



BOARD OF
**PROFESSIONAL
ENGINEERS**
OF QUEENSLAND

REGULATOR PERFORMANCE FRAMEWORK REPORT 2023-2024

Version 1 (December 2024)



The Board of Professional Engineers of Queensland (Board) is an independent statutory body within the portfolio responsibilities of the Minister for Housing and Public Works and Minister for Youth (Minister).

The Board is established under the [Professional Engineers Act 2002](#) (Qld) (PE Act) and in turn administers the PE Act on behalf of the Queensland Government. The primary objectives of the PE Act are to:

- protect the public by ensuring professional engineering services are provided by a Registered Professional Engineer of Queensland (RPEQ) in a professional and competent way
- maintain public confidence in the standard of services provided by RPEQs
- uphold the standards of practice of RPEQs.

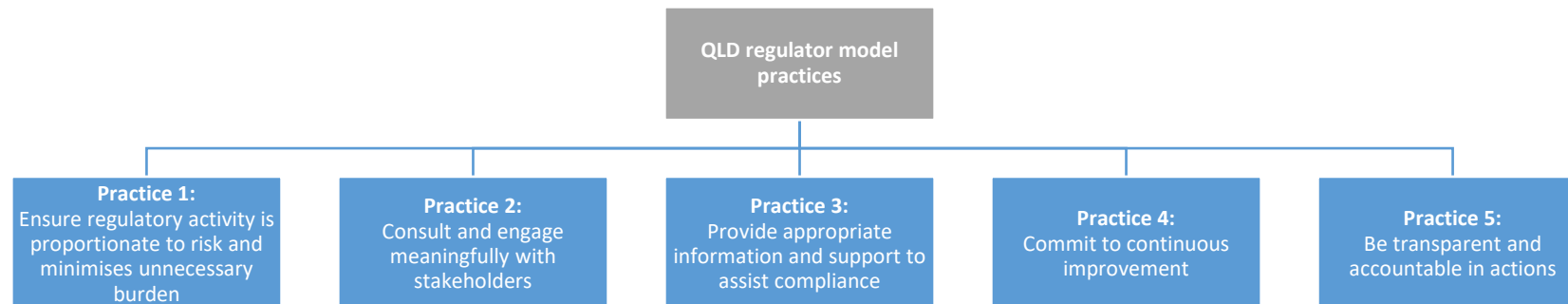
Engineers carrying out professional engineering services in Queensland or for Queensland are required to be registered with the Board. Once an engineer is registered, they are awarded the protected title RPEQ.

The Board also investigates and disciplines RPEQs for unsatisfactory professional conduct as well as prosecuting individuals for breaches of the PE Act (e.g. carrying out a professional engineering service when unregistered).

The [Regulator Performance Framework](#) seeks to achieve positive regulatory outcomes in Queensland through effective and efficient regulatory practice. Included in the framework are five model practices that support effective policy objectives and improve regulator performance via better interactions between regulators and their stakeholders, reducing regulation burden/costs for all parties.

Regulators are required to prepare an annual performance report on their efforts implementing the Regulator Performance Framework for their responsibilities.

The Board supports the model practices included in the Regulator Performance Framework outlined below. This report details how the Board's regulatory practices align with the regulator model practices.





Regulator model practices and supporting principles		Outline and evidence of how the Board's regulatory practices in 2023-2024 align with the regulator model practices and what actions have been taken in 2023-2024 to improve regulatory activities and practices
1.	<p>Ensure regulatory activity is proportionate to risk and minimises unnecessary burden</p> <ul style="list-style-type: none">• A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions.• Regulations do not unnecessarily impose on regulated entities.• Regulatory approaches are updated and informed by intelligence gathering so that effort is focussed towards risk.	<p>The Board understands the risks to the public associated with engineering and is committed to protecting the public and upholding standards of engineering. Decisions taken by the Board balance the public interest with the need to enforce the PE Act and standards of professional engineering practice.</p> <ul style="list-style-type: none">• The Board has a regulatory function for investigating RPEQs whose conduct falls below the expected standards of practice and persons who do not comply with the PE Act.• A Code of Practice is developed by the Board to provide guidance to RPEQs about appropriate professional conduct and practice expected of them by their peers and the community.• Finalised 11 investigations into disciplinary and compliance matters in the 2023-2024 financial year.• Managed 85 audits of RPEQs for compliance with the Board's Continuing Registration Requirement policy in the 2023-2024 financial year (audits were carried out by Engineers Australia on behalf of the Board).• In June 2022, the Board established a Risk and Audit Committee to provide independent assurance and assistance to the Board on governance, performance management, risk, control and compliance frameworks as well as the Board's responsibilities prescribed under relevant legislation. During 2024-2024 the Risk and Audit Committee met twice.



<p>2.</p>	<p>Consult and engage meaningfully with stakeholders</p> <ul style="list-style-type: none">• Formal and information consultation mechanisms are in place to allow for the full range of stakeholder input and Government decision making circumstances.• Engagement is undertaken in ways that help regulators develop a genuine understanding of the operating environment of regulated entities.• Cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework.	<p>The Board proactively engages with its stakeholders and members of the public through various engagement methods to better develop a genuine understanding of current issues in the industry.</p> <ul style="list-style-type: none">• During 2023-2024, the Board conducted more than 100 seminars, meetings, workshops, webinars, and industry events for a wide range of stakeholders, including state and local government, universities, professional bodies, private industry, as well as the general community. Events were held throughout Queensland, including Ipswich, Brisbane, Toowoomba, Gladstone, Townsville, Sunshine Coast and the Gold Coast. These events provided free information to attendees on the RPEQ registration system, the PE Act, code, and the complaints process.• The Board utilises social media channels (LinkedIn) and the Board website to provide information to stakeholders regarding PE Act obligations, RPEQ registration process, and to respond to frequently asked questions. During 2023-2024, the Board surpassed more than 7,000 followers on LinkedIn, an increase of more than 8% from the previous reporting period.• During 2023-2024, the Board commenced a strategic engagement program to engage more effectively with key stakeholders, including assessment entities, state government, local government and private industry.
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<p>3.</p>	<p>Provide appropriate information and support to assist compliance</p> <ul style="list-style-type: none">• Clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience.• Advice is consistent and, where appropriate, decisions are communicated in a manner that clearly articulates what is required to achieve compliance.• Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g., small business) or require specialist advice.	<p>The Board recognises the importance of educating its stakeholders to comply with the PE Act. The Board provides a range of products and services to deliver information on the PE Act, the Code of Practice for RPEQs and the registration process.</p> <ul style="list-style-type: none">• Prepared and published case notes and practice notes covering the prosecutions and disciplinary outcomes for a range of factual scenarios.• Introduced legal updates on LinkedIn that cover recent prosecutions and disciplinary outcomes and give RPEQs compliance guidance.• Produced an e-newsletter sent to more than 35,000 subscribers, which features updated and new case and practice notes, and articles covering elements of the PE Act, code as well as information regarding professional engineering services and other topics of interest.• Developed and implemented a free webinar series for engineers on the PE Act, RPEQ registration and how to renew your registration.• Exhibited and presented at industry events and conferences. Board members and staff attended and presented at a wide variety of industry events and conferences, with a major focus on private industry.• Conducted free seminars on the PE Act, code, and RPEQ registration process with a wide range of stakeholders, including state and local government, universities, professional bodies, private industry, as well as the general community.• Policies concerning registration, compliance, investigation processes and other matters are available on the Board's website.• A revised compliments and complaints process is detailed on the Board's website. Stakeholders and members of the public are encouraged to provide feedback that will help the Board improve its services.
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<p>4.</p>	<p>Commit to continuous improvement</p> <ul style="list-style-type: none">• Regular review of the approach to regulatory activities, collaboration with stakeholders and other regulators, to ensure it is appropriately risk based, leverages technological innovation and remains the best approach to achieving outcomes.• To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community.• Staff have the necessary training and support to effectively, efficiently and consistently perform their duties.	<p>The Board is committed to continuous improvement and Board members and staff discuss and identify relevant environmental factors impacting the organisation and undertake skills and development training.</p> <ul style="list-style-type: none">• A review of the Board’s policies and procedures is ongoing. The review seeks to manage risks and assure that Board policies and procedures comply with relevant legislation and directives and maintain government and industry best practice.• During the 2023-2024 period, employees in the Registration and Corporate Services Unit attended the Information Security Management System (ISMS) Communities of Practice and Queensland Government Security Leads Community of Practice workshops covering updates and developments in the cyber security and information management. Staff also attended a records management training covering cyber risks, best practices and information privacy principles for records management. Additionally, Board employees completed cyber security training.• Employees in the Legal, Compliance and Investigations Unit attended training offered by the Queensland Law Society and Crown Law. Additionally, employees in the unit attended training on access to information, right to information and intellectual property access.• The Board's Senior Leadership Team completed the People Matters Program management training.• Board staff attended workplace health and safety training.• The Board is recognised as a skilled workplace through Mental Health First Aid Australia.• The <i>Human Rights Act 2019</i> was considered and incorporated, where appropriate in the Board’s policy and procedure review.
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<p>5.</p>	<p>Be transparent and accountable in actions</p> <ul style="list-style-type: none">• Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders.• Decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions.• Indicators of regulator performance are publicly available.	<p>Transparency and accountability are core tenets of the Board. This helps build trust and confidence with our stakeholders. The Board complies with all government reporting requirements and those contained in the <i>Professional Engineers Act 2002</i>.</p> <ul style="list-style-type: none">• Provided a live directory of all current RPEQs which is available on the Board's website.• Provided a historical register of RPEQs (current and former) which is available for stakeholders to view at the Board office.• Prepared and published an annual report detailing Board regulatory and financial performance, statistical information on registrations achievements and challenges.• Reviewable decisions are communicated within the legislative timelines and stakeholders are provided with the relevant notices pursuant to the Board's obligations under the PE Act.• Decisions are made within the timeframes outlined in relevant legislation.• The Board's website is regularly updated to provide up-to-date information for professional engineers, the public, industry and other stakeholders.
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