



Queensland Fire Department

Regulator Performance 2025–26 Annual Report

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Introduction

The Queensland Fire Department (QFD) provides world-class fire and rescue services to communities across Queensland, including fire prevention, response, and control. QFD's foremost priority is to respond to fires and emergencies that threaten life, property or the environment by providing support to communities before, during and after their times of need.

QFD includes Queensland Fire and Rescue, Rural Fire Service Queensland and the State Operations Directorate.

QFD is the primary response department for structural fire, bush and grass fires and chemical/hazardous materials incidents and has emergency support functions, including urban search and rescue and technical rescue. The department also has a strong focus on prevention and preparedness to avert emergency incidents as well as response and recovery. These activities include community education, fire safety, hazard identification and risk assessment, and working with communities to plan for and mitigate disasters.

QFD is committed to maintaining regulatory integrity through fair and transparent practices without placing an administrative burden on Queensland businesses.

The department's regulatory activities include:

- enforcing compliance with legislated fire safety standards and processing applications for advice on building work assessable against the *Building Act 1975*.

- providing critical fire safety advice to building certifiers on the technical and practical components of building fire safety, which facilitates the installation of appropriate fire safety installations. Building certifiers are required to seek QFD advice as part of the building approval process detailed in the *Planning Act 2016* and *Building Act 1975* for certain building fire safety matters.

Advice includes the assessment of building plans prior to construction for the suitability of fire safety installations and onsite inspections to ensure compliance and correct installation to the agreed design upon completion of the building.

- conducting regular building inspections to ensure legislated fire safety systems are maintained and routinely serviced throughout the lifecycle of the building.

Appropriate enforcement action is initiated where deficiencies are identified.

This annual report demonstrates how QFD's regulatory activities align with the Queensland Government's regulator model practices.

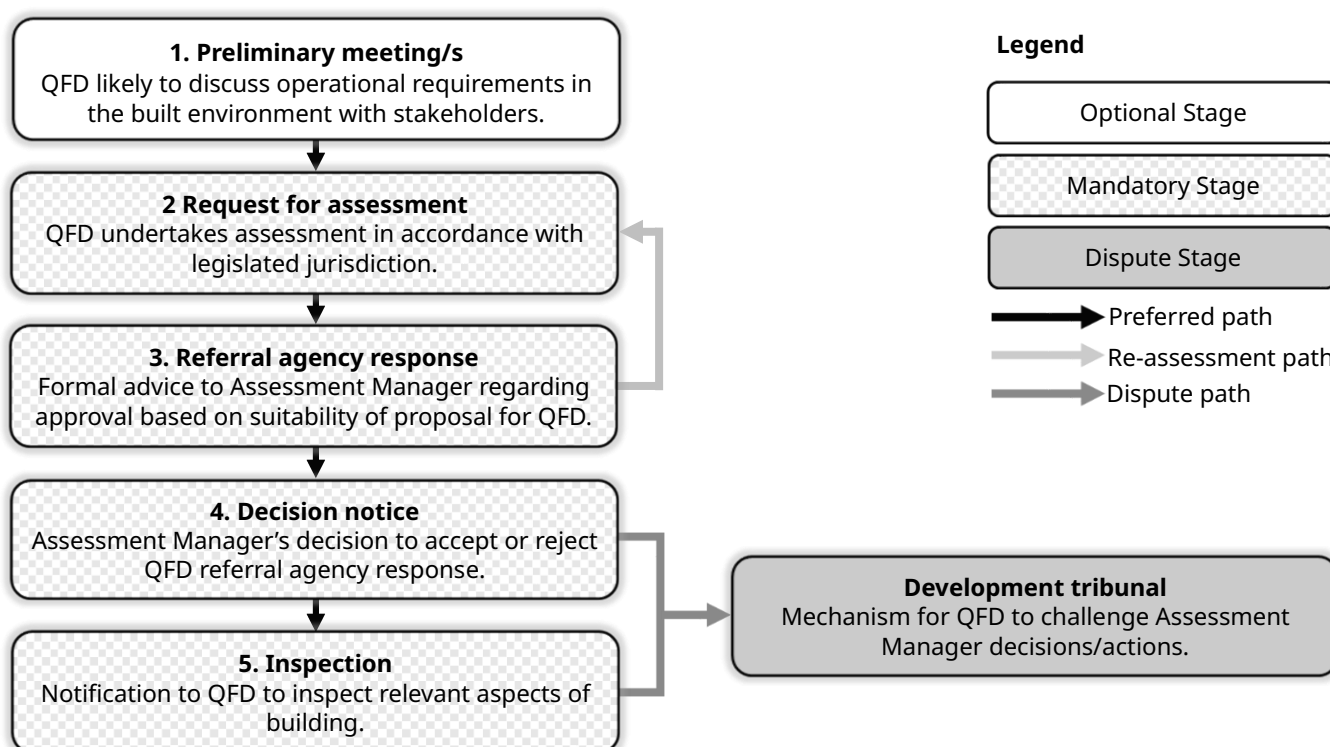
Table 1. Regulatory responsibilities

During 2025–26, QFD had regulatory responsibilities under the following legislation:

Act	Subordinate legislation
<i>Building Act 1975</i>	<i>Building Regulation 2021</i>
<i>Fire Services Act 1990</i>	<i>Building Fire Safety Regulation 2008</i> <i>Fire Services Regulation 2011</i>
<i>Planning Act 2016</i>	<i>Planning Regulation 2017</i>

Stages of the QFD building fire safety assessment process

The following diagram outlines the different stages of the QFD building fire safety assessment process, from initial meetings to discuss building fire safety requirements, through to prosecution in the event of a dispute or continuing non-compliance.



Model practice 1: Ensure regulatory activity is proportionate to risk and minimises unnecessary burden

Supporting principles:

- ✦ A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions.
- ✦ Regulators do not unnecessarily impose on regulated entities.
- ✦ Regulatory approaches are updated and informed by intelligence gathering so that effort is focused towards risk.

1.1 Evidence and relevant information that demonstrates the extent to which QFD's regulatory practices aligned with the regulator model practices throughout 2025–26	1.1.1 QFD works collaboratively with all stakeholders including government agencies, industry providers and the public to provide information and education to ensure the highest level of fire safety is achieved in Queensland buildings. 1.1.2 QFD conducts random and scheduled fire safety inspections of high-risk buildings to ensure the building occupiers of those buildings are meeting their fire safety legislative obligations. 1.1.3 A Maintenance Inspection Report is a scheduled inspection of the current maintenance of a building's fire safety features conducted by an appropriately qualified officer. This type of inspection is conducted by operational crews at a frequency determined by the risk profile of the building. The Maintenance Inspection Report process enables fire officers to liaise and assist building occupiers to minimise their risk and liability with regards to building fire safety whilst ensuring compliance with building fire safety legislation.
1.2 Examples and/or case studies that highlight the extent to which QFD's regulatory practices in 2025–26 aligned with the regulator model practices or indicated where business practices could be enhanced in line with the model practices	1.2.1 Under the <i>Building Act 1975</i>, Budget Accommodation Buildings (BABs) are required to have fire safety mechanisms in place such as fire safety management plans, emergency lighting and early warning systems. QFD officers conduct joint inspections with local governments to identify buildings operating as BABs. 1.2.2 The QFD Compliance and Prosecution Unit manages all enforcement and prosecution action against operators of BABs that do not meet the required safety standards. 1.2.3 The QFD Compliance and Prosecution Unit also assists regions with targeted inspections where illegal and unsafe accommodation practices are suspected. 1.2.4 During 2025–26, there was one successful prosecution against a company with a fine of \$18,000 imposed by the court.
1.3 Actions taken in 2025–26, or currently being taken by the department, to improve regulatory activities and business practices to reflect the regulatory model practices	Not applicable.

Table 2. QFD building fire safety inspection

No.	Performance measures	2024-25 Actual	2025-26 Actual
2.1	Percentage of building premises inspected and deemed compliant at first inspection	57%	54.9%
2.2	Number of entities prosecuted in the Magistrates Court for building fire safety offences (not including BABs)	3	1
2.3	Total dollar value of fines imposed on entities in the Magistrates Court for building fire safety offences (not including BABs)	\$29,290	\$18,000 + \$1,500 costs awarded to QFD
2.4	Notices by Commissioner issued to rectify fire safety breaches (number)	271	281
2.5	Requisitions by Commissioner to rectify fire safety breaches (number)	20	21
2.6	Infringement Notices issued (number)	43	30
2.7	Total dollar value of Infringement Notices issued	\$212,000	\$154,347
2.8	Fire investigation inspections (number of structures)	597	598
2.9	Building Approval Officer (BAO) assessments (number)	2,147	2,072
2.10	BAO inspections (number)	1,772	1,753
2.11	Safety Assessment Officers (SAO) structure inspections (number)	1,081	997
2.12	Inspections of premises suspected of operating as illegal and unsafe BABs (number)	175 inspections of 86 premises	183 inspections of 83 premises
2.13	Requisitions by Commissioner issued to BABs to reduce risk (number)	16	9
2.14	Notices by Commissioner issued to BABs to improve fire safety within the premises (number)	17	13
2.15	Infringement Notices issued to BABs for breaches of fire safety (number)	8	5
2.16	Total dollar value of fines imposed by QFD for Infringement Notices to BABs	\$12,900	\$13,351

Note:

- 2.1 This measure reports the percentage of building premises inspected and deemed compliant with building fire safety legislation (*Fire Services Act 1990*, *Building Act 1975* and *Building Fire Safety Regulation 2008*) and fire safety procedures on first inspection. The target/estimate is 50 per cent.

Model practice 2: Consult and engage meaningfully with stakeholders

Supporting principles:

- ✦ Formal and informal consultation and engagement mechanisms are in place to allow for the full range of stakeholder input and government decision-making circumstances.
- ✦ Engagement is undertaken in ways that helps 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.

2.1 Evidence and relevant information that demonstrates the extent to which QFD's regulatory practices aligned with the regulator model practices throughout 2025–26	2.1.1 Industry relationships enabled ongoing direct collaborative partnerships to consider and address industry issues and concerns. 2.1.2 QFD has oversight of the domestic smoke alarm requirements contained in the <i>Fire Services Act 1990</i> (Fire Services Act). The 2025–26 key community messaging continued to focus on the target audience for the third and final implementation stage which requires all dwellings to have installed interconnected photoelectric smoke alarms in all bedrooms, hallways and other prescribed locations by 1 January 2027. Community safety advertising campaigns included the Home Fire Safety and Smoke Alarms campaigns. 2.1.3 The department's website provides detailed information for the public to access all aspects of legislative requirements for the staged implementation of the smoke alarm requirements (www.fire.qld.gov.au/prepare/fire/smoke-alarms). QFD administers a smoke alarm email address dedicated to providing opportunity for community members and industry stakeholders to request information and clarification of smoke alarm legislation requirements. The number of enquiries received from 1 July 2025 to 30 June 2026 was 1,789, a 40 per cent increase from 1 July 2024 to 30 June 2025 (1,275). 2.1.4 Where required and appropriate, QFD challenges building industry professionals regarding adherence to regulatory requirements, through the Queensland Building and Construction Commission complaints process, which may include the Planning and Environment Court or the Development Tribunals process. 2.1.5 QFD regularly engages with a variety of peak industry groups and government stakeholders including: • Australian Institute of Building Surveyors • AFAC (the National Council for fire and emergency services in Australia and New Zealand) • Department of Housing and Public Works • Fire Protection Association Australia • The Institution of Fire Engineers Australia • National Fire Industry Association • Queensland Building and Construction Commission • Society of Fire Safety.
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2. Consult and engage meaningfully with stakeholders (cont'd)

2.1 Evidence and relevant information that demonstrates the extent to which QFD's regulatory practices aligned with the regulator model practices throughout 2025–26 (cont'd)	Engagement with these groups is at a strategic level and deals with matters of national significance such as: • public and emergency service workers' safety • community resilience • risk to the community • built environment • fire service operations and capabilities • developing industry doctrine • pursuing innovation and advancements in technology • sharing knowledge and influencing strategic direction • future evolution of regulatory building codes and Australian Standards. 2.1.6 QFD convened four 'Live Fire Experience' days for external stakeholders involved in building fire safety. The 'Live Fire Experience' event is designed to provide industry fire engineers, designers, regulators, building certifiers and students with 'real-life' practical experience of fires and firefighting operations. The program aims to increase the participants' level of knowledge and understanding in fire safety and operations, leading to improved building fire safety outcomes. Importantly this event gives attendees an invaluable perspective that cannot be replicated by any other means, as the practical experience of fire is real and authentic. Participants get exposure to the use of breathing apparatus, poor visibility conditions associated with moving through smoke-affected areas, and enclosure fire behaviour with ceiling flames rolling overhead inside a compartment. Almost 50 industry stakeholders attended the event and QFD received extremely positive feedback from attendees, emphasising the value of the experience. 2.1.7 QFD plays a key role within emergency planning of hazardous industries in collaboration with other government agencies, especially regulators, including Workplace Health and Safety Queensland. This role includes the management of emergency plans lodged with QFD, including their assessment and the provision of guidance through a dedicated webpage (www.fire.qld.gov.au/compliance-and-planning/hazardous-chemicals-emergency-planning). These activities also inform interactions with hazardous industries across Queensland and QFD emergency management preparations. 2.1.8 QFD continued to engage with the occupiers of buildings with a Fire Detection and Alarm System that are monitored by QFD to provide an automatic fire service response upon alarm activation.
2.2 Examples and/or case studies that highlight the extent to which QFD's regulatory practices in 2025–26 aligned with the regulator model practices or indicated where business practices could be enhanced in line with the model practices	Not applicable.

2. Consult and engage meaningfully with stakeholders (cont'd)

2.3 Actions taken in 2025–26, or currently being taken by the department, to improve regulatory activities and business practices to reflect the regulatory model practices

2.3.1 Unwanted alarms have a negative impact on firefighters and the wider community as they increase the safety concerns for fire crews and the public, disrupt the community and industry, create complacency and impose unnecessary costs to attend these incidents. Reducing unwanted alarm activations ensures that the department can more effectively manage priority emergency responses and resources. Under the Fire Services Act, QFD charges for attendance at unwanted alarms to encourage building owners or occupiers to be continually proactive in managing fire alarm systems. To reduce instances where building owners are charged for QFD's attendance at unwanted alarms, the department works extensively with the building industry and building owners and occupiers to further reduce the number of false/unwanted automatic fire alarms, especially those with high numbers of automatic alarm callouts. Increased awareness is achieved through:

- a combination of pre and post construction activities with building designers and owners/occupiers
- direct advice to owners of those buildings identified as having a high alarm frequency
- pragmatic testing, which is part of the building assessment process and involves practical cooking and hot shower simulations to prove the strategies outlined in the QFD guidelines work to minimise or eliminate unwanted alarms.

Table 3. QFD unwanted alarms

No.	Performance measures	2024-25 Actual	2025-26 Actual
3.1	Pragmatic tests conducted (number)	13 tests on 7 buildings	4 tests on 4 buildings
3.2	Pass rate on first pragmatic test	100%	100%
3.3	Installed alarm connections to monitored alarm systems (number)	8,592	8,823
3.4	Unwanted alarm activations from monitored alarm systems responded to	22,293	21,180
3.5	Percentage of incidents attended that were unwanted alarms	25.2%	23.3%
3.6	Rate of unwanted alarm activations per Alarm Signalling Equipment	2.6	2.4

Note:

- 3.1 The reduction in the number of pragmatic tests conducted in 2025–26 can be attributed to the building industry adopting National Construction Code provisions that allow a combination of interconnected smoke alarms within sole occupancy units and smoke detectors in common area spaces of a new building. Where these combination systems are installed, a pragmatic test is not required to be undertaken.
- 3.5 Queensland's significant weather events often influence the frequency of unwanted alarm attendance calls experienced by QFD. These events can cause moisture ingress into sensitive fire detection and alarm systems resulting in increased unwanted alarm activations. During 2025–26, Queensland had limited unseasonal severe weather events, resulting in the unwanted alarm data maintaining a baseline range.
- 3.6 This measure indicates the effectiveness of QFD's strategies to help reduce the number of unwanted alarm activations. This measure compares the number of system-initiated false alarms responded to by QFD fire personnel with the number of connected Alarm Signalling Equipment devices that are monitored by the department. Unwanted alarm activations are defined as any activation of the fire alarm and detection system that could have been avoided. The Fire Services Act (section 146N) provides a legislated target of no more than four unwanted alarm activations per financial year.

The severe weather events experienced in Queensland between December 2024 and April 2025, including Tropical Cyclone Alfred in South East Queensland during early March 2025, were a contributing factor to the increase in unwanted alarm activations per Alarm Signalling Equipment from 2.4 in 2023–24 to 2.6 in 2024–25. Factors such as moisture ingress into buildings' fire detection and alarm systems, caused by torrential rain, results in unwanted alarm activations.

Model practice 3: Provide appropriate information and support to assist compliance

Supporting principles:

- ✦ 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.

3.1 Evidence and relevant information that demonstrates the extent to which QFD's regulatory practices aligned with the regulator model practices throughout 2025–26

- 3.1.1 The Notice by Commissioner issued by QFD clearly articulates details of the non-compliances to assist recipients to understand why they are in breach and to have a clear understanding of what their remediation obligations are, and what actions are required to achieve compliance. QFD SAOs aim to deliver notices face-to-face to building owners/occupiers to explain the notice and ensure rectification requirements are clear to recipients. The officers continue to work closely with owners/occupiers throughout the rectification process. A building owner/occupier may dispute a Notice by Commissioner and apply for a Queensland Civil and Administrative Tribunal (QCAT) review. If the building owner/occupier fails to seek a QCAT review and takes no action to rectify the non-compliance, then enforcement action may escalate. This includes the potential issuing of Penalty Infringement Notices or prosecution through the Magistrates Court.
- 3.1.2 The department continued to place a strong focus on mitigating the risks associated with buildings that have combustible, external cladding attached, following the fatal Grenfell Tower fire in London (June 2017) and the Melbourne Lacrosse Tower fire (November 2014). Since 1 October 2018, laws that apply in Queensland require all class 2– 9 building owners (refer the Building Code of Australia) with type A or B construction to register their building and complete a combustible cladding checklist. If an in-scope building is fixed with any of type of external combustible cladding, the owner is required to register the building on the Safer Buildings website (www.saferbuildings.qld.gov.au). Working with the information supplied by the owner, the QFD Complex Infrastructure Section coordinates the appropriate region to undertake an operational risk audit and works with the building owner and management to develop minimisation strategies, including cladding awareness signage, staff training and building evacuation plans as well as an upgraded QFD operational response when it is justified. Operational crews are notified en-route to an incident of the presence of combustible cladding materials, and electronic maps are continually updated to assist crews to be self-sufficient in sourcing applicable, building specific data as well as premises' exact locations.
- 3.1.3 Industry policy and QFD position statements regarding building cladding are available on the department's website. The policy and position statements provide information and advice to building owners and industry stakeholders wishing to submit a building application for an existing building that contains external cladding materials.

3. Provide appropriate information and support to assist compliance (cont'd)

3.1 Evidence and relevant information that demonstrates the extent to which QFD's regulatory practices aligned with the regulator model practices throughout 2025–26 (cont'd)	3.1.4 QFD has an external facing portal to allow clients 24-hour access to the QFD building approval lodgement process. (www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice/elodgement) 3.1.5 The department's website provides the community with legislative and general advice on all fire safety issues including building fire safety, with a series of position statements, guidelines, interpretations, a fee calculator and links to additional information to assist to build a safer Queensland (www.fire.qld.gov.au/compliance-and-planning/building-owners-and-occupiers) 3.1.6 The department's online Guide to the Referral of Performance Solutions communicates its expectations for referred performance solutions, thereby facilitating effective engagement with stakeholders and appropriate fire safety design solutions with the ever-increasing percentage of performance solution building designs in the built environment (www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice/referral-agency-advice-guidelines/guide-performance-solutions)
3.2 Examples and/or case studies that highlight the extent to which QFD's regulatory practices in 2025–26 aligned with the regulator model practices or indicated where business practices could be enhanced in line with the model practices	3.2.1 As part of the department's commitment to work collaboratively with the building industry, the <i>Scope Reduction Initiative</i> (introduced in 2015), offers industry the opportunity to reduce costs under specific circumstances, such as building work involving fire hydrant coverage via a single street hydrant. Detailed information for industry stakeholders is available on the department's website (www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice/scope-reduction-initiative) 3.2.2 QFD understands the continued focus and emergence of renewable energy sites and works with proponents of new projects. Changes to the <i>Planning Regulation 2017</i> (which commenced 18 July 2025) have impacted on the way renewable energy developments are assessed in the land use planning framework. The changes apply to solar farms, wind farms and battery storage facilities. These are now 'impact assessable' and the State Assessment Referral Agency (SARA), within the Department of State Development, Infrastructure and Planning, is the 'assessment manager'. QFD is a Third-Party Advice Agency to SARA to provide operational advice specific to the performance outcomes detailed in <i>State code 27: Battery storage facility development</i>. QFD also provides site-specific advice and support to proponents for the proposed design of a battery storage facility, solar farm or wind farm. This advice relates to the safety and protection of the community, environment and responding firefighters. Proponents engage with QFD directly during early planning and detailed design phases, prior to engaging with SARA under the provisions of the <i>Planning Regulation 2017</i>. Proponents are also encouraged to engage directly with QFD during pre-operational, commissioning and operational phases.

3. Provide appropriate information and support to assist compliance (cont'd)

3.3 Actions taken in 2025–26, or currently being taken by the department, to improve regulatory activities and business practices to reflect the regulatory model practices	3.3.1 QFD has a Community Safety Technical Reference Group comprising BAOs from each of its four Queensland Fire and Rescue regions and Community Safety and Resilience Branch subject matter experts, including the Fire Engineering Section, who provide technical input into QFD community safety policy development. 3.3.2 QFD facilitates a bi-monthly statewide forum for operational firefighters who are filling SAO positions in regulatory enforcement roles. The forum is facilitated by the Community Safety and Resilience Branch and presents case studies and issues arising from building fire safety inspections and the related systems, processes and enforcement outcomes.
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Table 4. Fire safety advice applications

No.	Performance measures	2024–25 Actual	2025–26 Actual
4.1	Fire safety advice applications received (number)	3,919	3,825
4.2	Fire safety advice applications completed within the 15-day timeframe (number and per cent)	3,536 89.5%	3,551 92.8%

Model practice 4: Commit to continuous improvement

Supporting principles:

- ✦ 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 policy 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.

4.1 Evidence and relevant information that demonstrates the extent to which QFD's regulatory practices aligned with the regulator model practices throughout 2025–26	4.1.1 The department's State Fire Investigation Unit in partnership with the Strategic Policy Unit, enhanced QFD's capability to identify and monitor lithium-ion battery fire incidents through improved incident coding, refined reporting descriptors and an ongoing data quality assurance program. These initiatives have strengthened the accuracy and consistency of operational intelligence, informed community safety initiatives and positioned QFD as a national leader in lithium-ion battery incident data collection. 4.1.2 QFD delivered presentations at national conferences and seminars, participated in media interviews across television, radio and print, and engaged with government, industry and community stakeholders to promote safe lithium-ion battery use, emerging risk awareness and evidence-based fire prevention strategies. These initiatives strengthened community awareness, supported informed decision-making and reinforced QFD's leadership in managing this emerging risk.
4.2 Examples and/or case studies that highlight the extent to which QFD's regulatory practices in 2025–26 aligned with the regulator model practices or indicated where business practices could be enhanced in line with the model practices	4.2.1 QFD BAOs who wish to progress to BAO2 are undertaking the Graduate Certificate in Performance-Based Building and Fire Codes through Victoria University. As at 30 June 2026, two QFD officers are undertaking the one-year course remotely. 4.2.2 QFD sustained a Memorandum of Understanding (MoU) with the Department of the Environment, Tourism, Science and Innovation, which assisted with the ongoing management of potential fire risks associated with the stockpiling of waste. This MoU formulates the structure for both departments to cooperatively share information. 4.2.3 QFD continued participation in fire safety research activities with various external stakeholders aimed at increasing the department's knowledge and understanding of innovative and emerging building products, technologies and methods of construction. This included ongoing collaboration, research and policy development relating to electric vehicles and battery energy storage systems and fire safety principles.

4. Commit to continuous improvement (cont'd)

4.2 Examples and/or case studies that highlight the extent to which QFD's regulatory practices in 2025–26 aligned with the regulator model practices or indicated where business practices could be enhanced in line with the model practices (cont'd)	4.2.4 QFD is participating in a fire testing and research program being led by the Australian Rail Industry Standards Organisation (ARISO). The initiative includes large-scale rail fire testing of personal mobility devices on retired rail carriages. The ARISO fire testing and research objectives are to quantify the fire and smoke hazards from personal mobility devices, such as e-scooters and e-bikes, when located inside passenger rail carriages; inform and improve operational first response and evacuation protocols; support development of risk assessment and intervention strategies for emergency services; and generate foundational data for further research and standards development. This work has strong relevance to fire service operations and represents an opportunity for firefighting operations research and education, and the development of fire engineering-related policy and rail standards.
4.3 Actions taken in 2025–26, or currently being taken by the department, to improve regulatory activities and business practices to reflect the regulatory model practices	4.3.1 The QFD Complex Infrastructure Section delivers ongoing training to new regional SAOs to allow operational risk audits of identified cladding-affected buildings to be carried out by regional staff. Additionally, the operational risk audit training is incorporated into the Core Skills Training Schedule to assist operational firefighters. The QFD Complex Infrastructure Section retained oversight of the 2,411 completed operational risk audit reports which are forwarded to the relevant regional leadership team for action regarding operational response upgrades. The reports continue to be uploaded onto the Total Operational Mapping Geographic Information System (GIS) mapping platform to provide real time accessibility for firefighting crews onsite at a potential future incident involving a combustible cladding structure fire. 4.3.2 QFD fire investigation capability has been strengthened with three candidates graduating with the Advanced Diploma of Public Safety (Fire Investigation) in November 2025. A total of 22 candidates are enrolled across the 2026 training program through the Canberra Institute of Technology. This investment supports the development of skilled fire investigators, enhances operational readiness and ensures a sustainable pipeline of qualified personnel to meet future organisational and community needs. 4.3.3 QFD continued to update, refine and expand externally facing position statements and guidelines to inform stakeholders. This is an ongoing process to reflect changes to legislation, codes, standards, innovation and emerging issues. 4.3.4 As part of regulatory review activities, the department continued its review of certain provisions within the <i>Building Fire Safety Regulation 2008</i>. The purpose of the regulation is to ensure safe and timely building evacuations during fires or emergencies, and to ensure prescribed fire safety installations for buildings are maintained. The review includes assessment of several aspects, including whether the regulation is appropriately risk based and remains the best approach to achieving outcomes.

4. Commit to continuous improvement (cont'd)

4.3 Actions taken in 2025–26, or currently being taken by the department, to improve regulatory activities and business practices to reflect the regulatory model practices (cont'd)

4.3.5 The department's Fire Engineering Section continues to regularly participate in the AFAC Built Environment Technical Group and the Fire Engineering Network. These groups provide the opportunity to liaise with interstate fire authorities and contribute to the development of national codes and regulations.

4.3.6 QFD continues to closely liaise with the University of Queensland Fire Engineering Research Group, under the terms of the ongoing MoU with the University of Queensland's School of Civil Engineering, in support of the department's regulatory roles.

Model practice 5: Be transparent and accountable in actions

Supporting principles:

- ✦ 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.

5.1 Evidence and relevant information that demonstrates the extent to which QFD's regulatory practices aligned with the regulator model practices throughout 2025–26	5.1.1 Detailed information pertaining to building owner and occupier responsibilities is published on the department's website. 5.1.2 The department's Fire Safety Management Tool for occupiers, owners, lessees and bodies corporate assists in proactively managing compliance with legislative requirements. The tool is available on the department's website (www.fire.qld.gov.au/sites/default/files/2024-03/FSMT-Advisory-Notes.pdf) 5.1.3 The department's online Guide to the Referral of Performance Solutions, continues to communicate its expectations for referred performance solutions, thereby facilitating effective engagement with stakeholders and providing increased certainty for stakeholders (www.fire.qld.gov.au/compliance-and-planning/referral-agency-advice/referral-agency-advice-guidelines/guide-performance-solutions)
5.2 Examples and/or case studies that highlight the extent to which QFD's regulatory practices in 2025–26 aligned with the regulator model practices or indicated where business practices could be enhanced in line with the model practices	5.2.1 QFD supported the Australian Competition and Consumer Commission in the development of a National Consumer Education Engagement Strategy for lithium-ion battery safety. Through the provision of operational insights, validated fire incident data, existing community safety resources and strategic communications advice, QFD contributed to nationally consistent public education aimed at reducing lithium-ion battery fire risk and improving consumer safety outcomes. 5.2.2 QFD provided specialist technical advice to the Department of Transport and Main Roads (TMR) to support the safe handling, transportation, storage and disposal of seized lithium-ion battery-powered e-mobility devices under Queensland's new e-mobility regime introduced in July 2026. This included the development of a dynamic risk assessment and operational guidance to assist TMR in managing the hazards associated with damaged or compromised lithium-ion batteries, reducing risks to workers, the community and the environment. 5.2.3 QFD provided specialist fire investigation expertise and operational intelligence to inform a submission, and provide evidence, to the <i>Queensland Inquiry into e-mobility safety and use in Queensland</i>. QFD's evidence informed the committee's consideration of lithium-ion battery fire risks, with the Inquiry Report (Report No. 21, 58th Parliament, February 2026) including recommendations relating to battery fire safety.

5. Be transparent and accountable in actions (cont'd)

5.3 Actions taken in 2025–26, or currently being taken by the department, to improve regulatory activities and business practices to reflect the regulatory model practices (cont'd)

5.3.1 Fire Alarm Management doctrine was reviewed and updated to ensure consistency with current best practices.

Acronyms

AFAC	National Council for fire and emergency services in Australia and New Zealand
ARISO	Australian Rail Industry Standards Organisation
BABs	Budget Accommodation Buildings
BAO	Building Approval Officer
GIS	Geographic Information System
MoU	Memorandum of Understanding
QCAT	Queensland Civil and Administrative Tribunal
QFD	Queensland Fire Department
SAO	Safety Assessment Officer
SARA	State Assessment Referral Agency
TMR	Transport and Main Roads

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