Our mission: ...strong environmental management supporting sustainable economic development.

Our vision: The Department of Environment and Heritage Protection aims to be the most respected and responsive environment and heritage protection agency in Australia.

Our role: Managing the health of Queensland’s environment by protecting the state’s unique ecosystems, including its landscapes and waterways, as well as its native plants, animals and biodiversity. Acting as a strong environmental regulator by supporting sustainable long-term economic development. Identifying and conserving the state’s built heritage places.

Our contribution to government objectives:

- enabling firm but fair application of regulation.
- providing real protection for our dugongs, turtles and koalas.
- working with industry, the community and other levels of government to develop evidence-based conservation plans.
- investing in better infrastructure and using better planning:
  - decreasing government-imposed costs on industry and the community.
  - providing more efficient and effective environmental regulation and service delivery through the use of technology and other innovations.
  - continuing to streamline assessment and approval processes to facilitate efficient and timely environmental decisions.
  - reducing the complexity of legislation and cutting Greentape.
- providing greater transparency in decision making.

Invest in better infrastructure and use better planning by:

- working with industry, the community and other levels of government to develop evidence-based conservation plans.
- contributing to the planning reform agenda of government.
- providing real protection for our dugongs, turtles and koalas.
- ensuring timely access to resources.
- enabling firm but fair application of regulation.

Lower the cost of living by:

- providing more efficient and effective environmental regulation and service delivery through the use of technology and other innovations.
- continuing to streamline assessment and approval processes to facilitate efficient and timely environmental decisions.
- reducing the complexity of legislation and cutting Greentape.
- providing greater transparency in decision making.

Balancing economic growth with environmental protection

Grow a four pillar economy by:
- reducing the complexity of legislation and cutting Greentape.
- continuing to streamline assessment and approval processes to facilitate efficient and timely environmental decisions.
- supporting the sustainability and productivity of the resources sector and agriculture industries.
- promoting tourism opportunities related to Queensland’s natural environment and built heritage.

Lower the cost of living by:
- providing more efficient and effective environmental regulation and service delivery through the use of technology and other innovations.
- decreasing government-imposed costs on industry and the community.

Invest in better infrastructure and use better planning by:
- working with industry, the community and other levels of government to develop evidence-based conservation plans.
- contributing to the planning reform agenda of government.
- providing real protection for our dugongs, turtles and koalas.
- enabling firm but fair application of regulation.

A responsive, respected and effective public service

Revitalise frontline services by:
- improving and integrating service delivery with other agencies.
- placing appropriate resources on the frontline where they are best placed to serve the community and industry.
- supporting local environment groups through targeted grants.
- placing appropriate resources on the frontline where they are best placed to serve the community and industry.
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Restore accountability in government by:
- delivering on the government’s commitments and priorities.
- better engaging the community to enable people to have a real say on environmental issues affecting our community.
- providing greater transparency in decision making.
- capitalising on Public Sector Renewal opportunities to improve services.

Our challenges

Our challenges include:
- balancing environmental, social and economic outcomes.
- achieving best practice environmental regulation.
- reducing the impacts of environmental disasters.
- evidence-based environmental and heritage management.
- building a positive culture of performance.

Our values

Customer first
- Know your customers
- Deliver what matters
- Make decisions with empathy

Ideas into action
- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries

Unleash potential
- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback

Be courageous
- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency

Empower people
- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you
### Objectives

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### Goals

#### Goal 1
Avoiding, minimising or mitigating impacts to the environment

- **Goal 1.1** Implement the department’s regulatory strategy to establish ourselves as a firm but fair regulatory body.
- **Goal 1.2** Lead and influence strategies and standards that protect Queensland from unacceptable environmental impacts.
- **Goal 1.3** Set clear expectations and communicate our environmental protection legislation.
- **Goal 1.4** Outcome-based permitting of regulated activities where adequate management of environmental impacts is demonstrated.
- **Goal 1.5** Increase our focus on targeted compliance activities particularly to those areas of highest risk.
- **Goal 1.6** Implant effective and proportionate measures where breaches to our legislation occur.
- **Goal 1.7** Implement a one-government Environmental Offsets Policy.

#### Goal 2
Protecting the integrity of Queensland’s ecosystems

- **Goal 2.1** Implement programs and strategies to improve water quality for Queensland’s coast, waterways, wetlands and the Great Barrier Reef.
- **Goal 2.2** Implement efficient and focused strategies to support the sustainability of Queensland’s native wildlife.
- **Goal 2.3** Implement effective disaster recovery plans when needed.
- **Goal 2.4** Ensure iconic natural areas and areas of high conservation value are protected and balanced with appropriate economic development opportunities.
- **Goal 2.5** Minimise negative interactions between wildlife and communities with a clear commitment to prioritise the health and well-being of the community.
- **Goal 2.6** Build knowledge of Queensland’s ecosystems and biodiversity in the community.

#### Goal 3
Protecting Queensland’s built heritage

- **Goal 3.1** Communicate with, and educate, Queenslanders and visitors about the state’s built heritage.
- **Goal 3.2** Identify and register places with state heritage value, regulate and assist in their management and promote opportunities for corporate investment in Queensland’s built heritage.
- **Goal 3.3** Work with local governments to incorporate heritage requirements in their planning arrangements.
- **Goal 3.4** Support the operations of the Queensland Heritage Council.

#### Goal 4
Building relationships with government, business, industry and the community

- **Goal 4.1** Represent the government’s environment and heritage interests on national and environment councils.
- **Goal 4.2** Regularly communicate, consult and develop partnerships with other government departments, industry, peak bodies and community groups.
- **Goal 4.3** Implement programs to increase community and business engagement in environmental and nature management and conservation.
- **Goal 4.4** Build trust with our customers by providing greater access to policies, guidelines and other information resulting in greater transparency in decision-making.
- **Goal 4.5** Use technologies and partnerships with government and industry to widen the availability and efficiency of service delivery.
- **Goal 4.6** Improve regulatory practices and remove unnecessary obstacles to competition, innovation and growth.
- **Goal 4.7** Implement new policies and amendments to legislation to cut green tape and streamline processes to support strong environmental outcomes.

#### Goal 5
A capable and accountable organisation

- **Goal 5.1** Ensure processes and systems are in place to efficiently, effectively and ethically manage public resources.
- **Goal 5.2** Identify, communicate and manage departmental risks.
- **Goal 5.3** Celebrate achievements and acknowledge the commitment and enthusiasm of employees.
- **Goal 5.4** Build and maintain a capable and diverse workforce that meets service delivery needs.
- **Goal 5.5** Continue to improve employee wellness, prevent injury and illness and promote work-life balance.
- **Goal 5.6** Implement a departmental strategic communication plan.
- **Goal 5.7** Maximise the benefits of participation in the Public Sector Renewal Program.

### Key performance indicators

| KPI 1.1 | 80% of assessment applications are dealt with without further formal information requests being required |
| KPI 1.2 | 10 business day reduction from statutory decision period for standard petroleum and gas assessments |
| KPI 1.3 | 5 business day reduction from statutory decision period for minor petroleum and gas assessments |
| KPI 1.4 | The value of new projects approved to progress under the Environmental Protection Act 1994 |
| KPI 1.5 | 70% of monitored licensed operators returned to compliance with their environmental obligations |
| KPI 2.1 | 10% increase in high quality conservation land gazetted as nature refuges |
| KPI 2.2 | 2% increase in high quality conservation land secured for gazetted as protected areas |
| KPI 2.3 | 12.5% increase in the total amount of land secured that will be rehabilitated as new koala habitat |
| KPI 2.4 | 90% of ‘Everyone’s Environment’ projects assessed as delivering on their objectives |
| KPI 2.5 | 100% of macropod harvest quotas not exceeded during any harvest period |
| KPI 2.6 | 100% of Damage Mitigation Permits issued prior to the statutory deadline |
| KPI 3.1 | 90% of departmental register recommendations, for inclusion on the Heritage Register, accepted by the Queensland Heritage Council |
| KPI 3.2 | Queenslanders having a greater understanding of, and pride in, their built heritage |
| KPI 4.1 | Increased customer satisfaction with the performance of the department |
| KPI 5.1 | Effectiveness of budget management |
| KPI 5.2 | Increased employee satisfaction and engagement |
| KPI 5.3 | An employee profile representative of the broader community |
| KPI 5.4 | Workplace health and safety performance |