

Our performance

This section highlights the department's achievements against the objectives outlined in the *DES Strategic Plan 2019–23*:

- Lead climate change action
- Protect the Great Barrier Reef
- Conserve Queensland's protected areas and biodiversity
- Strengthen our partnerships with First Nations peoples
- Protect the health of the environment and our communities
- Promote engagement with the arts and heritage
- Strengthen and harness Queensland's scientific excellence

Lead climate change action

The Queensland Government is committed to playing its part in the global effort to address the impacts of climate change and ensure the long-term viability of our economy, communities and industries. Under the Queensland Climate Transition Strategy, the State is working towards a target of achieving a zero net emissions economy by 2050.

Queensland's Climate Adaptation Strategy provides a framework for managing risks and harnessing opportunities that arise from a changing climate.

Informed by climate science, we are looking for opportunities to encourage innovation and the uptake of low and zero carbon technologies. The government's commitments, programs and initiatives help build the resilience of businesses and communities across all sectors and regions to face the impacts of a changing climate, including more extreme weather events and a decarbonising global economy.

The Queensland Government is also leading by example, reducing emissions from government operations, discovering low carbon opportunities and being a catalyst for innovation and change.

Outcome indicators

Contribution towards the government's target of:

- 30% reduction in net greenhouse gas emissions by 2030
- Zero net emissions by 2050

Key activities in 2019–20

We led whole-of-government climate change transition and adaptation strategies to address the risks and impacts of climate change and ensure the long-term viability of our economy, communities and industries. This year we:

- developed a Small and Medium Enterprise Sector Adaptation Plan (SAP) and a sector adaptation report that identify risks and opportunities, share knowledge and encourage collaboration
- supported local governments to plan for, and respond to a changing climate through the five-year Queensland Climate Resilient Councils program with the Local Government Association of Queensland
- published emissions data for the Queensland Government to help identify emissions reduction opportunities across government
- supported the ClimateWorks Australia Decarbonisation Futures project to build a national evidence base for emissions modelling and analysis
- developed a material flow analysis framework for the Queensland economy to identify, characterise and map the use of materials which will help to inform circular economy opportunities and waste reduction
- enhanced the Queensland Future Climate Dashboard with moderate and high emissions projections to inform climate

adaptation by authorities, industries and communities

- incorporated behavioural and social science expertise into the Drought and Climate Adaptation Program to help the Queensland grazing industry adapt to changing conditions
- enhanced the Long Paddock website to enable users to look at maps of drought conditions, rainfall and pasture growth for the period leading into the current drought and produced a historical perspective of drought conditions in Queensland since 1964.

We helped deliver climate transition and adaptation strategies, delivering co-benefits such as developing more sustainable and resilient landscapes, businesses and regional economies. This year we:

- established the Land Restoration Fund, delivering on the government's commitment to invest in Queensland carbon farming with co-benefits
- launched the first Land Restoration Fund investment round for carbon farming projects
- invested in 12 pilot projects that are demonstrating the potential for carbon farming in Queensland and pathways for landholder involvement
- continued delivering the highly successful ecoBiz Program to help small and medium businesses improve resource efficiency and lower operating costs for water, energy, and waste, with the Chamber of Commerce and Industry Queensland.

We raised awareness of the risks and opportunities associated with climate transition and adaptation through a series of forums and events. This year we:

- held and supported forums across Queensland including Carbon Farming Forums, Communities in Transition, and ecoBiz Leaders' Forums
- held a series of 17 Land Restoration Fund workshops across regional Queensland, attended by over 850 people, to support land managers, farmers and landholders in considering carbon farming projects
- published a report investigating barriers to the adoption of drought resilient strategies, commissioned under the Government's Drought and Climate Adaptation Program
- provided more than 2,000 property-based FORAGE reports per month to landholders,

incorporating satellite-derived ground cover data and pasture alerts.

We supported collaboration across government, business, research and community sectors to enhance climate action. This year we:

- continued implementation of the QCoast₂₁₀₀ program with 31 councils now funded to develop coastal hazard adaptation strategies and increased funding to assist Indigenous councils, especially in Far North Queensland
- delivered the Communities in Transition pilot program in six regional Queensland communities to identify viable and sustainable economic development pathways and projects for regional Queensland. This was in partnership with the University of Southern Queensland, James Cook University, the CSIRO and the EcoEfficiency Group
- delivered the Great Barrier Reef Island Resort Decarbonisation Program on Great Keppel, Magnetic, Palm and Masig islands
- established the Queensland Climate Ready program to increase climate risk readiness in government departments, in partnership with Griffith University
- commenced trials to test the effectiveness of artificial rain and shading in reducing sand temperatures to safe levels for the conservation of marine turtles.

Protect the Great Barrier Reef

The Great Barrier Reef is an internationally treasured natural wonder and an Australian icon with high value for tourism and recreation. It also has special significance to First Nations peoples, who have lived within the Reef's catchments for thousands of years and have a continuing connection to their land and sea country.

The Reef is facing significant threats that are taking a measurable toll on the condition of Reef ecosystems. Climate change is the most significant threat to the Reef, which experienced its third mass bleaching event in five years during the 2020 summer. Land-based run-off, particularly sediment and nutrient pollution, continues to be a key driver of poor Reef health.

Queensland is playing its part to tackle climate change as part of global efforts. The Queensland Government is also taking action to reduce sediment and nutrient run-off under the Reef 2050 Water Quality Improvement Plan and implementing the joint Australian and Queensland Government Reef 2050 Long-Term Sustainability Plan and Field Management Program of the Great Barrier Reef Marine Park.

Outcome indicators

Contribution towards the government's target of:

- 60% reduction in anthropogenic end-of-catchment dissolved inorganic nitrogen loads
- 25% reduction in anthropogenic end-of-catchment loads of sediment

Key activities in 2019–20

We led work towards meeting 2025 water quality targets in the Reef 2050 Water Quality Improvement Plan 2017–22. This year we:

- introduced regulations to increase the uptake of land management practices that reduce nutrient and sediment run-off from Reef catchments
- set sediment and nutrient pollution load limits for each of the 35 Reef river basins to guide future assessment decisions about environmentally relevant activities
- regulated minimum agricultural practice standards for sugarcane, banana and beef cattle production, staged to take effect over three years from December 2019
- held Reef regulations information and consultation sessions with peak agricultural and industrial representative bodies, individual farmers, conservation groups, local governments, natural resource management bodies, agricultural advisers and fertiliser resellers
- worked alongside the agricultural sector to increase voluntary adoption of improved farm management practices
- supported innovative approaches to reducing pollutant run-off and helped landholders implement changes
- coordinated the Reef Compliance Program across regulated catchments and completed 136 compliance activities in the Wet Tropics and Burdekin Dry Topics catchments and

82 in the Mackay and Whitsunday catchments

- transitioned the Reef Compliance Program to implement compliance activities for sugarcane growers from December 2019, in line with Phase 1 of the 2019 Reef Protection Measures.

We led the implementation of the Queensland Reef Water Quality Program, the government's program of actions to improve the quality of water flowing from Reef catchments into the Reef lagoon. This year we:

- continued funding the SmartCane Best Management Practice program, which reached 500 accredited growers and engaged individual sugarcane growers as part of the Reef compliance program. This has reached more than 650 growers and around 32% of sugarcane areas in the Wet Tropics, Burdekin and Mackay Whitsunday regions since 2017
- launched the Grazing Resilience and Sustainable Solutions (GRASS) program to support graziers in Burdekin, Fitzroy and Burnett Mary regions, with three natural resource management bodies and the Department of Agriculture and Fisheries
- released the 2017 and 2018 Reef Water Quality Report Card via an interactive web-based platform, demonstrating progress toward water quality targets

- completed a challenge that sought innovative solutions to coral abundance, funded with the Australian Government
- commenced coral and marine water quality monitoring led by the Gidarjil Development Corporation using Indigenous Sea Rangers.

We provided leading-edge science that informed government decisions to protect the Reef. This year we:

- monitored sediment, nutrient and pesticide pollutant loads across Reef catchments
- installed nitrate probes at eight Reef sites increasing the number of water quality monitoring stations and expanding the Reef wetland condition monitoring program to 111 wetlands
- developed comprehensive land suitability assessments for Reef catchments and an online tool to help people interpret this information
- partnered with Traditional Owners to transition the East Trinity acid sulfate soil remediation site to long-term remote monitoring
- analysed 21,608 water, soil, sediment and plant samples from Reef catchments at the department's Chemistry Centre, involving over 67,851 tests and analyses
- evaluated the impact of enhanced efficiency fertilisers on crop nutrient use, which affects water quality and greenhouse gas emissions
- developed scientific tools to help primary producers manage nutrient and fertiliser use.

We led the implementation of the Reef 2050 Long-Term Sustainability Plan (Reef 2050 Plan) in partnership with the Australian Government, and its five-year review. This year we:

- ensured Reef strategic planning involved experts and other stakeholders, including the Reef 2050 Advisory Committee, Reef 2050 Independent Expert Panel, Reef Water Quality Independent Science Panel and Traditional Owners
- procured modelling on the future health of Reef corals under varying climate change scenarios to test different management efforts, such as improving water quality and controlling crown-of-thorns starfish
- reported to the UNESCO World Heritage Centre on the state of conservation of the Reef World Heritage Area, with the Australian Government
- recorded 613 marine animal stranding reports, including 11 high priority (dugongs, Australian snubfin and Australian humpback

- dolphin) marine strandings in the Great Barrier Reef, eight high priority in the Moreton Bay Marine Park, and six high priority in the Great Sandy Marine Park
- conducted 1,052 dedicated Reef compliance patrols to deter illegal activity, with resulting compliance action including 133 infringement notices, 30 warning notices, 58 caution notices, 402 advisory letters and 45 court prosecutions
- delivered 1,980 Reef Health and Impacts Surveys to assess the health of the Great Barrier Reef, including 108 surveys to inform coral bleaching situational awareness and 956 surveys to inform crown-of-thorns starfish control activity
- conducted 223 bird surveys across 149 locations in the Great Barrier Reef to monitor seabird and shorebird populations and inform island management
- analysed 40 years of monitoring data from key seabird colonies in the Reef and completed an assessment of seabird nesting site protection and management
- commenced an assessment of key turtle nesting site protection and management
- continued implementing the Raine Island Recovery Project, a five-year collaboration with BHP, the Great Barrier Reef Marine Park Authority, Wuthathi and Meriam Nation (Ugar, Mer, Erub) Traditional Owners, and the Great Barrier Reef Foundation with positive results for turtle recruitment
- delivered new and improved visitor opportunities with completion of Tongue Point walking tracks that lead to the iconic Hill Inlet lookouts, Chalkie's Beach Lookout and walking trail, South Whitehaven walking trails that lead to the new South Whitehaven Lookout, Connors Bluff day use area on Curtis Island, an upgrade to Cooks Lookout walking track on Lizard Island and repairs to the historic Magnetic Island Forts.

Conserve Queensland's protected areas and biodiversity

Queensland is home to some of the most remarkable ecosystems and species on Earth. The Queensland Government is committed to protecting this unique environment in partnership with First Nations peoples. For First Nations peoples, Country and culture are indivisible. Queensland is the beneficiary of their stewardship of Country over many thousands of years.

Much of Queensland's economic strength depends on these natural assets. Our multi-billion-dollar tourism industry relies on our capacity to protect and present our remarkable natural environment. Our agricultural sector, and many of our regional communities' culture and heritage, are underpinned by healthy ecosystems.

Despite its importance, the strength and resilience of our biodiversity is declining. That is why the Queensland Government is committed to improving the management of biodiversity, threatened species and protected areas, and supporting nature-based tourism and recreation.

Outcome indicators

- Key natural and cultural values are maintained or improved
- Increased percentage of Queensland's land area that is protected

Key activities in 2019–20

We set policies and deliver programs that protect Queensland's natural and cultural values and ecosystems. This year we:

- continued to develop a Protected Area Strategy to establish the strategic direction to conserve Queensland's terrestrial biodiversity, support connection to Country and enhance visitor experiences
 - developed an enhanced bushfire management program, including establishing the agency's first standalone fire team dedicated to delivering priority planned burns and bushfire suppression
 - expanded the planning program under the VBMF to facilitate best practice adaptive management of protected areas and forests
 - established a professional co-designed planning process with First Nations peoples for the development of 'Guideline for Partnering with First Nations peoples for Management Planning' and 'Planning User Guide' and demonstrated through the publication of co-designed management instruments for Mt Coolum National Park, Rungulla National Park and Canyon Resources Reserve, and draft planning instruments for Currawinya National Park, Naree Budjong Djara National Park and Raine Island National Park (Scientific)
 - completed a three-year scientific monitoring program of estuarine crocodile populations, the results from which will be used to inform future crocodile management arrangements
 - administered and conducted compliance in relation to over 34,600 wildlife authorities
- under the *Nature Conservation Act 1992* and subordinate regulations
 - supported an independent expert scientific panel review of the Fraser Island Dingo Conservation and Risk Management Strategy Implementation Plan to ensure it continues to include best available science and management techniques
 - remade the zoning plan for the Moreton Bay Marine Park to replace the previous Marine Parks (Moreton Bay) Zoning Plan 2008
 - made amendments to the declared Fish Habitat Area provisions of the Fisheries (General) Regulation 2019 for consistency and clarification
 - acquired 3,392 hectares of land to add to Mount Walsh National Park, expanding the habitat for numerous listed species and contributing to a remnant vegetation tract that is one of the largest in the region
 - increased the state's protected area estate by approximately 43,013 hectares through the dedication and declaration of protected areas under the *Nature Conservation Act 1992*
 - developed a digital, in-the-field system to schedule, capture and store data for key natural, cultural and visitor values
 - continued to develop a strategic policy framework for third party development and infrastructure on QPWS estate, covering industries such as electricity supply, telecommunications, mining, petroleum and gas.

We improved the management of biodiversity and threatened species to further protect our native flora and fauna. This year we:

- developed a new Threatened Species Program designed to enhance the recovery of threatened species
- progressed a review of the Environmental Offsets Framework to enhance the establishment of a functioning environmental offsets market in Queensland
- continued the 10-year review of native wildlife regulations under the *Nature Conservation Act 1992* to improve Queensland's native animals licencing framework
- reviewed existing river protections for the Lake Eyre Basin with Traditional Owners, stakeholders and communities
- dedicated 357 hectares of state forest as part of Tewantin National Park, under the Yurol Ringtail Forest Conservation Project
- refurbished the Moggill Koala Rehabilitation Centre, consistent with its role as a specialist facility dealing with koala disease treatment as part of the South East Queensland Wildlife Hospital Network
- increased penalties for feeding and disturbing dingoes on K'gari (Fraser Island)
- implemented the Cass-o-Wary Public Safety campaign in Far North Queensland
- researched flying-fox behaviour and travel patterns (using satellite tracking) with the CSIRO as part of a project to improve flying-fox management
- completed a comprehensive review of the framework for managing flying-fox roosts, involving extensive consultation with key stakeholders, including local governments, conservation groups and wildlife carer groups
- continued to support the RSPCA 1300 ANIMAL Hotline for the referral of and response to calls regarding sick, injured, orphaned or dead native animals
- monitored population trends and identified threats for five species of marine turtle nesting populations throughout Queensland
- commenced new nest protection programs to enhance the conservation of the critically endangered white throated snapping turtle in the Fitzroy-Burnett-Mary catchment
- through the Nest to Ocean Turtle Protection Program, extended the protection of marine turtle nests from predation at priority sites in partnership with Traditional Owners and natural resource management bodies
- commissioned Griffith University to undertake a comprehensive review of contemporary knowledge and policy related to the use of translocation as a management intervention

for wildlife conservation and management in Queensland

- digitised over 125,000 plant specimens, with high resolution digital images freely available to the community, schools, universities and other collaborators
- modernised the Queensland Herbarium's 870,000 specimen database
- published 27 scientific papers describing 30 Queensland plant species new to science
- provided updated scientific information on key ecosystems, regrowth areas, essential habitats and wetlands to support the updated *Vegetation Management Act 1999*.

We improved the management of biodiversity and threatened species to reverse the decline of koala populations in Queensland. This year we:

- released the draft South East Queensland Koala Conservation Strategy for public consultation
- introduced strong regulatory protections for koala habitat areas in South East Queensland, which prohibit clearing of habitat in Koala Priority Areas
- supported the Koala Advisory Council, which met four times in the 2019–20 financial year, with representatives from state and local governments, non-government organisations, industry and the community
- entered into a partnership with the Queensland Trust for Nature to restore and rehabilitate areas suitable for koalas
- delivered comprehensive surveys of South East Queensland koala populations and managed properties acquired for koala habitat rehabilitation in preparation for their transition to conservation park or nature refuge
- hosted over 83,000 visitors through the Daisy Hill Koala Education Centre and presented educational talks to over 9,000 members of the public (the centre was closed from 19 March 2020 and reopened on 13 July 2020 in response to the COVID–19 pandemic)
- continued to support the ongoing operations of the South East Queensland Wildlife Hospital Network in coordinating the treatment and care of sick, injured and orphaned koalas and other wildlife and arrangements for their return to the wild.

We improved protected area management practices and enhanced partnerships with key stakeholder groups. This year we:

- declared 14 new nature refuges and amended two existing nature refuges to add over 20,500 hectares to the private protected area system, increasing the total number of nature refuges in Queensland to 534, covering 4.47 million hectares
- delivered a capital works program comprising more than 400 projects to enhance visitor access and better manage our parks and forests
- prepared a compliance strategy for Bribie Island National Park
- progressed the VBMF Implementation Projects for Currawinya, Noosa and Boodjamulla National Parks
- progressed World Heritage Strategic Plans for K'gari (Fraser Island), Gondwana Rainforests of Australia and Australian Fossil Mammal Sites – Riversleigh section and Riversleigh World Heritage Areas
- secured fee relief for commercial tourism operators in response to the COVID-19 outbreak
- undertook water compliance patrols in Great Sandy and Moreton Bay Marine Parks with Queensland Boating and Fisheries, First Nations peoples and volunteers, with Rangers issuing 125 warnings and 76 infringement notices over 284 compliance days
- continued to provide governance and land management support to 25 Cape York Peninsula land trusts and Aboriginal corporations
- with the Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC), developed the Minjerribah (North Stradbroke Island) Protected Area Expansion Strategy and introduced new vehicle access permit fee arrangements to support management of the Minjerribah Recreation Area by Quandamooka people.

We supported nature-based tourism and recreation opportunities so that visitors can participate in a variety of activities and learn about conservation. This year we:

- progressed Queensland Ecotourism Trails projects at Cooloola Great Walk (Great Sandy National Park), Thorsborne Trail (Hinchinbrook National Park), Whitsunday

Island National Park and Wangetti Trail between Palm Cove and Port Douglas

- completed the Scenic Rim Trail and associated ecotourism facilities in Main Range National Park
- finalised procurement arrangements to enable rejuvenation of Green Mountains Campground (Lamington National Park) to commence
- completed a two-year redevelopment of the Mon Repos Turtle Centre, providing a unique ecotourism experience
- provided wildlife experiences and broader park recreational activities at Walkabout Creek Discovery Centre for just over 100,000 visitors (data from July – December 2019 due to COVID-19 closures)
- partnered with SEQWater to establish a new captive breeding program for Queensland's vulnerable Richmond Birdwing Butterfly at David Fleay Wildlife Park
- supported local charity, Trek2Health, through provision of a home base at Walkabout Creek Discovery Centre's Heritage precinct
- developed a new cultural tour at David Fleay Wildlife Park within the MyRanger app
- finalised implementation of the current Gateway Visitor Centre Master Plans
- upgraded key Gateway Visitor Centre infrastructure and exhibits to meet latest exhibiting animal standards
- developed a new e-newsletter to promote park and attraction experiences and conservation messaging to existing camping customers and new audiences
- supported visitor safety and compliance messaging across social and digital channels particularly during the unprecedented 2019–20 bushfire season and other natural events including drought, flooding and a pandemic.

Strengthen our partnerships with First Nations peoples

We work in partnership with First Nations peoples to safeguard ecological and cultural values across the landscape. We acknowledge and respect First Nations peoples' lived experience, their knowledge, skills and expertise, and incorporate First Nations perspectives into the systems, policies and programs that guide land and sea management. We are committed to ensuring the cultural capability of staff across the Department to contribute to strengthening partnerships and conservation outcomes.

Outcome indicators

- Increased number of co-stewardship agreements
- Increased employment of First Nations peoples in DES

Key activities in 2019–20

We partnered with First Nations peoples to manage and conserve Queensland's parks, forests, ecosystems and species. This year we:

- increased support for establishing partnerships with First Nations peoples, to incorporate Country, culture and community considerations into Values-Based Management Framework planning state-wide
- continued implementing the Cape York Peninsula Tenure Resolution Program by negotiating the transfer of Cape York Peninsula national parks and other land to Aboriginal ownership and jointly managed protected areas
- worked with First Nations groups to manage fire on protected areas across Queensland, including joint management arrangements on Cape York Peninsula and Minjerribah (North Stradbroke Island)
- developed processes and procedures to ensure the involvement of First Nations peoples in the strategic management of the Gondwana Rainforests of Australia, Fraser Island (K'gari) and Australian Fossil Mammal Sites - Riversleigh section World Heritage properties
- signed a cooperation plan for management of the Pine River Bay declared Fish Habitat Area with the Central and Western Thanakwith People, the Mokwiri Aboriginal Corporation and the Napranum Aboriginal Shire Council—a first for a declared Fish Habitat Area
- developed a new fee-for-service works agreement with the Yirrygandji People to deliver seabird monitoring on Michaelmas Cay
- engaged First Nations peoples to explore ecotourism opportunities in national parks for the environmental, social and economic benefit of Traditional Owners and regional communities

- supported the Queensland Indigenous Women's Ranger Network to bring together nearly 50 women in September and March to share and learn.

Together with the QYAC we have:

- developed a Memorandum of Understanding to collaboratively manage Quandamooka Sea Country in Moreton Bay
- developed the Mulgumpin (Moreton Island) Indigenous Management Agreement, providing the agreed joint management framework for the island's protected areas
- supported and partnered with QYAC to lead the development of a World Heritage Tentative List Submission for Quandamooka Country
- developed the Minjerribah Protected Area Expansion Strategy to expand national park and other protected areas on Minjerribah (North Stradbroke Island)
- funded QYAC to implement the Minjerribah (North Stradbroke Island) township fire management strategies.

We supported employment opportunities within DES for First Nations peoples. This year we:

- commenced a three-month placement of Land and Sea Rangers within QPWS management teams, starting with Gidarjil Land and Sea Country Rangers in Gladstone
- created two new Indigenous Identified positions to bring First Nations knowledge and expertise to the Great Barrier Reef Field Management Program
- continued to partner with Wuthathi and Meriam Nation Traditional Owners on the Raine Island Recovery Project, with 114 days employment for rangers and with Umplia Traditional Owners on new turtle research

- worked with eight Traditional Use of Marine Resources Agreement groups to manage sea country in the Reef.

We respect First Nations peoples' knowledge of land and sea country and incorporate it into our protected area management practices. This year we:

- allocated grants to 19 Indigenous organisations (representing 24 communities) for more than 100 Indigenous land and sea rangers across Queensland
- delivered the 2019–20 round of Looking After Country grants across seven First Nations communities
- developed, in partnership with the Kabi Kabi First Nations people, a management plan for Mt Coolool National Park
- developed, in partnership with the Ewamian People, management statements for Rungulla National Park and Canyon Resources Reserve
- provided funding to support the Butchulla Aboriginal Corporation to undertake cultural heritage surveying on K'gari
- worked in partnership with the Department of Agriculture and Fisheries and the Butchulla Aboriginal Corporation's Land and Sea Rangers to progress training for myrtle rust identification on K'gari (Fraser Island)
- developed a cultural protocol video with First Nation partners in the Flinders–Howick Island groups to enhance the cultural awareness of DES rangers working in sea country.

We worked to embed First Nations peoples' knowledge and leadership in our systems, policies and programs to enrich conservation actions and further develop our cultural capability. This year we:

- finalised and launched the Gurra Gurra Framework 2020–2026 to support the department's reframing of relationships with First Nations peoples
- supported the repatriations of First Nations' language across our business appropriately guided by First Nations peoples
- continued to progress the co-naming of national parks with First Nations peoples
- undertook initial co-design of the Co-stewardship Framework for further development in 2020–21
- undertook extensive consultation with First Nations peoples to develop a framework for an Indigenous Waste Strategy

- reviewed existing river protections for the Lake Eyre Basin, with Traditional Owners, stakeholders and communities
- increased support to establish and/or enhance partnerships with First Nations peoples for existing and new VBMF planning projects, providing adequate opportunities to engage with, and make decisions about, park management planning on Country
- finalised and commenced implementing an Indigenous employment and development strategy 2019–2022 for the northern parks and forests region
- made improvements to the Cape York Peninsula Tenure Resolution Program to support Traditional Owners during the transfer of land to Aboriginal ownership and joint management of national parks
- drafted amendments to the *Biodiscovery Act 2004* to improve opportunities for Biodiscovery entities to comply with international law and work with First Nations peoples to recognise and protect the use of traditional knowledge in biodiscovery projects
- hosted the annual Indigenous Land and Sea Ranger Conference, in partnership with the Djabugay Aboriginal Corporation, with more than 120 rangers attending
- developed guidance for respectful and best practice planning with First Nations peoples, including a guideline for partnering with First Nations peoples on management planning.

Protect the health of the environment and our communities

Our department continues to regulate environmentally relevant activities and promote a comprehensive strategic approach to waste management and resource recovery in Queensland.

We set regulatory frameworks that provide a consistent approach to industry-specific strategies, and deliver targeted, consistent and transparent regulations that facilitate sustainable development in Queensland. We ensure Queensland's high environmental standards are maintained by proactively managing and monitoring environmental risks, with robust assessment, compliance, investigation and enforcement programs.

We also provide timely and comprehensive environmental information to state and local stakeholders, and ensure sufficient funds are available for rehabilitation of environmental impacts.

Outcome indicators

- Increased public access to a wide range of online compliance and enforcement data
- Reduction in overall risk to the environment
- Reduction in waste to landfill and increased recycling rates

Key activities in 2019–20

We engaged with industry, communities and stakeholders on ways to manage environmental impacts, including updated regulatory standards, compliance activities and programs to encourage sustainable behaviours. This year we:

- undertook proactive compliance activities employing a risk-based approach, and undertook appropriate reactive compliance activities in response to notifications by community members and industry
- continued environmental monitoring and community engagement relating to land impacted by underground coal gasification by-products
- led the state's environmental recovery in response to natural disasters
- fully implemented the Firefighting Foam Operational Policy for the environmental management of PFAS and guidance on the use of fire-fighting foam to prevent land and water contamination
- continued delivery of the Odour Abatement Taskforce to tackle odour issues in the Ipswich area, with seven enforcement actions, 2,762 community reports, 2,542 community interactions, and 122 field responses for the 2019-20 financial year
- integrated the use of drones to enhance our regulatory and incident response functions, in line with the Queensland Drones Strategy 2018, including training of ten departmental drone pilots and 119 crew members, and completion of 75 drone flights for compliance and incident response activities
- achieved a strong enforcement record, including 22 successful prosecutions
- continued the prosecution against former executive officers of Linc Energy Limited for allegedly failing to ensure the company complied with Queensland's environmental laws, with all five former executive officers committed to stand trial
- approved the partial surrender of a mining lease at the Adams Beach campground on Minjerribah identified as a high priority area by the QYAC
- ensured that land on Minjerribah returning to the custody of Traditional Owners is satisfactorily rehabilitated
- completed a report on the review of the environmental impact statement process, and provided internal recommendations for implementation
- completed a compliance program for auditors of contaminated land to ensure they are delivering services and meeting the requirements of the *Environmental Protection Act 1994*
- trialled a real-time monitoring program of air, noise and water quality to assist in the regulation of environmentally relevant activities
- started development of a 3D fly-through digital model to display changes to the landscape during mining and rehabilitation activities, in collaboration with CSIRO.

We delivered an improved regulatory framework to reduce environmental harm. We also proactively monitored and managed environmental risks, including with financial assurance. This year we:

- completed the first stage of consultation on a framework for managing the residual risk from resource activities to give certainty to industry and minimise the risk to government
- updated subordinate legislation under the *Environmental Protection Act 1994* to clarify Queensland's environmental values and regulated activities, and provide certainty about assessment procedures and the role of different levels of government
- developed a progressive rehabilitation and closure planning framework for new site-specific mining environmental authorities and began transitioning existing sites into the framework
- supported the implementation of the *Minerals and Energy Resources (Financial Provisioning) Act 2018* with tools and guidance, including information sheets on voids in flood plains and non-use management areas
- received the final independent report of best practice composting operations and compost feedstock suitability
- amended the Surat Cumulative Management Area to include coal mining tenures, ensuring accurate assessment and appropriate responses to the cumulative impacts of coal mining and petroleum activities on underground water
- provided 245 technical assessments on surface and groundwater quality to support regulatory decisions by the department on activities such as mining, refineries, sewage treatments and abattoirs.

The Queensland Waste Strategy aims to deliver coordinated, long-term and sustained growth for the recycling and resource recovery sector while reducing the amount of waste produced and disposed of. This year we:

- reintroduced a waste disposal levy, providing a clear price signal to reduce the amount of waste sent to landfill
- developed and implemented a waste levy compliance framework, with 480 waste-related inspections and 140 waste-related vehicle intercepts undertaken
- launched the new Waste Management and Resource Recovery Strategy, establishing ambitious 2050 targets for: 25% less household waste; 90% waste recovery rate;

and 75% recycling rate across all waste types

- marked the first anniversary of the Queensland Container Refund Scheme, with more than 1 billion eligible containers returned through more than 300 container refund points
- provided funding for community groups and not-for-profit organisations to establish Container Refund Scheme donation points
- launched Tackling Plastic Waste— Queensland's Plastic Pollution Reduction Plan, which establishes Queensland as a leader in long term change at every step of the plastic supply chain
- undertook public consultation on proposals to ban the supply of specific single-use plastic items starting with straws, drink stirrers, plates and cutlery
- undertook targeted consultation on Keeping Queensland Clean - Litter and Illegal Dumping Plan for Queensland, which outlines key actions to reduce the incidence and impacts of litter and illegal dumping
- maintained the Litter and Illegal Dumping Online Reporting System, allowing members of the public to report littering offences resulting in 3,062 penalty infringement notices
- undertook extensive consultation with First Nations peoples an Indigenous Waste Strategy framework
- published the Recycling and Waste in Queensland 2019 report, which 2018-19 presents data on, and trends in, waste recovery, recycling and disposal
- delivered the Regional Recycling Transport Assistance Package to encourage increased recycling in regional Queensland
- delivered the Household Waste Payment Scheme, a direct payment to households without a council waste collection service, such as nursing homes and boarding houses, to ensure they are not impacted by the waste levy
- delivered funding to establish projects under the Local Government Illegal Dumping Hotspot Grants Program to better manage illegal dumping hotspots and improve data collection and reporting
- established the Local Government Illegal Dumping Partnership Grant Program with over 29 local government areas providing 31 dedicated illegal dumping compliance officers for 12 months
- released the Energy from Waste Policy to guide activities that recover energy from materials that would otherwise end up in landfill

- improved environmental regulation of waste activities, including updating conditions, developing end of waste codes and implementing appropriate regulatory responses to the waste strategy.

We provided leading-edge science to protect the health of the environment and our communities.

This year we:

- kept Queenslanders informed during the 2019–20 bushfires, with the DES air quality monitoring website providing data for Queensland Health's public messaging and actions and to more than 3000 Queenslanders per hour
- expanded dust monitoring in Central Queensland coal mining communities and conducted investigations into local community air quality concerns around quarry and landfill operations in South East Queensland
- supported the Clean Air Wynnum Citizen Science project, informing local residents about sources and levels of airborne particles in the community, and providing monitoring and data interpretation advice
- expanded the Water Tracking and Electronic Report System to include new facilities such as mines, refineries and other activities in the Reef catchment
- worked with industry to review water monitoring and regulation of sugar mills to streamline approvals and compliance while reducing environmental harm
- undertook fresh and estuarine water monitoring, biological surveys and seagrass monitoring in Moreton Bay to support the SEQ Healthy Waterways Program
- contributed to technical advice on national ambient air quality policies and programs as part of the National Air Technical Advisory Group.

Promote engagement with the arts and heritage

Queensland's arts, heritage, culture and creativity has enormous potential to ignite new ideas, create employment opportunities, support regional development and effect positive change in all areas of society.

By investing in our artists, arts organisations and cultural experiences, we support a vibrant and sustainable sector, realise a diverse economy and build creative and connected communities. The protection and celebration of heritage places bolsters local pride in our communities and fosters economic opportunities throughout the state, including cultural tourism.

Outcome indicators

- Increased utilisation of, and visitation to, state-owned cultural facilities
- Increased participation in Queensland's arts and cultural activities

Key activities in 2019–20

Work continued on a 10-year Roadmap and supporting action plan for arts, culture and creativity in Queensland, to build on the state's rich creative practice and ensure the arts remain an integral part of Queenslanders' lives and communities.

We worked to protect and celebrate Queensland's unique heritage, ensuring our places of special heritage value remain as visible reminders of the contributions of generations of Queenslanders.

This year we:

- developed, published and promoted a guideline to assist local governments in identifying and assessing places of local cultural heritage significance
- assessed community nominations for places of potential state-level cultural heritage significance for entry in the Queensland Heritage Register, such as the 127-year old Mount Crosby pumping station complex, entered in the register in October 2019
- continued work to protect Queensland's identified heritage assets, such as the Broadway Hotel and Lamb Home, in partnership with local government
- continued to manage Queensland heritage places modifications through assessment of heritage exemptions and provision of technical advice on development applications
- oversaw the strategy to support the conservation project for Newstead House, in collaboration with the Department of Housing and Public Works
- showcased Queensland's important heritage places on our website and social media channels, including case studies
- completed a long-standing project with Education Queensland to identify and nominate state schools with heritage values for entry in the Queensland Heritage Register
- invested in heritage conservation projects across Queensland through the Community Sustainability Action Heritage Conservation grants
- worked with major infrastructure projects on archaeological management plans, including Brisbane City Council's Kingsford Smith Drive project
- continued considering heritage impacts of major infrastructure projects, such as Cross River Rail, the new theatre at the Queensland Performing Arts Centre, and Queen's Wharf Brisbane Integrated Resort Development
- continued providing advice to other government departments on how planning instruments can identify and help conserve heritage places
- completed conservation management plans for six historic shipwrecks in the Great Barrier Reef under the Reef 2050 Plan
- continued managing maintenance and renewal projects in the heritage-listed Queensland Cultural Centre, guided by the Conservation Management Plan
- implemented an oral history project to record and present the stories and memories of people involved in the design, construction and maintenance of the Queensland Cultural Centre
- supported the annual Open House events in Brisbane, Maryborough, Gold Coast and Bundaberg to promote heritage awareness
- partnered with the National Trust of Australia (Queensland) on events and the annual Heritage Awards and National Trust conference.

We promoted Queensland stories and creative talent to celebrate our cultural heritage and provide employment for local artists. This year we:

- introduced extensions/changes and funding boosts to existing programs, and provided rent relief for government arts infrastructure tenants to support Queensland's arts sector in response to COVID-19
- continued support for 39 Queensland arts organisations through the Organisations Fund, extending funding to the end of 2021 to provide certainty during the COVID-19 crisis
- created and opened the stART grants program to support Queensland's independent creative sector plan and collaborate on creative opportunities during the COVID-19 recovery phase
- continued to invest in the state's major performing arts organisations - Queensland Ballet, Queensland Symphony Orchestra, Opera Queensland, Queensland Theatre and ensured the entry of Circa Contemporary Circus to the framework.
- continued to invest in Brisbane Festival, Queensland Music Festival and the Aboriginal Centre for Performing Arts
- supported the First Nations peoples arts sector to develop new works, reach new markets and grow opportunities through the Backing Indigenous Arts initiative
- supported individual artists to participate in transformational professional and career development opportunities.

We invested in infrastructure to provide creative spaces across the state that enhance Queenslanders' access to arts and cultural experiences and support cultural practice. This year we:

- finalised the concept design and managing contractor tender process and commenced early works for the new Queensland Performing Arts Centre theatre
- completed refurbishment of the Bulmba-ja arts centre (formerly Centre of Contemporary Arts Cairns) to share the stories of First Nations peoples and cultivate cultural tourism
- continued the refurbishment of The Judith Wright Arts Centre, including a new gallery to display works by early career and emerging Queensland artists
- invested funding towards the new Rockhampton Museum of Art
- continued implementing the Queensland Cultural Centre works program to renew and replace large critical infrastructure assets

- commenced the Queensland Cultural Centre's central energy plant works program to maintain environmental conditions and meet increased service demand
- invested in new LED lighting to provide higher quality exhibitions and performances at the Queensland Performing Arts Centre, Gallery of Modern Art, State Library of Queensland and Institute of Modern Art
- continued to allocate funding through the Indigenous Arts Infrastructure Fund, to support facilities upgrades for eight First Nations art centres in Far North Queensland and the Torres Strait
- consulted stakeholders on options for a First Nations cultural centre in Brisbane
- continued working to improve collection storage at the Queensland Art Gallery, State Library of Queensland and Queensland Museum
- commenced the concept design and feasibility study for a Queensland Art Gallery interactive learning and digital engagement space for Queensland Art Gallery | Gallery of Modern Art collections.

We provided opportunities for Queenslanders to experience arts and culture. This year we:

- supported the arts sector to explore new ways to implement arts projects during COVID-19 social gathering restrictions
- developed a range of measures, which will be funded through the Arts and Cultural Recovery package, to stabilise the sector, support the employment of artists and arts workers, and reactivate Queensland venues with COVID-safe arts experiences. These will be rolled out in stages from July 2020
- worked with the sector to develop a framework for opening venues and supporting performances that adhere to COVID-19 safe practices for artists and audiences
- supported the arts sector to develop and present 109 arts and cultural experiences across Queensland through the Queensland Arts Showcase Program
- delivered on-the-ground arts services in regional communities across the state as part of the Regional Arts Services Network
- continued investment in the Regional Arts Development Fund, a partnership with local councils to support vibrant and diverse arts and cultural experiences across the state
- supported artists and arts companies to deliver regional tours, performances,

exhibitions and community activities through the Playing Queensland Fund

- invested in the Indigenous Regional Arts Development Fund, a partnership with 15 Torres Strait and Aboriginal councils enabling Elders, leaders and peers to pass on cultural knowledge and practice
- supported the Creative Sparks grants program, a partnership with Brisbane City Council to support new art and public access to diverse cultural experiences
- invested in 14 Indigenous Arts Centres across Far North Queensland to continue creating vibrant and original art in their communities
- partnered in an international longitudinal tracking study to identify opportunities for the arts and cultural sector in the wake of COVID-19.

Strengthen and harness Queensland's scientific excellence

An innovative and thriving science sector is essential to generating the knowledge required to improve social health, create jobs and ensure a prosperous economy. In addition, by harnessing inputs from a wide range of citizen-scientists we can help tackle existing and emerging issues, locally and globally.

Science provides the evidence-based data that underpins decision-making by communities, industry and government. Our science programs monitor, inform and report on the implementation of the government's policies and programs. This is evident in areas such as water resources, water and air quality, landscapes and soils, terrestrial and aquatic ecosystems, climate adaptation, and coastal and wetland environments.

Outcome indicators

- Increased national and international science collaboration and partnerships
- Greater participation in Citizen Science and STEM

Key activities in 2019–20

We provided leading-edge, rigorous science to underpin and support government decision-making. This year we:

- monitored Great Barrier Reef and South East Queensland catchment loads and delivered a user-friendly interface to access the data
- developed the foundations for a burned area mapping program using higher resolution satellite imagery to enable ongoing burned area mapping for the state
- extended broadacre crop monitoring and mapping approaches to sugar cane growing areas in coastal catchments
- participated in the Joint Remote Sensing Research Program, providing remote sensing science and advice for government programs
- participated in the Copernicus Australasia Regional Data Hub, assuring access to European satellite data to monitor Queensland's landscapes
- progressed Statewide Landcover and Trees Study enhancements using higher resolution satellite imagery and a BioCondition modelling and mapping framework
- developed science-based tools to help primary producers make informed decisions about nutrient management and fertilizer use
- contributed to the development and enhancement of soil laboratories at regional, national and global levels
- completed a review of how climate change is incorporated into Queensland's water models
- completed a study of the palaeoecology of Fisherman's Wetland on Minjerrabah (North Stradbroke Island)
- provided hydrologic modelling, data and advice on 14 water security projects across Queensland to support government decision-making
- contributed to the conceptual hydrologic model being developed for the Central Lockyer Valley
- supported hydraulic modelling for the Brisbane River and water resource plans, such as the finalised Northern Murray Darling Basin Plans
- chaired the independent review of the implementation plan for the K'gari Wongari Conservation and Risk Management Strategy
- led the recovery of a rare native fish and crayfish threatened by bushfires and drought near Killarney
- reviewed dredge management strategies for the Tweed River Entrance Sand Bypassing Project
- refurbished the Queensland Government Hydraulics Laboratory physical modelling facility and partnered with engineering businesses to renew coastal defences and infrastructure.

We worked to maximise community engagement in science to increase student participation in STEM subjects and increase science-literacy in the community. This year we:

- delivered an event in Maryborough to inspire student interest in STEM subjects, as part of National Science Week
- delivered workshops, seminars and community programs across regional Queensland as part of the Flying Scientists program
- awarded 21 Engaging Science grants to increase the reach of science as part of the Engaging Queenslanders in Science Strategy
- worked with the Australian Citizen Science Association to encourage more

Queenslanders to join citizen science projects

- hosted the Queensland Young Tall Poppy Science Awards to recognise the achievements of Queensland's scientific researchers and communicators.

We worked to strengthen the science base in Queensland and improve the translation of research for decision-making. This year we:

- established the Research and Infrastructure Co-investment Fund to maximise the benefits to Queensland of the National Collaborative Research Infrastructure Strategy
- worked with the Australian Government to review the national Gene Technology Scheme to improve the ability of gene technology researchers to conduct research while protecting human health and the environment
- supported visits by Queensland researchers to undertake projects and exchange skills and knowledge at the Smithsonian Institution in the United States
- facilitated an agreement with the Chinese Academy of Sciences to co-fund collaborative research in agricultural biotechnology, environmental science, human health and medical research.

We harnessed digital and disruptive technologies to deliver improved, customer-focused services.

This year we:

- enhanced critical high-performance computing capability with improved storage and computing power to enable extended climate modelling and analysis of satellite imagery, as part of the Accelerating Science Delivery Innovation program
- captured over 125,000 digital images of high-priority Herbarium physical specimens, creating an essential resource for species identification, management and conservation
- attracted over 14 million community and industry interactions with our environmental and natural resource data from applications such as MapsOnline and WildNet, an increase of over 27% on 2018
- delivered more than 169,000 automated map reports to government, industry and the community, showing biodiversity, wetlands and vegetation

- continued research to develop innovative artificial intelligence methods for mapping of agricultural crop extent and land use
- continued implementation of the Digital Strategy to enable improved business performance, simplify interactions and create a more digitally capable workforce.

Service standards

Protect the Great Barrier Reef

Service standards	Notes	2019–20 Target/Est	2019–20 Actual	Target Met / Not met
Service area: Environmental Protection Services				
Great Barrier Reef water quality improvement programs				
Queensland contributes to progress towards 2025 targets of: <ul style="list-style-type: none"> 60 per cent reduction in anthropogenic end-of-catchment dissolved inorganic nitrogen loads 25 per cent reduction in anthropogenic end-of-catchment loads of sediment 	1	≥2% ≥1%	(results to be published in the Great Barrier Reef report card)	
Percentage of sugarcane producers, within reef catchments: <ul style="list-style-type: none"> participating in the SmartCane Best Management Practice (BMP) program achieving accreditation in the SmartCane Best Management Practice (BMP) program 	2	50% 15%	54% 15%	Targets met

Notes:

- This service standard is a whole-of-government measure of Queensland's contribution to the improvement of reef water quality. The Office of the Great Barrier Reef in the department is responsible for reporting the Queensland Government's progress towards meeting the joint Australian and Queensland Governments' water quality targets on behalf of all contributing agencies. Queensland Government agencies contributing to this measure are the Department of Environment and Science, Department of Agriculture and Fisheries and Department of Natural Resources, Mines and Energy. Performance for this service standard will be reported annually through the Great Barrier Reef Report Card. Due to a 12-month time lag, the 2019–20 actual will be reported in July 2021.
- This service standard measures the effectiveness of the SmartCane BMP. The SmartCane BMP sets the industry standards for whole-of-farm management across the cane industry to have a positive impact on nutrient and sediment run-off and consequential impacts on Great Barrier Reef water quality. These targets have been developed based on SmartCane BMP funding targets as per the contract. The time required to become accredited, the capacity of growers to undertake the required work and the lack of a strong market driver have resulted in a slower than anticipated accreditation rate.

Conserve Queensland's protected areas and biodiversity

Service standards	Notes	2019–20 Target/Est	2019–20 Actual	Target Met / Not met
Service area: Parks, Wildlife and Conservation Services				
National Parks				
Percentage of the scheduled Protection Zone fuel management treatment achieved on Queensland Parks and Wildlife Service (QPWS) managed estate to protect life and property	1	90%	96%	Target met
Area of the QPWS managed estate with fuel loads reduced by planned burning to reduce fire risk to life and property and protect biodiversity	2	635,269 ha	701,000 ha	Target met
Number of overnight camper stays hosted on national parks and forests	3	1.4 million	1,038,070	Target not met
Controlling and/or allowing the use of native species				
Median time taken to resolve declared problem crocodiles	4	≤7 business days	1 business day	Target met

Protecting environments, ecosystems, habitats and species				
Percentage of Queensland's land area that is protected	5	8.25%	8.24%	Target not met
Cost per session for the Queensland wetland information system (<i>Wetland/Info</i>)	6	<\$2	\$0.85	Target met

Notes:

1. This service standard measures the area of hazard reduction planned burning and other fuel management treatments (including mowing, slashing and mulching) implemented, as a percentage of the area of annual fuel management treatment scheduled for Protection Zones on QPWS estate. This measure focuses on protecting key community interests from the threat of wildfire, by reducing fuel hazards in specifically identified critical areas close to residences and other urban areas, and strategically important areas within reserves. It measures the effectiveness of QPWS's fire program in meeting its legislative and social obligations to protect life and property.
2. This service standard reflects the 2009 Victorian Bushfires Royal Commission recommendation that a five per cent target for prescribed burning of the state should be established. The planned burning program is subject to suitable weather conditions to ensure safe and effective burns; therefore, achieving the target is affected by seasonal conditions such as extended drought. The 2019–20 target/estimate was exceeded due to favourable weather conditions and does not include the total area burnt during the 2019–20 bushfires.
3. This service standard measures how effectively the department achieves the service area objective of facilitating sustainable recreational opportunities and nature-based tourism. While camping statistics are influenced by a range of factors including the tourism economy and extreme weather events, departmental programs aimed at supporting sustainable tourism and recreation use and improved visitor experiences are expected to maintain or increase overnight camper stays. The 2019–20 target/estimate was not met due to significant weather and disaster events during the second half of 2019 and early 2020 with all camping closed from 24 March to 2 June 2020 in response to the COVID–19 restrictions.
4. This service standard measures the median time taken to resolve a problem crocodile once it has been declared. 'Problem crocodile' is defined in the Nature Conservation (Estuarine Crocodile) Conservation Plan 2018 and the Queensland Crocodile Management Plan. If the department determines that an estuarine crocodile poses an unacceptable risk, the animal is declared a problem crocodile to be targeted for removal. The target is not a statutory timeframe. It takes into account the reasonable time required to resolve problem crocodiles, based on historical cases. Problem crocodiles can be resolved by: removal by wildlife officers; referral to a private contractor or authority holder for removal; lethal take of the crocodile; or the declaration being rescinded (for example, when it is decided that the crocodile has moved on and no longer poses an unacceptable risk in the location at which it was declared).
5. This service standard measures the percentage of Queensland's land that is dedicated as national park, conservation park or resources reserve, or declared as a nature refuge or special wildlife reserve. An increase of 0.02% or approximately 43,013 hectares, occurred in 2019–20. The variance between the 2019–20 target/estimate and the 2019–20 actual can be attributed to a delay in finalising the subordinate legislation for the transfer of an additional 23,465 hectares, which will now occur in 2020–21. This delay was due to the impacts of the COVID–19 response and recovery including the reallocation of resources.
6. This service standard measures the number of user sessions for *Wetland/Info* compared with the total staff and other costs involved in managing the system. Costs include all departmental staff expenses to provide input data plus on-costs charged to maintain the system. This measure provides an indication of the efficiency with which *Wetland/Info* website information delivery is provided to customers. The positive variance between the 2019–20 target/estimate and the 2019–20 actual is attributed to the ongoing increased use of the website, reducing the cost per session.

Strengthen our partnerships with First Nations peoples

Service standards	Notes	2019–20 Target/Est	2019–20 Actual	Target Met / Not met
Service area: Parks, Wildlife and Conservation Services				
National Parks				
Number of hectares of State land and national parks transferred to Traditional Owners in Cape York Peninsula	1	448,890 ha	Nil	Target not met

Notes:

1. This is a whole-of-government service standard which relates to assessing the number of hectares of State-owned land and national parks that have been transferred to Aboriginal ownership in order to provide Aboriginal peoples and Torres Strait Islander peoples with opportunities for economic development through business opportunities and involvement in land management. The department's role is to administer the Cape York Peninsula Tenure Resolution

Program, which has the dual functions of returning land ownership to Cape York Peninsula Aboriginal Traditional Owners and protecting the outstanding natural and cultural values of Cape York Peninsula in jointly managed national parks (Cape York Peninsula Aboriginal land). The achievement of this service standard is dependent on reaching agreement with the Native Title parties concerned. The variance between the 2019–20 target/estimate and the 2019–20 actual is due to the travel restrictions introduced for the COVID–19 response and recovery from 24 March 2020. The Department used this unprecedented time as an opportunity to maintain momentum by continuing meetings with several community stakeholders via teleconferencing. The 2019–20 target/estimate will be carried over and included in the 2020–21 target/estimate.

Protect the health of the environment and our communities

Service standards	Notes	2019–20 Target/Est	2019–20 Actual	Target Met / Not met
Service area: Environmental Protection Services				
Monitoring legislative and regulatory compliance relating to the impact of industrial or commercial activity on the environment				
Percentage of identified unlicensed operators who have become licensed or enforcement action taken within 60 days	1	70%	62%	Target not met
Average cost per environmental public report resolution as a consequence of effective prioritisation of reports	2	\$2,000	\$1,395	Target met
Identifying, monitoring and taking action in relation to unlawful activity				
Proportion of monitored licensed operators returned to compliance with their environmental obligations	3	70%	78%	Target met
Median cost per formal investigation into serious non-compliance	4	\$3,500	\$2,836	Target met
Controlling and/or allowing actions that will impact on the State's environment				
Percentage of new site-specific Environmental Authorities that have their Environmental Values assessment validated by onsite inspection	5	70%	74%	Target met
Average cost per permit/licence assessed	6	\$6,500	\$5,798	Target met
Litigation				
Percentage of matters finalised with a conviction or a successful application	7	85%	96%	Target met
Percentage of briefs of evidence reviewed and decision made on whether charges can be laid, within 12 weeks of receipt	8	90%	98%	Target met

Notes:

1. This service standard measures the effectiveness of the compliance centre teams in addressing unauthorised environmentally relevant activities and enabling corrective action to be taken by operators within what is regarded as an acceptable timeframe and monitors a reduction in the number of unlicensed operators. The 2019–20 actual can be attributed to the impact of the restrictions introduced for the COVID–19 response and recovery and limited site access.
2. This service standard measures the efficiency of the department's resolution of public reports relating to environmental issues, from lodgement to finalisation (deciding on actions to be taken). Salaries and on-costs associated with the delivery of this measure are included in the calculation methodology. The 2019–20 actual can be attributed to continued work to improve the responsiveness of the community response team.
3. This service standard measures the effectiveness of the department's management of instances where non-compliance has been identified and corrective action taken to assist customers to better understand their environmental obligations and to deal with non-compliance through proportionate and consistent enforcement action.
4. This service standard measures the efficiency of the investigations team's effort in investigating formal requests, including those referred from the Department of Aboriginal and Torres Strait Islander Partnerships (Cultural Heritage), to the point that a decision has been made to take action. Salaries and on-costs associated with the delivery of this measure are included in the calculation methodology. The 2019–20 actual is lower than the 2019–20 Target/estimate primarily due to a number of lower complexity investigations.

5. This service standard measures the effectiveness of regulatory activities in reducing the overall risk to the environment. New environmental authorities (EA), approved under the *Environmental Protection Act 1994*, will have their environmental values reviewed and validated through a subsequent site visit. This will ensure that the original impact assessment and conditioning of the activity are effective in identifying and controlling all the impact risks (assuming the EA is complied with).
6. This service standard measures the efficiency of the business centre assessment teams in making permit/licence application decisions. Salaries and on-costs associated with the delivery of this measure are included in the calculation methodology. The 2019–20 actual is lower than the 2019–20 target/estimate due to the variety in the type and complexity of applications and decisions made by the business centres.
7. This service standard measures the effectiveness of the Litigation Branch in successfully finalising litigation matters in order to support best practice environmental management. The 2019–20 actual reflects the ongoing effectiveness of the Litigation Unit.
8. This service standard measures the efficiency of the Litigation Branch in reviewing all briefs of evidence and making timely decisions on whether charges can be laid against the offender or offenders. This is not a regulatory timeframe as it is set by the service area.

Promote engagement with the arts and heritage

Service standards	Notes	2019–20 Target/Est	2019–20 Actual	Target Met / Not met
Service Area: Arts Queensland				
Investment programs				
Customer satisfaction with Arts Queensland's service delivery	1	83%	Not available	
Government funding provided direct to arts and cultural sector as a proportion of total investment program budget	2	85%	89%	Target met
Facilities Management				
Utilisation of state-owned arts and cultural facilities	3	6,165,000 visitors	4,985,904 visitors	Target not met
Percentage cost of delivering facilities management	4	<10%	8.8%	Target met
Service Area: Heritage Protection Services				
Percentage of departmental heritage recommendations, for inclusion in or removal from the Heritage Register, accepted by the Queensland Heritage Council	5	90%	95%	Target met
Average cost per heritage register entry reviewed and updated	6	\$235	\$213	Target met

Notes:

1. This service standard measures overall customer satisfaction with Arts Queensland's service delivery. The calculation methodology aligns with the Queensland Government *Performance Management Framework Measuring Customer Experience Reference Guide* published by the Department of the Premier and Cabinet. The 2019–20 actual result is not available, as the survey was not completed due to COVID–19 restraints.
2. This service standard measures efficiency in the use of government funding provided to Arts Queensland as it demonstrates the relationship between the results achieved (government funding provided direct to the arts and cultural sector) for the resources used (costs of delivering the investment programs). The calculation uses Arts Queensland's total grant funding provided direct to the arts and cultural sector divided by Arts Queensland's total investment program budget excluding administered funding. The favourable performance this financial year is due to timing of grant spending.
3. This service standard is based on the total estimated attendance figures at the Queensland Cultural Centre (QCC) and the Judith Wright Centre of Contemporary Arts. The variance between the 2019–20 target/estimate and the 2019–20 actual is due to the lockdown restrictions introduced across all QCC locations for the COVID–19 response and recovery from 23/03/2020. SLQ, QM and QAG resumed operations during late June 2020. JWAC and QPAC remained closed to the public.
4. This service standard measures the percentage cost of delivering facilities management services to Arts Queensland owned arts and cultural buildings. This measure demonstrates the relationship between the results achieved

(facilities management services across arts and cultural buildings) for the resources used (employee costs to deliver these services, which include all staff-related expenses, such as salaries, on-costs, training, uniforms and recruitment).

5. The department is responsible for researching, consulting relevant parties and making recommendations to the Queensland Heritage Council (QHC) for places nominated for inclusion in, or removal from, the Queensland Heritage Register (the Register). As an independent statutory body, the QHC is responsible for making the decision about which places are added to, or removed from, the Register. In making this decision the QHC must consider the department's recommendations, public submissions, oral representations, the physical condition or structural integrity of the place and any other information it considers relevant.
6. The Register contains more than 1,750 entries. Some of the information dates from 1992 when it was transitioned from other registers. These entries are being updated to improve the accuracy of information about places in the Register. This service standard measures the full-time equivalent staff cost (including on-costs) to review and update entries in the Register. A review can result in changes that range from minor (for example, change of location details), to major (for example, rewriting a history in an entry).

Strengthen and harness Queensland's scientific excellence

Service standards	Notes	2019–20 Target/Est	2019–20 Actual	Target Met / Not met
Service Area: Science				
Percentage of customers from government agencies satisfied with the natural resource and environmental science services and information provided (overall satisfaction)	1	≥90%	94%	Target met
Percentage of laboratory tests completed and made available within agreed timeframes and quality specifications to support <i>Reef 2050 Water Quality Improvement Plan</i> and other government priorities	2	≥89%	62%	Target not met

Notes:

1. This service standard is an indicator of the success of delivering Science services to meet the key priorities of government customers for environmental and natural resource policy and decision making. The survey has standard questions for overall satisfaction and the five key drivers of satisfaction (timeliness, ease of access, staff, quality, and outcome/outputs) and aligns with the Queensland Government *Performance Management Framework Measuring Customer Experience Reference Guide* published by the Department of the Premier and Cabinet. The survey results reflect continued service delivery and client relationship improvements, including improved governance processes and a new project reporting system.
2. The timeframes involved are negotiated per sample submission and quality is measured by maintenance of accreditation with the National Association of Testing Authorities, Australia and performance in national and international laboratory proficiency trials. To maintain accreditation the departmental Chemistry Laboratory is required to constantly review processes and procedures. This ensures that clients receive best practice service delivery. The variance between the 2019–20 target/estimate and the 2019–20 actual is due to a significantly higher than usual volume of water testing samples received in early 2020 and the introduction of working restrictions for the COVID–19 response and recovery from March 2020. It is expected that results for this measure will return to >89% in the future.

Be a responsive Government

Service standards	Notes	2019–20 Target/Est	2019–20 Actual	Target Met / Not met
Shared Service Provider: Corporate Administration Agency (CAA)				
Customer satisfaction with CAA services	1	85%	95%	Target met
Customers consider CAA services are value for money	2	95%	93%	Target not met
CAA operating surplus/(deficit)	3	0%	0%	Target met
Unit rate per employee per pay for salary-based employees	4	≤\$15.85	\$15.55	Target met

Notes:

1. Overall customer satisfaction is measured through the CAA annual customer experience survey. The survey includes questions relating to accessibility, quality and timeliness of service delivery as well as overall satisfaction with CAA's services. Measurement of customer satisfaction aligns with the Queensland Government *Performance Management Framework Measuring Customer Experience Reference Guide* published by the Department of the Premier and Cabinet. The survey results reflect continued improvements in service delivery and client relationships.
2. This service standard informs on the overall satisfaction on value for money derived from the annual customer experience survey undertaken by key stakeholders. Measurement of customer satisfaction aligns with the Queensland Government *Performance Management Framework Measuring Customer Experience Reference Guide* published by the Department of the Premier and Cabinet. Fifty per cent of customers responded to the survey with one unfavourable response negatively impacting the 2019–20 result.
3. Results for this service standard indicate that CAA is managing its resources to provide economical pricing to customers. Performance is reported as a percentage of the overall budget.
4. This service standard provides an indication of the efficiency of the Human Resources payroll service. The measure aims to demonstrate that payroll processing costs are maintained within the greater of consumer price index or enterprise bargaining salary increases. The unit rate is determined by the total cost of payroll processing staff and management oversight (including salaries, overtime, on-costs and overheads), divided by the maximum number of salary-based employees to be paid. The unit rate includes establishment of new records, establishment management within the payroll system, enquiries, stop pays, modifications to personal records, termination of employees, payroll adjustments as required and any other changes that impact an employee's pay. The rate is determined annually and applies for the financial year. The actual result may vary due to extraordinary costs, which were not anticipated at the time that the annual unit rate was set, for example, if an enterprise bargaining adjustment is higher or lower than expected.

Cross-government initiatives

This year, the department collaborated on the following inter-governmental agreements and whole-of-government initiatives:

- Bilateral agreement between the Commonwealth and the State of Queensland relating to environmental assessments under the *Environmental Protection and Biodiversity Conservation Act 1999*
- Brisbane City Council (BCC) Metro Project
- Building our innovation economy—Advance Queensland strategy
- Bulmba-ja arts centre (formerly Cairns Centre of Contemporary Arts)
- Cross River Rail Development Project
- Council of Australian Governments Waste Export Ban and Response Strategy (March 2020)
- Development of 10-year Roadmap for the arts, cultural and creative sector
- Environmental monitoring and community engagement relating to land impacted by underground coal gasification by-products
- Financial Assurance and Rehabilitation Reforms
- Gold Coast Artificial Reef
- Great Barrier Reef Field Management Program
- Great Keppel Island Rejuvenation Project
- Heads of EPA Australia and New Zealand (HEPA)
- Harmonisation of jurisdictional arrangements relating to container deposit schemes
- Heritage Schools Program
- Indigenous Waste Management Strategy
- Inspiring Australia Queensland Reference Group
- Koala Advisory Council
- Local Government Illegal Dumping Partnership Program
- Minjerribah Protected Area Expansion Strategy
- Minjerribah Steering Committee
- Minjerribah Township Fire Strategies
- Nature Conservation and Other Legislation (Koala Protection) Amendment Regulation 2020
- Nest-to-Ocean Turtle Protection Program
- New performing arts venue at Queensland Performing Arts Centre
- Odour Abatement Taskforce
- Queensland Ballet—Thomas Dixon Centre
- Queensland Ecotourism Trails program
- Queensland Government research and development expenditure report
- Queensland Reef Water Quality Program
- Queensland Resource Recovery Industries 10-Year Roadmap and Action Plan (August 2019)
- Regional Arts Services Network
- Reef 2050 Long-term Sustainability Plan
- Reef 2050 Water Quality Improvement Plan
- Resource Sector Stakeholder COVID–19 Consultation Group
- Rockhampton Museum of Art
- SEQ City Deal
- STEM Cross-sector Reference Group
- Wangetti Trail dual multi-day walking and mountain biking track
- Waste levy compliance framework and activities
- Waste Management Industry COVID–19 Consultation Group
- Wind farm renewable energy project on state plantation forest land
- World Heritage Management Project Agreement 2018–2023