
| FY 2021-22 Q3 | Work Plan (WA) | 1 | 2 |

### Work authorities granted in the quarter

|  |  |  |
| --- | --- | --- |
| Quarter | Licence Type | Granted |
| FY 2021-22 Q4 | Work Authority | 1 |
| FY 2021-22 Q3 | Work Authority | 5 |

### Explanation for the result

This performance indicator for extractive industries measures whether the work plan stages were assessed within the statutory time frames.

In Q4, 27 extractive work plan stages were assessed from 18 unique work plans of which 89% were within the statutory time frame.

One work plan was approved in the quarter. Two work plans were statutorily endorsed and returned to the applicants to proceed with planning approval.

One work authority was granted for new quarry in the quarter.

### Why are these measures important?

Earth Resources Regulation strives for a consistent and transparent approvals process, balancing efficiency but maintaining the rigour required for comprehensive assessment, consistent with the legislation.

## KPI 1: Efficient Approvals Process – Mineral Licences and Work Plans

### Table 1. Mineral licences and work plan stages assessed within statutory time frame (STF)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Quarter | Licence and Work Plan Stages | Over  STF | Within  STF | Total  (Over + Within STF) | % Within  STF/Total |
| FY 2021-22 Q4 | Mineral Licence Applications – (A) | 3 | 13 | 16 | 81% |
| FY 2021-22 Q4 | Mineral Work Plan Stages – (B) | 1 | 11 | 12 | 92% |
|  | Total | 4 | 24 | 28 | 86% |
| FY 2021-22 Q3 | Mineral Licence Applications – (A) | 8 | 7 | 15 | 47% |
| FY 2021-22 Q3 | Mineral Work Plan Stages – (B) | 4 | 9 | 13 | 69% |
|  | Total | 12 | 16 | 28 | 57% |

#### Explanation for the result

This performance indicator combines mining licence applications, exploration licence applications and mineral industry work plan stages, and measures whether these were assessed within the statutory time frames.

In Q4, there were 28 (12 mineral work plan stages assessed and 16 mineral licence applications granted) of which 86% were assessed within the statutory time frames.

### Table A. Mineral licence applications assessed within statutory time frame (STF)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Quarter | Licence Type | STF  (Target Days) | Over  STF | Within  STF | Total  (Over + Within STF) | % Within STF/Total |
| FY 2021-22 Q4 | Exploration Licence | 90 | 3 | 13 | 16 | 81% |
| FY 2021-22 Q4 | Prospecting Licence | 90 | 0 | 0 | 0 | n/a |
| FY 2021-22 Q4 | Retention Licence | 120 | 0 | 0 | 0 | n/a |
|  | Total | n/a | 3 | 13 | 16 | 81% |
| FY 2021-22 Q3 | Exploration Licence | 90 | 8 | 6 | 14 | 43% |
| FY 2021-22 Q3 | Prospecting Licence | 90 | 0 | 1 | 1 | 100% |
| FY 2021-22 Q3 | Retention Licence | 120 | 0 | 0 | 0 | n/a |
|  | Total | n/a | 8 | 7 | 15 | 47% |

#### Explanation for the result

This table is an expanded subset of Table 1 above. It details the regulator’s performance in assessing mineral licence applications.

In Q4, 81% (13 out of 16) applications were granted within the statutory time frames. Some licences granted over the statutory time frames were due to legacy caseload (submitted prior to 1 July 2019).

### Table B. Mineral work plan stages assessed within statutory time frame (STF)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Quarter | Work Plan Type | WP  Approved | Unique WP  Under Assessment | Stage STF  (Target Days) | Stages Over  STF | Stages Within  STF | Total Stages | %  (Within STF/  Total) |
| FY 2021-22 Q4 | Work Plan (Exploration) | 2 | 6 | 28 | 1 | 7 | 8 | 88% |
| FY 2021-22 Q4 | Work Plan (Minerals) | 0 | 3 | 28 | 0 | 4 | 4 | 100% |
|  | Total | 2 | 9 | n/a | 1 | 11 | 12 | 92% |
| FY 2021-22 Q3 | Work Plan (Exploration) | 2 | 6 | 28 | 2 | 6 | 8 | 75% |
| FY 2021-22 Q3 | Work Plan (Minerals) | 0 | 3 | 28 | 2 | 3 | 5 | 60% |
|  | Total | 2 | 9 | n/a | 4 | 9 | 13 | 69% |

#### Explanation for the result

This table is an expanded subset of Table 1 above. It details the regulator’s performance in assessing mineral work plan application stages.

In Q4, 12 exploration and mining work plan stages were assessed from nine unique work plans, of which 92% were assessed within the statutory time frames. Two work plans were approved in the quarter.

## KPI 1: Efficient Approvals Process – Tenement Variations

### Tenement variations approved within Client Service Standard (CSS)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Quarter | Licence Type | CSS (Target Days) | Over CSS | Within CSS | Total (Over + Within CSS) | % Within CSS/Total |
| FY 2021-22 Q4 | Exploration Licence | 90 | 2 | 4 | 6 | 67% |
| FY 2021-22 Q4 | Mining Licence | 120 | 0 | 0 | 0 | 0% |
| FY 2021-22 Q4 | Prospecting Licence | 90 | 0 | 3 | 3 | 100% |
| FY 2021-22 Q4 | Retention Licence | 120 | 0 | 0 | 0 | 0% |
| FY 2021-22 Q4 | Work Authority | 30 | 8 | 6 | 14 | 43% |
|  | Total | n/a | 10 | 13 | 23 | 57% |
| FY 2021-22 Q3 | Exploration Licence | 90 | 2 | 23 | 25 | 92% |
| FY 2021-22 Q3 | Mining Licence | 120 | 0 | 2 | 2 | 100% |
| FY 2021-22 Q3 | Prospecting Licence | 90 | 1 | 0 | 1 | 0% |
| FY 2021-22 Q3 | Retention Licence | 120 | 0 | 2 | 2 | 100% |
| FY 2021-22 Q3 | Work Authority | 30 | 7 | 7 | 14 | 50% |
|  | Total | n/a | 10 | 34 | 44 | 77% |

#### Explanation for the result

The Client Service Standard (CSS) is the percentage of licence variations assessed within departmental agreed time frames where a statutory time frame does not exist.

In Q4, 57% (13 out of 23) of licence variations were completed within the Client Service Standard.

### Why are these measures important?

Earth Resources Regulation began reporting on the Client Service Standard in July 2017. This indicator measures how well the department meets the Client Service Standard when processing licence variation approvals.

## KPI: 1 Efficient Approvals Process – Petroleum Licence Variations

### Petroleum licence granted

|  |  |  |
| --- | --- | --- |
| Quarter | Licence | Granted |
| FY 2021-22 Q4 | Offshore Petroleum Production Licence | 1 |

#### Explanation for the result

In Q4, one offshore petroleum production licence was granted.

### Petroleum licence variations approved

#### FY 2021-22 Q4

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Licence Type | Consolidation | Licence Conditions Change | Registration of Dealing | Suspension and Extension | Transfer | Total |
| Onshore Petroleum Exploration Permit | 0 | 9 | 3 | 7 | 1 | 20 |
| Onshore Petroleum Retention Lease | 0 | 1 | 0 | 1 | 0 | 2 |
| Total | 0 | 10 | 3 | 8 | 1 | 22 |

#### FY 2021-22 Q3

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Licence Type | Consolidation | Licence Conditions Change | Registration of Dealing | Suspension and Extension | Transfer | Total |
| Onshore Petroleum Production Licence | 1 | 0 | 0 | 0 | 0 | 1 |
| Total | 1 | 0 | 0 | 0 | 0 | 1 |

#### Explanation for the result

In Q4, there were 20 onshore petroleum licence variations approved, in line with the requirements for the re-start of the onshore conventional gas sector.

The variations embedded the new work programs into the licence conditions for exploration permits and a retention lease.

The variations covered the suspension and extension of onshore authorities following the onshore petroleum restartKPI 1: Efficient Approvals Process – Petroleum Operation Plans

### Petroleum – Operational Plans

#### FY 2021-22 Q4

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Licence Type | Plans  Accepted | Unique Plans Under Assessment | Environment Plan | Field Development Plan | Operation Plan Stages | Storage Management Plan | Total Stages Assessed |
| Offshore Petroleum Production Licence | 1 | 1 | 0 | 1 | 0 | 0 | 1 |
| Offshore Petroleum Retention Lease | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| Offshore Pipeline Licence | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| Onshore Petroleum Production Licence | 0 | 1 | 0 | 0 | 0 | 2 | 2 |
| Total | 1 | 4 | 2 | 1 | 0 | 2 | 5 |

#### FY 2021-22 Q3

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Licence Type | Plans  Accepted | Unique Plans Under Assessment | Environment Plan | Field Development Plan | Operation Plan Stages | Storage Management Plan | Total Stages Assessed |
| Offshore Petroleum Production Licence | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| Onshore Petroleum Production Licence | 2 | 2 | 0 | 0 | 2 | 0 | 2 |
| Total | 2 | 3 | 0 | 1 | 2 | 0 | 3 |

### Explanation for the result

In Q4, plans for two onshore petroleum production licences, one offshore pipeline licence, one offshore petroleum retention lease and one offshore petroleum production licence were assessed.

One onshore petroleum production licence plan was accepted.

Note: Hydraulic fracturing and coal seam gas exploration and extraction are banned in Victoria.

## KPI 1: Work Plan – Administrative Updates by Notification

### Mining notifications

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Notifications | FY 2021-22 Q1 | FY 2021-22 Q2 | FY 2021-22 Q3 | FY 2021-22 Q4 | Total |
| Received | 2 | 1 | 2 | 5 | 10 |
| Acknowledged | 1 | 1 | 2 | 3 | 7 |
| Refused | 0 | 0 | 1 | 1 | 2 |

### Extractive notifications

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Notifications | FY 2021-22 Q1 | FY 2021-22 Q2 | FY 2021-22 Q3 | FY 2021-22 Q4 | Total |
| Received | 5 | 5 | 6 | 7 | 23 |
| Acknowledged | 2 | 4 | 3 | 2 | 11 |
| Refused | 2 | 0 | 2 | 2 | 6 |

### Explanation for the result

In Q4, eight submissions were reviewed, of which three mining and two extractive industries administrative changes were acknowledged.

Three others either did not meet the criteria or did not provide the necessary information for an administrative update.

### Administrative updates by notification

New or changing work on existing work plans where it satisfies the following conditions:

There is no significant increase in risk arising from the new or changing work.

Council has been consulted and confirms in writing that the new or changing work does not require an amendment to the planning permit.

Relevant referral agencies have been consulted and confirmed that the new or changing work raises no concerns.

More information is available at [extractive industry work plan guideline](https://earthresources.vic.gov.au/legislation-and-regulations/guidelines-and-codes-of-practice/extractive-industry-work-plan-guideline).

## KPI 2: Ensuring Compliance – Compliance Activities Undertaken

### Extractive licences

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activity | Apr | May | June | Total |
| Inspection | 13 | 24 | 11 | 48 |
| Audit | 3 | 3 | 6 | 12 |
| Meeting | 0 | 1 | 1 | 2 |
| Site Closure | 0 | 1 | 0 | 1 |
| Total | 16 | 29 | 18 | 63 |

### Mining licences

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activity | Apr | May | June | Total |
| Inspection | 4 | 18 | 12 | 34 |
| Audit | 2 | 3 | 0 | 5 |
| Meeting | 2 | 11 | 5 | 18 |
| Site Closure | 2 | 1 | 2 | 5 |
| Total | 10 | 33 | 19 | 62 |

### Petroleum licences

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activity | Apr | May | June | Total |
| Inspection | 0 | 2 | 1 | 3 |
| Total | 0 | 2 | 1 | 3 |

### Total licence activities

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| All activities | Apr | May | June | Total |
| Total | 26 | 64 | 38 | 128 |

### Explanation for the result

In Q4, Earth Resources Regulation conducted 128 proactive compliance activities involving 106 authority holders.

### Why are these measures important?

Earth Resources Regulation undertakes proactive compliance activities using a risk-based prioritisation approach. Activities include audits, inspections, meetings with duty holders and site closures after reviewing rehabilitation outcomes.

Earth Resources Regulation undertakes compliance actions under the *Mineral Resources (Sustainable Development) Act 1990*, *Petroleum Act 1998* and other legislation to identify and act on non-compliance by authority holders that has or is likely to result in a risk to public safety, the environment, land, property or infrastructure, or fails to comply with licence, work authority or approved work plan requirements.

## KPI 2: Ensuring Compliance – Compliance Audits

### Compliance audits

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Type of Audit | FY 2021-22 Q1 | FY 2021-22 Q2 | FY 2021-22 Q3 | FY 2021-22 Q4 | Total | % Total |
| Progressive Rehabilitation | 1 | 7 | 4 | 7 | 19 | 35% |
| Plan and Conditions | 1 | 2 | 3 | 0 | 6 | 11% |
| Water Management | 2 | 1 | 0 | 0 | 3 | 5% |
| Dust | 0 | 0 | 0 | 1 | 1 | 2% |
| Noise | 4 | 0 | 1 | 0 | 5 | 9% |
| Geo Technical | 0 | 0 | 2 | 0 | 2 | 4% |
| Fire and Emergency | 0 | 2 | 1 | 0 | 3 | 5% |
| Boundaries and Extraction Limits | 1 | 0 | 1 | 3 | 5 | 9% |
| Site Security and Buffer Zones | 0 | 0 | 0 | 0 | 0 | 0% |
| Impacts of Blasting | 0 | 2 | 0 | 0 | 2 | 4% |
| Exploration Drilling | 0 | 0 | 0 | 0 | 0 | 0% |
| Imported Materials | 0 | 0 | 0 | 0 | 0 | 0% |
| Plan and Conditions (High-Risk) | 0 | 1 | 1 | 4 | 6 | 11% |
| Pest, Plant and Animal | 0 | 0 | 0 | 1 | 1 | 2% |
| TSF Management | 1 | 0 | 0 | 1 | 2 | 4% |
| Total | 10 | 15 | 13 | 17 | 55 | 100% |

#### Explanation for the result

There were 17 audits conducted in Q4.

Earth Resources Regulation's compliance program aims to drive improved industry performance by focusing on the management of the following risks to the protection of public safety and the environment: rehabilitation, fire, dust, noise, stability, water and approval requirements.

For further information on compliance priorities, see the Earth Resources Regulation Compliance Strategy at the [Compliance and enforcement](https://earthresources.vic.gov.au/legislation-and-regulations/compliance-enforcement) webpage.

### Remedial action / No action after audits

|  |  |  |
| --- | --- | --- |
| Quarter | Remedial Action Required | No Action Required |
| FY 2021-22 Q1 | 7 | 3 |
| FY 2021-22 Q2 | 11 | 4 |
| FY 2021-22 Q3 | 10 | 3 |
| FY 2021-22 Q4 | 10 | 7 |

#### Explanation for the result

The audit program is risk-based with a focus on more significant sites. The number of actions required can be dependent on the type of audits completed and if the audits were ‘follow up’ audits from previously identified risks.

Of the audits completed during the quarter, 10 out of 17 required remedial actions

#### Why are these measures important?

This indicator measures the number of current tenements that have had a compliance activity undertaken and shows how many authority holders are meeting requirements.

## KPI 2: Ensuring Compliance – Enforcement Activities

### General enforcement notices issued in the quarter

|  |  |  |  |
| --- | --- | --- | --- |
| Sector | Enforcement Action Type | Enforcement Code | No. of Notices |
| Extractives | s110 Notice | Ground Disturbance | 4 |
| Extractives | s110 Notice | Survey Required | 2 |
| Extractives | s110 Notice | Noise Emissions | 2 |
| Mining | s110 Notice | Work Without Licence or Consents | 1 |
| Total |  |  | 9 |

### Infringements and official warnings issued

|  |  |
| --- | --- |
| Activities | Issued in the quarter |
| Official Warning Letter | 1 |
| Infringement Notice | 6 |
| Written Instruction | 9 |
| Education | 1 |
| Total | 17 |

#### Explanation for the result

In Q4, there were 26 enforcement actions issued, of which nine were related to s110 notices and 17 were from written instructions, infringement notices, directions and official warning letters.

## KPI 3: Reportable Incidents

### Reportable incidents in the quarter

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sector | Classification | Incident Type | Enforcement Code | Incident Responded To | Incident Status | Incident Count |
| Mining Licence | Minor | Public Safety | Fire Precautions & Risk Control | Yes | Resolved | 18 |
| Mining Licence | Minor | Public Safety | Explosives Air & Ground Vibration | Yes | Resolved | 1 |
| Mining Licence | Minor | Environmental | Environmental Incident Notification | Yes | Resolved | 1 |
| Mining Licence | Minor | Infrastructure | Slope Stability | Yes | Resolved | 1 |
| Work Authority | Minor | Infrastructure | Slope Stability | Yes | Resolved | 1 |
| Total |  |  |  |  |  | 22 |

#### Explanation for the result

There were 22 reportable incidents in Q4 with a majority of these relating to small coal smoulders at coal mine operations.

All incidents were responded to and one is still under investigation.

Earth Resources Regulation will continue to proactively undertake compliance activities, focusing on stability, public safety and environmental protection.

#### Why are these measures important?

This measure shows whether Earth Resources Regulation is responsive to Reportable (high-risk) incidents and the number of Non-Reportable (low-risk) incidents that occur at tenement sites. Depending on its complexity, an incident may be resolved in the current or subsequent quarters.

## KPI 4: Facilitation of Stakeholder Engagement

### Environmental review committee attendance

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Meetings | 2021-22 Q1 | 2021-22 Q2 | 2021-22 Q3 | 2021-22 Q4 |
| Planned | 14 | 20 | 23 | 11 |
| Attended | 14 | 20 | 23 | 11 |
| % Attendance | 100% | 100% | 100% | 100% |
| Target | 100% | 100% | 100% | 100% |

#### Explanation for the result

Earth Resources Regulation attended 100% of the scheduled Environmental Review Committee (ERC) meetings in Q4. A number of ERCs are now reverting to in-person meetings rather than online.

#### Why are these measures important?

The stakeholder engagement indicator covers the interaction between the regulator, authority holders, co-regulators and the community by reporting active participation by Earth Resources Regulation (ERR) at Environmental Review Committee (ERC) meetings. ERC meetings do not occur for all sites and ERR typically only attends meetings for priority sites or where significant community interest is present. ERR has made a commitment in the Compliance Strategy to report on ERC attendance quarterly.

### Industry Reference Group

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2021-22 Q1 | 2021-22 Q2 | 2021-22 Q3 | 2021-22 Q4 | Annual Total | FY Target |
| 1 | 1 | 1 | 1 | 4 | 4 |

#### Explanation for the result

The target is an annual figure based on Industry Reference Group (IRG) meetings being scheduled every three months.

The IRG held one meeting in Q4 and we met the annual target.

#### Why are these measures important?

The Industry Reference Group provides a forum for engagement and consultation with stakeholder representatives from industry associations and government agencies regarding statutory, regulatory and stakeholder relations issues and activities in the context of the current policy and regulatory framework.

### Earth Resources Regulators Forum

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2021-21 Q1 | 2021-21 Q2 | 2021-22 Q3 | 2021-22 Q4 | Annual Total | FY Target |
| 1 | 1 | 1 | 0 | 3 | 3 |

#### Explanation for the result

The target is an annual figure based on three Earth Resources Regulator Forum meetings being scheduled each financial year.

There was no meeting held in Q4, we have met the annual target.

#### Why are these measures important?

The Earth Resources Regulators Forum drives a coordinated, strategic approach to regulation in the earth resources sector. Through the forum and its independent chair, Earth Resources Regulation coordinates its activities with other regulators to improve timeliness, reduce compliance and administrative costs to industry, and identify and resolve any regulatory gaps or overlaps. This includes a focus on more real-time communication, strategic sequencing, common risk assessment and partnerships with local government authorities.

## KPI 5: Complaint Management

### Response times to complaints in the quarter

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sector | Enforcement Codes | Number of Complaints | Ave Days to Respond | \*Median Days to Respond |
| Extractives | Explosives Air & Ground Vibration | 6 | 2 | 1 |
| Extractives | Impacts Outside Tenement Site | 2 | 2 | 2 |
| Extractives | Noise Emissions | 2 | 2 | 2 |
| Extractives | Dust Emissions | 1 | 0 | 0 |
| Extractives | Work without License or Consents | 1 | 1 | 1 |
| Extractives | Waterway Quality & Aquatic Habitat | 1 | 1 | 1 |
| Extractives | Authorized Activity Compliance | 1 | 2 | 2 |
| Extractives | Working Hours | 1 | 4 | 4 |
| Extractives | Other | 1 | 1 | 1 |
| Extractives | Rehabilitation of Site | 1 | 5 | 5 |
| Mining | Work without License or Consents | 1 | 1 | 1 |
| Mining | Noise Emissions | 1 | 1 | 1 |
| Total |  | 19 | 2 | 1 |

\*Median Days: Arranging the days to respond in order and then selecting the middle value. Median is used to minimise the impact of outliers.

#### Explanation for the result

There were 19 complaints in Q4. Of these, 35% were attributed to one licence holder relating to blasting noise and vibration.

Of the 19 complaints received, 14 were resolved and five are under investigation. The average number of days to respond to a complaint was two days and the median to respond was one day. Repeat complaints were addressed through combined responses after a compliance review.

#### Why are these measures important?

The complaints handling process is an important aspect of effective stakeholder management and building confidence in Earth Resources Regulation as an effective regulator.

**Department of Jobs, Precincts and Regions**

Earth Resources Regulation

1 Spring Street

Melbourne VIC 3000

Telephone: 1300 366 356

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