

Earth Resources Regulator Quarterly Performance Report 2023-24 Quarter 1

1 July to 30 September 2023



Energy,
Environment
and Climate Action

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it.

We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

DEECA is committed to genuinely partnering with Victorian Traditional Owners and Victoria's Aboriginal community to progress their aspirations.



About this report

The Earth Resources Regulator is Victoria's regulator of exploration, mining, quarry and petroleum activities. Our role includes granting rights to access resources, assessing plans for the extraction of resources, assessing site rehabilitation liabilities and setting bonds, conducting compliance operations to ensure that authority holders fulfil their regulatory obligations and engaging with communities and stakeholders on regulatory matters.

Our quarterly performance and annual statistical reports are available on our website as part of our commitment to being an effective and transparent regulator.

This report provides a summary of our operating performance for quarter one of financial year 2023-24 (1 July to 30 September 2023).

Performance summary

- KPI 1#** - 90 per cent of extractive industries work plan stages were assessed within the statutory time frames, below 95 per cent target (p. 5). Eight work plans were approved in the quarter, comprising three for new work authorities and five work plan variations.
- 81 per cent of mineral work plan stages and licence applications were assessed within statutory time frames, below 95 per cent target (p. 6); 21 mineral work plan stages were assessed and 27 mineral licence applications granted.
 - 74 per cent of licence variations were completed within the Client Service Standard, below 95 per cent target (p. 7).
 - Three extractive industries administrative changes (notifications) were acknowledged (p. 10).
- KPI 2#** - 78 operational compliance activities were undertaken, on target (p. 11).
- KPI 3#** - 100 per cent of reportable events were responded to during this quarter, on target (p. 15).
- KPI 4#** - 100 per cent attendance at Environmental Review Committee meetings (p. 17).
- KPI 5#** - The time to respond to complaints took on average five business days, below the target of three business days (p. 18).
- Rehabilitation Bonds:** 20 initial and further rehabilitation bonds were lodged by authority holders (p. 11).
- Annual Return Submissions:** 90% extractive (up from 57% in the previous year) and 93% minerals licences submitted their FY2022-23 returns by the due date (p. 16)

Please see note in the next slide.

The Earth Resources Regulator is progressing projects to further improve the effectiveness and efficiency of the assessment requirements and processes, such as developing a new Code of Practice for Common Risk Management Techniques for Quarries.

Key Performance Indicators 2023-24 Quarter 1

KPI	High Level Indicators	Target	Target Period	Current Quarter	Previous Quarter	DEECA's Compliance Policy Framework
KPI 1: Efficient Approvals Process	Percentage of extractive industries work plan stages assessed within statutory time frames.	95%	Quarterly	90%	90%	Outputs/activities
	Percentage of mineral licence applications and mineral work plan stages assessed within statutory time frames.	95%	Quarterly	81%	57%	Outputs/activities
	Percentage of tenement variations assessed within Client Service Standard time frames where a statutory time frame does not exist.	95%	Quarterly	74%	67%	Outputs/activities
KPI 2: Ensuring Compliance	Number of operational compliance activities undertaken per quarter.	75 activities	Quarterly	78	81	Inputs
KPI 3: Effective Incident Management	Percentage of reportable events responded to per quarter.	100%	Quarterly	100%	100%	Short-term and long-term outcomes
KPI 4: Facilitation of Stakeholder Engagement	Earth Resources Regulator attendance at Environmental Review Committee meetings.	100%	Quarterly	100%	100%	Outputs/activities
	Number of Industry Reference Group meetings.	4 meetings	Annual	0		Outputs/activities
	Number of Earth Resources Regulators Forum meetings.	3 meetings	Annual	0		Outputs/activities
KPI 5: Complaint Management	Average number of days to respond to complaints made by community against tenements.	3 business days	Quarterly	5	2	Outputs/activities

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

Quarter	Work Plan Type	Unique WP Under Assessment	Stage STF (Target Days)	Stages Over STF	Stages Within STF	Total Stages	% (Within STF/Total)
FY 2023-24 Q1	Work Plan (WA)	25	28	3	27	30	90%
FY 2022-23 Q4	Work Plan (WA)	13	28	2	18	20	90%

* A work plan stage represents a statutory decision point.

Extractive industries work plans endorsed or approved in the quarter

Quarter	Work Plan Type	Endorsed	Approved
FY 2023-24 Q1	Work Plan (WA)	0	8
FY 2022-23 Q4	Work Plan (WA)	4	2

Work authorities granted in the quarter

Quarter	Licence Type	Granted
FY 2023-24 Q1	Work Authority	0
FY 2022-23 Q4	Work Authority	1

Result:

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

In Q1, 30 extractive industries work plan stages were assessed from 25 unique work plans of which 90 per cent were within the statutory time frame.

Eight work plans were approved in the quarter, three for a new work authority and five work plan variations.

No work authorities were granted in the quarter.

Why are these measures important?

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

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

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

Quarter	Licence and Work Plan Stages	Over STF	Within STF	Total (Over + Within STF)	% Within STF/Total
FY 2023-24 Q1	Mineral Licence Applications – (Table A)	8	19	27	70%
	Mineral Work Plan Stages – (Table B)	1	20	21	95%
	Total	9	39	48	81%
FY 2022-23 Q4	Mineral Licence Applications – (Table A)	17	12	29	41%
	Mineral Work Plan Stages – (Table B)	1	12	13	92%
	Total	18	24	42	57%

Result:

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

In Q1, there were 48 (21 mineral work plan stages assessed and 27 mineral licence applications granted) of which 81 per cent were assessed within the statutory time frames.

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

Quarter	Licence Type	STF (Target Days)	Over STF	Within STF	Total (Over + Within STF)	% Within STF/Total
FY 2023-24 Q1	Exploration Licence	90	3	19	22	86%
	Prospecting Licence	90	0	0	0	N/A
	Mining Licence	120	0	0	0	N/A
	Retention Licence	120	5	0	5	0%
	Total		8	19	27	70%
FY 2022-23 Q4	Exploration Licence	90	13	10	23	43%
	Prospecting Licence	90	0	0	0	N/A
	Mining Licence	120	0	0	0	N/A
	Retention Licence	120	4	2	6	33%
	Total		17	12	29	41%

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

In Q1, 70 per cent (19 out of 27) applications were granted within the statutory time frames.

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

Quarter	Work Plan Type	WP Approved	Unique WP Under Assessment	Stage STF (Target Days)	Stages Over STF	Stages Within STF	Total Stages	% (Within STF/ Total)
FY 2023-24 Q1	Work Plan (Exploration)	2	3	28	1	2	3	67%
	Work Plan (Minerals)	2	10	28	0	18	18	100%
	Total	4	13		1	20	21	95%
FY 2022-23 Q4	Work Plan (Exploration)	0	4	28	1	4	5	80%
	Work Plan (Minerals)	1	6	28	0	8	8	100%
	Total	1	10		1	12	13	92%

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

In Q1, three exploration and 18 mineral work plan stages were assessed from 13 unique work plans, of which 95 per cent (20 out of 21) stages were assessed within the statutory time frames.

KPI 1: Efficient Approvals Process – Tenement Variations

Tenement variations approved within Client Service Standard (CSS)

Quarter	Licence Type	CSS (Target Days)	Over CSS	Within CSS	Total (Over + Within CSS)	% Within CSS/ Total
FY 2023-24 Q1	Exploration Licence	90	2	15	17	88%
	Mining Licence	120	2	4	6	67%
	Prospecting Licence	90	0	2	2	100%
	Retention Licence	120	2	1	3	33%
	Work Authority	30	5	9	14	64%
	Total			11	31	42
FY 2022-23 Q4	Exploration Licence	90	7	25	32	78%
	Mining Licence	120	5	4	9	44%
	Prospecting Licence	90	1	1	2	50%
	Retention Licence	120	0	0	0	N/A
	Work Authority	30	3	2	5	40%
	Total			16	32	48

Result:

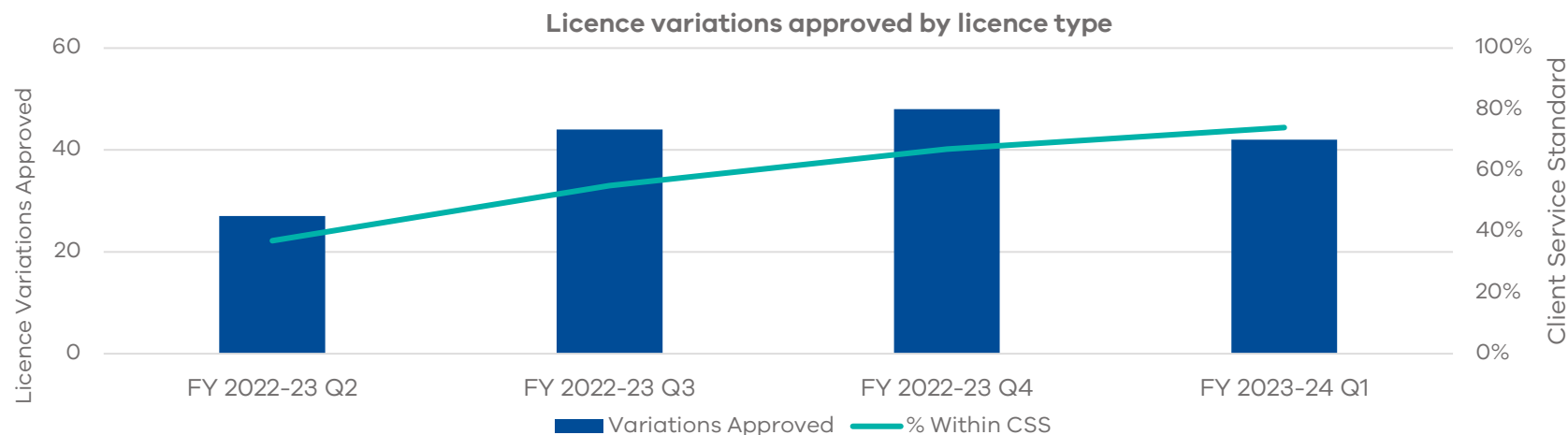
The Client Service Standard (CSS) is the percentage of licence variations assessed within departmental agreed time frames where a statutory time frame does not exist.

In Q1, 74 per cent (31 out of 42) of licence variations were completed within the CSS.

Of the licence variations outside the CSS target, 11 were either renewals, transfers, change of conditions or full surrenders. Extra time was required to assess and process these licence variations due to their complexity.

Why are these measures important?

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



Petroleum licence variations approved

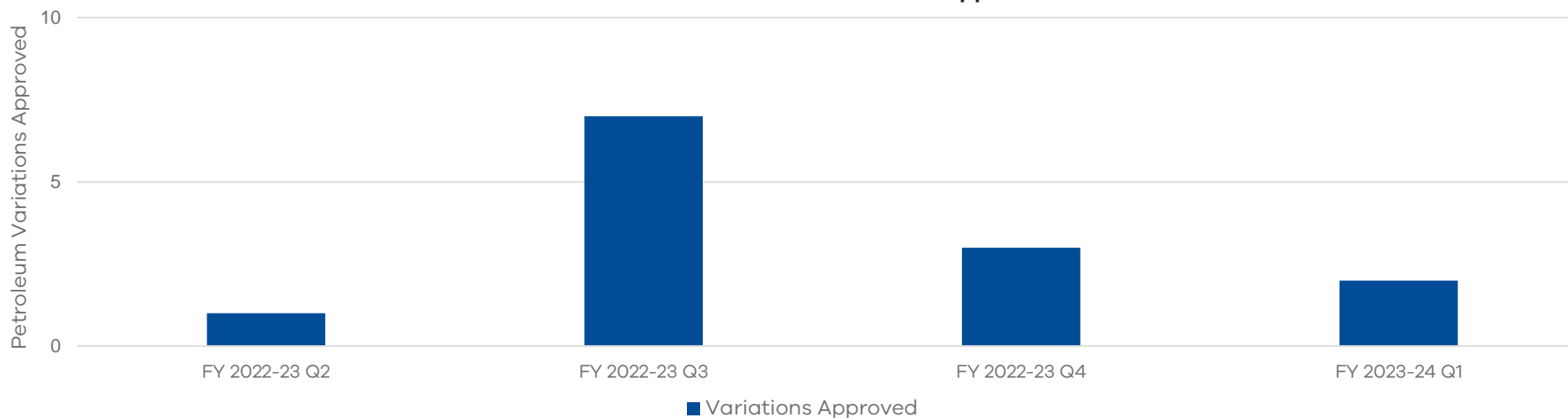
Quarter	Licence Type	Full Surrender	Licence Conditions Change	Registration of Dealing	Suspension and Extension*	Transfer	Total
FY 2023-24 Q1	Offshore Petroleum Exploration Permit	0	0	0	1	0	1
	Onshore Petroleum Exploration Permit	0	0	0	1	0	1
	Total	0	0	0	2	0	2
FY 2022-23 Q4	Onshore Petroleum Exploration Permit	0	0	3	0	0	3
	Total	0	0	3	0	0	3

Result:

In Q1, there were two 'Suspension and Extension' variations approved for onshore petroleum exploration permit and offshore petroleum exploration permits. Additional time has been given to the authority holders due to the complexities of obtaining approvals to carry out operations.

* Suspension and Extension: Suspend the work requirement and extend the term of the permit

Petroleum licence variations approved



KPI 1: Efficient Approvals Process – Petroleum Operation Plans

Petroleum – Operation Plans

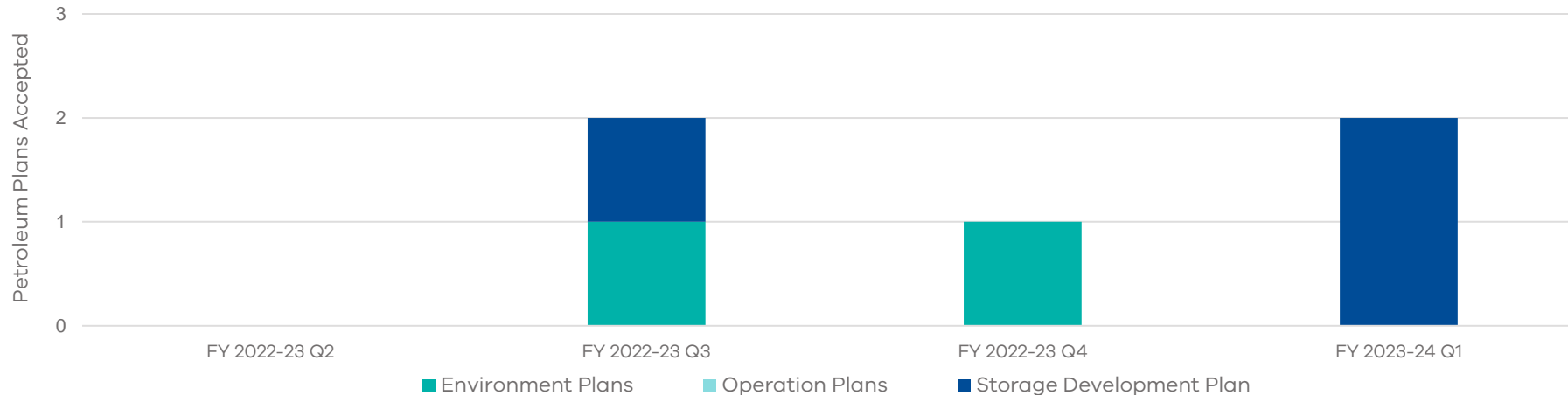
Quarter	Licence Type	Plans Accepted	Stages					Unique Plans Under Assessment
			Environment Plan Stage	Field Development Plan Stage	Operation Plan Stage	Storage Development Plan Stage	Total Stages Assessed	
FY 2023-24 Q1	Offshore Pipeline Licence	0	2	0	0	0	2	2
	Onshore Petroleum Production Licence	2	0	0	0	2	2	2
	Total	2	2	0	0	2	4	4
FY 2022-23 Q4	Offshore Petroleum Retention Lease	1	1	0	0	0	1	1
	Onshore Petroleum Production Licence	0	0	1	6	0	7	7
	Total	1	1	1	6	0	8	8

Result:

In Q1, two Offshore Pipeline and two Onshore Petroleum Production Licences plan stages were assessed that resulted in two onshore storage development plans being approved and two offshore environment plans being accepted.

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

Petroleum plans accepted

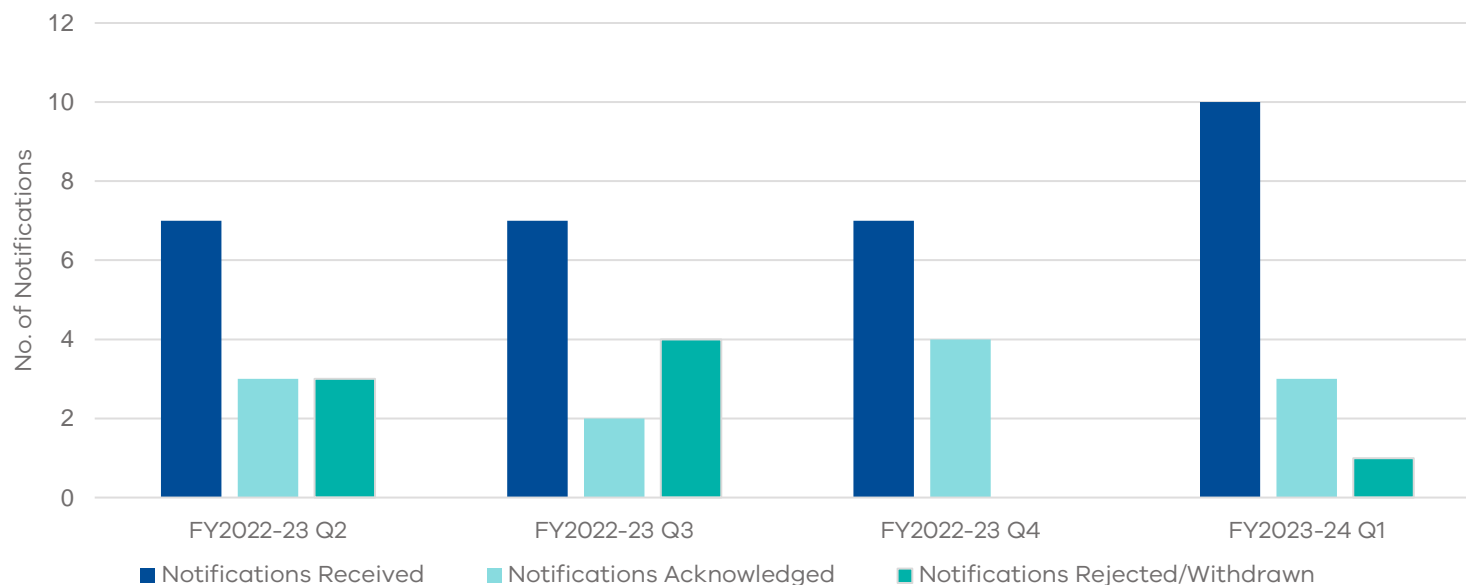


KPI 1: Efficient Approvals Process – Work Plan Administrative Updates by Notification

Minerals	FY 2022-23 Q2	FY 2022-23 Q3	FY 2022-23 Q4	FY 2023-24 Q1	Total
Notifications Received	0	0	0	1	1
Notifications Acknowledged	0	0	0	0	0
Notifications Rejected/Withdrawn	0	0	0	1	1

Extractive industries	FY 2022-23 Q2	FY 2022-23 Q3	FY 2022-23 Q4	FY 2023-24 Q1	Total
Notifications Received	7	7	7	9	30
Notifications Acknowledged	3	2	4	3	12
Notifications Rejected/Withdrawn	3	4	0	0	7

Administrative updates by notification



Result:

In Q1, nine extractive industries administrative change submissions were received, of which three were acknowledged. One minerals submission was received, but declined.

Administrative updates for new or changing work

Can be made by notification for current licences and work authorities where they meet the criteria including:

- no significant increase in risk arising from the new or changing work
- Council has been consulted and confirms in writing that the new or changing work does not require an amended or new planning permit
- relevant referral agencies have been consulted and confirmed that the new or changing work raises no concerns and conditions are not required
- no change to the community engagement plan.

More information is available on the website:

[Work approval process for extractive industries - Resources Victoria](#)

Rehabilitation Work Program in FY 2023-24 Q1	Extractives	Mining	Petroleum	Total
Number of s79A notices issued	0	1	0	1
Number of further bond notices issued	10	4	0	14
Number of initial bond notices issued	2	4	0	6
Number of further/initial bonds received	12	8	0	20
Number of bond returns	4	3	1	8
Number of authority holders using the voluntary annual review option	0	0	0	0
Number of site inspections by the Rehabilitation Liability Assessments and Bonds team	1	9	2	12

Why rehabilitation bonds are required and in what form

- Effective site rehabilitation underpins public confidence in the resources sector and the regulator and minimises the State's exposure to rehabilitation liabilities and costs.
- Authority holders are required to lodge rehabilitation bonds. Bonds held enable the Earth Resources Regulator to conduct rehabilitation works if an authority holder defaults on their obligations.
- Established policy requires a bond for 100 per cent of the estimated rehabilitation cost.
- Bonds are lodged in the form of a bank guarantee issued by a bank authorised by the Australian Prudential Regulatory Authority and executable by the State. Authority holders typically pay their bank a service fee based on a percentage of the bank guarantee per year, as determined by the issuing financial institution. Cash bonds are also accepted where the bond total is \$50,000 or less.

Progressive approach and options offered to authority holders

The Earth Resources Regulator initiated a program to improve the regulation of site rehabilitation in 2018, which included developing a modern policy framework, updating the bond calculator and requiring the operators of key sites to complete site rehabilitation.

The Earth Resources Regulator is implementing a progressive program to review the rehabilitation liabilities for:

- high priority sites selected by the regulator based on their risk of default and consequences
- sites subject to major expansions or ownership transfers
- sites that have self-reported a significant bond deficiency
- sites that have voluntarily requested a rehabilitation liability and bond review to recognise their stage of site operations and progressive rehabilitation, rather than a standard bond based on the maximum point of site disturbance over a mine or quarry's full lifecycle.

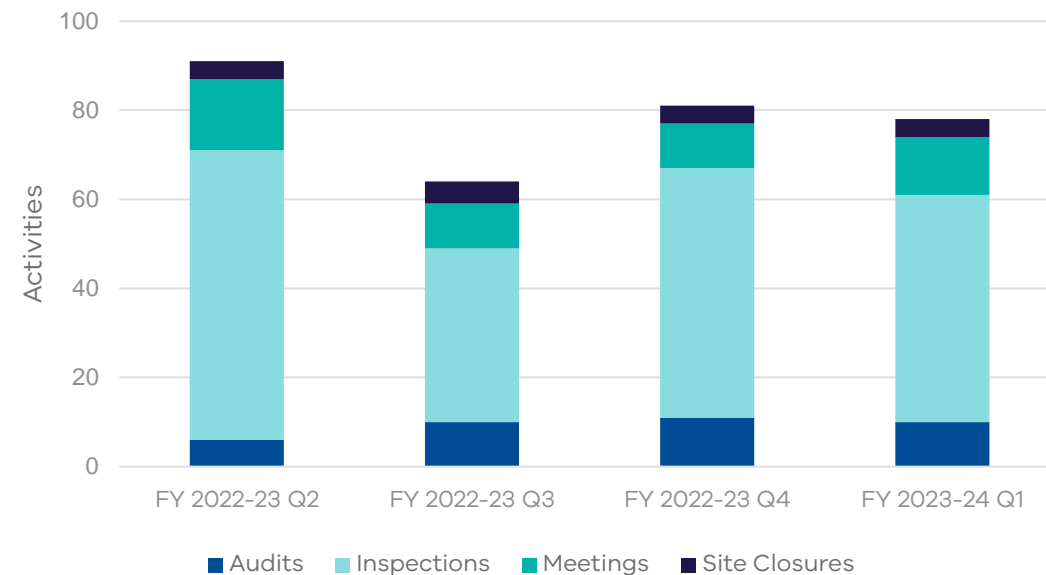
Regulatory practice strategy for the rehabilitation of earth resources sites: [Earth-Resources-Regulation-Regulatory-Practice-Strategy-for-the-Rehabilitation-of-Earth-Resources-Sites-February-2020.pdf](#)

Rehabilitation bonds held by the State interactive dashboard: [Rehabilitation - Resources Victoria](#)

Compliance activities

Licence Types	Activity	July	August	September	Total
Extractive industries	Inspection	7	16	14	37
	Audit	1	6	2	9
	Meeting	1	1	1	3
	Site Closure	0	0	2	2
	Extractives Total	9	23	19	51
Mining	Inspection	1	6	4	11
	Meeting	3	3	4	10
	Site Closure	0	1	1	2
	Audit	0	0	1	1
	Mining Total	4	10	10	24
Petroleum	Inspection	1	2	0	3
	Petroleum Total	1	2	0	3
Total		14	35	29	78

Compliance activities by quarter



Result:

In Q1, 78 proactive compliance activities involving 64 authority holders were undertaken.

The Earth Resources Regulator is implementing a modern compliance operating model based on an intelligence-led, state-wide tasking and coordination approach to ensure that authority holders fulfil their regulatory obligations. The new approach combines a range of education and enforcement activities.

Why are these measures important?

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

Activities include audits, inspections, meetings with duty holders and site closures after reviewing rehabilitation outcomes.

Compliance audits

Type of Audit	FY 2022-23 Q2	FY 2022-23 Q3	FY 2022-23 Q4	FY 2023-24 Q1	Total	% Total
Progressive Rehabilitation	0	1	5	7	13	35%
Plan and Conditions	3	2	1	1	7	19%
Fire and Emergency	2	1	0	0	3	8%
Geo-technical	0	1	2	0	3	8%
Pest, Plant and Animal	0	0	3	0	3	8%
Plan and Conditions (High-risk)	0	3	0	0	3	8%
Boundaries and Extraction limits	0	2	0	2	4	11%
TSF Management	1	0	0	0	1	3%
Site Security and Buffer Zones	0	0	0	0	0	0%
Total	6	10	11	10	37	100%

Result:

The Earth Resources Regulator conducted 10 site audits in Q1, with five requiring remedial action.

The Earth Resources Regulator’s audit program is risk-based with a focus on more significant or high-risk sites or activities. The number of actions required can be dependent on the type of audits completed and the number of ‘follow up’ audits from previously identified risks.

Why are these measures important?

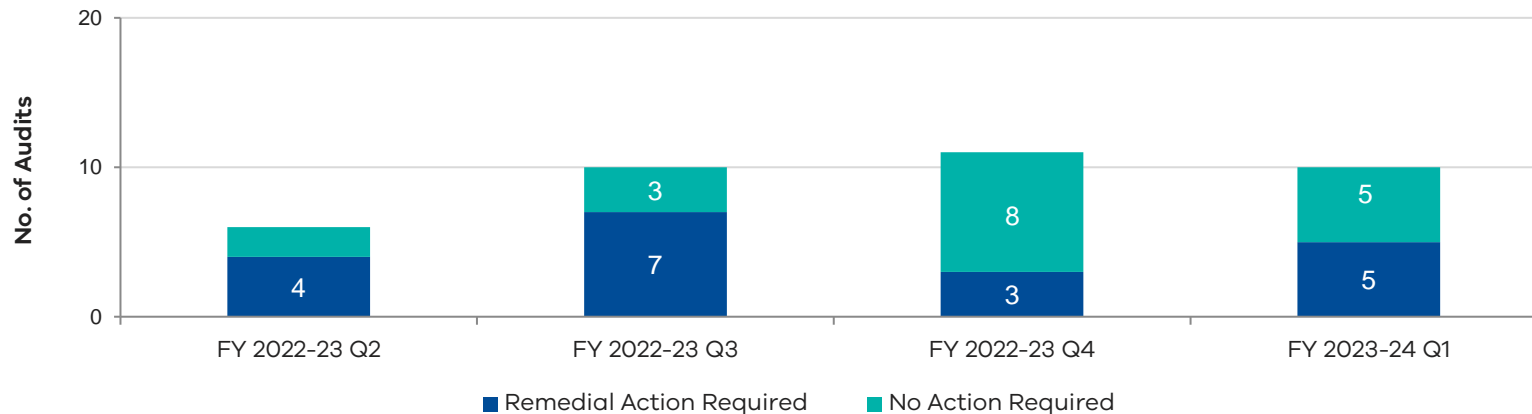
The Earth Resources Regulator’s compliance program aims to improve industry performance by including audits focused on key risks to the environment and protection of public safety.

This indicator measures the number of field audits conducted addressing key risks and how compliant industry is.

For further information on compliance priorities, see the Earth Resources Regulator Compliance Strategy on the website:

[Compliance and enforcement - Resources Victoria](#)

Remedial action / No action after audits



General enforcement notices issued in the quarter

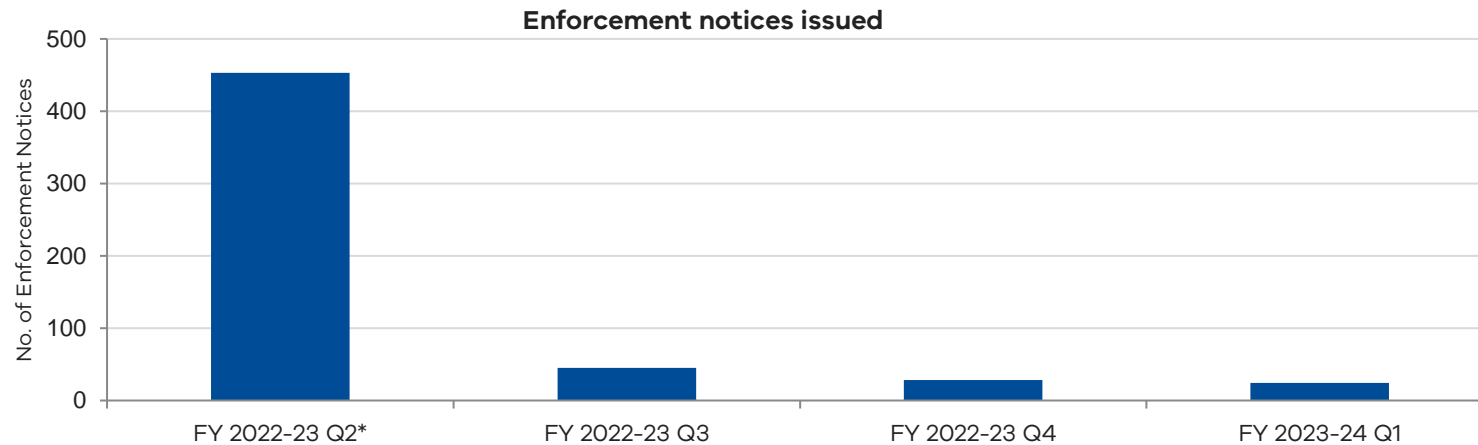
Sector	Enforcement Action Type	Enforcement Code	No. of Notices
Extractives	s110 Notice	Waste and Redundant Plan	5
Extractives	s110 Notice	Hazardous Materials Management	4
Extractives	s110 Notice	Other	2
Extractives	s110 Notice	Work Without Licence or Consents	1
Extractives	s110 Notice	Rehabilitation of Site	1
Extractives	s110 Notice	Ground Disturbance	1
Extractives	s110 Notice	Documentation and Records	1
Extractives	s110 Notice	Drainage, Erosion and Discharge	1
Extractives	s110 Notice	Noise Emissions	1
Extractives	s110 Notice (Stop Work)	Authorised Activity Compliance	1
Extractives	s110a Notice (Stop Work)	Work Without Licence or Consents	1
Mining	s110 Notice	Tailings and Slime Management	3
Mining	s110 Notice	Slope Stability	2
Grand Total			24

Infringements and official warnings issued

Activities	Issued in the quarter
Written Instruction	14
Infringement Notice	4
Education	3
Total	21

Result:

In Q1, there were 45 enforcement activities taken , including 24 notices issued.



* As indicated in the graph, FY 2022-23 Q2 results were elevated due to the annual reporting process, which resulted in a number of official warnings and infringements being issued.

KPI 3: Reportable Events

Reportable events in the quarter

Sector	Classification	Incident Type	Enforcement Code	Incident Responded To	Incident Status	Incident Count
Mining Licence	Minor	Public Safety	Fire Precautions and Risk Control	Yes	Resolved	23
Mining Licence	Minor	Infrastructure	Fire Precautions and Risk Control	Yes	Resolved	3
Mining Licence	Minor	Environmental	Environmental Incident Notification	Yes	Open	2
Mining Licence	Minor	Environmental	Environmental Incident Notification	Yes	Resolved	1
Mining Licence	Minor	Environmental	Slope Stability	Yes	Open	1
Work Authority	Minor	Legislation Breach	Explosives Air and Ground Vibration	Yes	Resolved	1
Work Authority	Minor	Environmental	Dust Emissions	Yes	Resolved	1
Total						32

Non-reportable incidents/events in the quarter

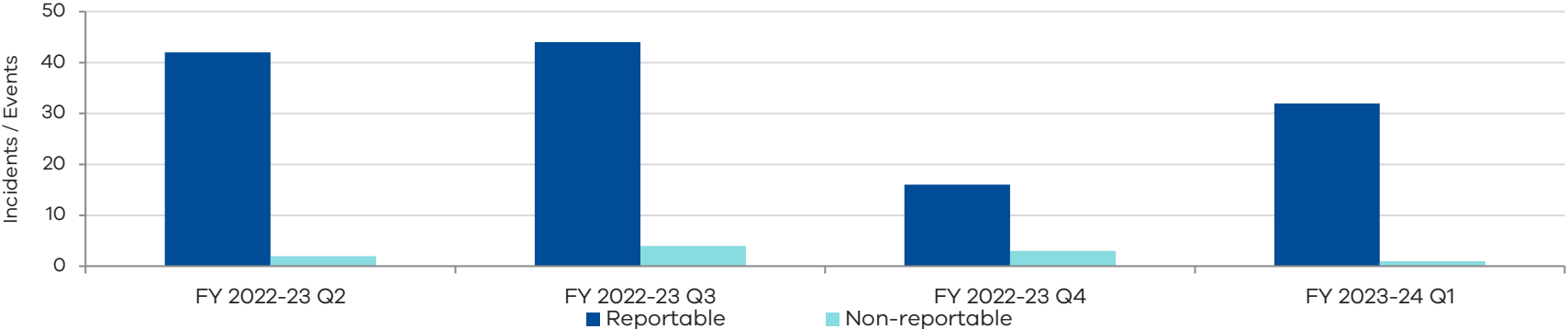
Sector	Classification	Incident Type	Enforcement Code	Incident Status	Incident Count
Mining Licence	Minor	Legislation Breach	Environmental Incident Notification	Open	1
Total					1

Result:

There were 32 reportable events in Q1 with the majority of these relating to small coal smoulders. Of these, 29 reportable incidents were resolved and three are under investigation.

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

Reportable vs Non-reportable incidents/events



Why are these measures important?

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

Annual returns submitted by the due date

Tenement type	FY 2022-23				FY 2021-22
	Number of Licences/ Work Authorities	Annual returns required	Total annual returns received by due date or with extensions*	% annual returns received by due date or with extensions*	% annual returns received by due date or with extensions
Extractive industries^	832	1250	1119	90%	57%
Mining licences	122	244	226	93%	82%
Prospecting licences	52	104	103	99%	86%
Exploration licences	401	802	734	92%	93%
Retention licences	35	70	69	99%	93%

*Due Date: Extractive Industries Work Authorities 31 July 2023, Mining and Prospecting Licences 28 July 2023. Also includes regulator approved extensions.

^Extractive industry work authority on crown land are required to submit a royalty return and an annual return.

Annual return requirements:

All tenement holders are obliged to submit annual return on their activities by the due date even if no work has been undertaken in the financial year. The information is used to monitor industry activities, specify regulatory fees and royalties and inform management of Victoria's earth resources sector by understanding the state of the industry and aiding further investment and jobs.

There is a marked increase in the submission rates for FY 2022-23 annual returns compared to FY 2021-22. This is most noticeable in the extractive industries sector where the annual return rate increased from 57 per cent to 90 per cent.

Tenement Type	Annual Returns
Extractive industries	Annual return extractive industries/Royalty return
Mining licences	Expenditure and activity/Production and royalty
Prospecting licences	Expenditure and activity/Production and royalty
Exploration licences	Expenditure and activity/Annual technical
Retention licences	Expenditure and activity/Annual technical

Environmental Review Committee attendance

	2022-23 Q2	2022-23 Q3	2022-23 Q4	2023-24 Q1
Meetings Planned	9	9	7	12
Meetings Attended	9	9	7	12
Attendance (%)	100%	100%	100%	100%
Target	100%	100%	100%	100%

Result:

The Earth Resources Regulator attended 100% of the scheduled Environmental Review Committee (ERC) meetings in Q1.

Why are these measures important?

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

Industry Reference Group (IRG)

2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	Annual Total	FY Target
0				0	4

Result and explanatory note:

The target is an annual figure based on Industry Reference Group (IRG) meetings being scheduled every three months, in addition to consultation on project-specific matters.

There were no IRG meetings held in Q1. Consultations were conducted on the code of practice for quarries and operational policy for competing licence applications.

Why are these measures important?

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

Earth Resources Regulators Forum

2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	Annual Total	FY Target
0				0	3

Result:

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

No ERRF meetings were scheduled to be held in Q1.

Why are these measures important?

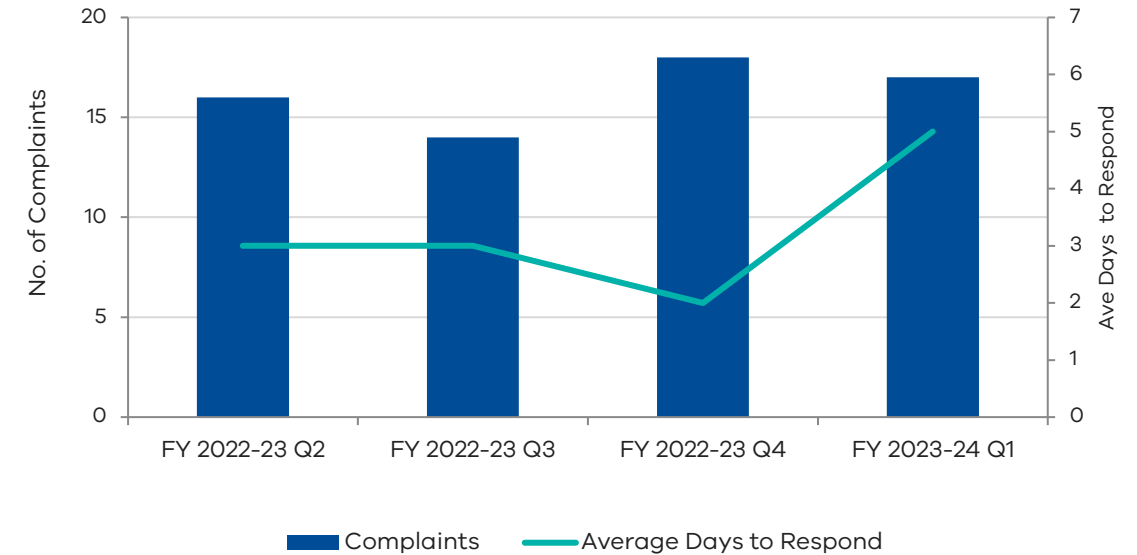
The Earth Resources Regulators Forum drives a coordinated, strategic approach to regulation in the earth resources sector. Through the forum and its independent chair, the Earth Resources Regulator coordinates its activities with other regulators to improve timeliness, reduce compliance and administrative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

Response times to complaints in the quarter

Sector	Enforcement Codes	Number of Complaints	Average Days to Respond	*Median Days to Respond
Extractives	Noise Emissions	3	1	1
Extractives	Explosives Air and Ground Vibration	2	30	30
Extractives	Impacts Outside Tenement Site	2	4	3.5
Extractives	Working Hours	1	1	1
Extractives	Tenement Boundaries	1	1	1
Extractives	Work without Licence or Consents	1	1	1
Extractives	Dust Emissions	1	2	2
Extractives	Internal Roads and Tracks	1	1	1
Mining	Explosives Air and Ground Vibration	2	1	1
Mining	Work without Licence or Consents	2	2	2
Mining	Hazardous Materials Management	1	7	7
		17	5	2

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

Complaints vs Average days to respond



Result:

There were 17 complaints in Q1, mostly relating to noise emissions, and explosives air and ground vibration. The average response time was five business day. The median response time was two business days.

The Earth Resources Regulator's Compliance Unit is transitioning to using public complaints as an intelligence source to inform the tasking and coordination of structured compliance activities.

Why are these measures important?

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

Department of Energy, Environment and Climate Action

Earth Resources Regulator

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