

Regulator performance framework key performance indicators

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KPI 1: Regulators do not unnecessarily impede the efficient operation of regulated entities

Measures	Evidence
1.1 The Agency demonstrates an understanding of the operating environment of the regulated entities.	1.1.1 Stakeholders are engaged to enhance the clarity and minimise the compliance costs of completing the reporting questionnaire. 1.1.2 The Agency undertakes environment scanning to review and modify its regulatory impact to meet legislative requirements and minimise compliance costs.
1.2 The Agency takes actions to minimise the potential for unintended negative impacts of regulatory activities on regulated entities.	1.2.1 The Agency undertakes regular, ongoing consultations and engagement with stakeholders on policies and procedures, including independent experts and industry associations to meet legislative requirements, ensure clarity and minimise compliance costs. 1.2.2 The Agency seeks and responds to feedback from regulated entities to ensure clarity and minimise compliance costs. 1.2.3 Regulatory activities co-designed with regulated entities to meet legislative requirements, ensure clarity and minimise compliance costs.
1.3 The Agency implements continuous improvement strategies to reduce the costs of compliance for those they regulate.	1.3.1 The Agency develops and undertakes a program of reporting review and improvement to meet legislative requirements, ensure clarity and minimise compliance costs.

KPI 2: Communication with regulated entities is clear, targeted and effective

Measures	Evidence
2.1 The Agency provides guidance and information that is up to date, clear, accessible and concise through media appropriate to the target audience.	<p data-bbox="1104 331 1935 392">2.1.1 The Agency reviews guidance to ensure that they comply with government accessibility guidelines.</p> <p data-bbox="1104 411 2069 536">2.1.2 2.1.2 Approved procedures and guides for communications are periodically reviewed and amended to reflect stakeholder feedback on effective communications and are available for staff use when interacting with regulated entities.</p> <p data-bbox="1104 555 2069 647">2.1.3 2.1.3 The Agency integrates communication strategies in all externally facing projects to ensure efficient and clear communication with regulated entities.</p> <p data-bbox="1104 667 2069 759">2.1.4 2.1.4 The Agency communicates appropriately with regulated entities to support proactive compliance to minimise action to redress non-compliance.</p> <p data-bbox="1104 778 2069 841">2.1.5 The Agency provided timely and accessible telephone support for reporting organisations during reporting periods [1 April to 30 June].</p>

KPI 3: Actions undertaken by regulators are proportionate to the regulatory risk being managed

Measures	Evidence
3.1 The Agency provides guidance and information that is up to date, clear, accessible and concise through media appropriate to the target audience.	3.1.1 The Agency adopts a transparent and risk management approach to exercising discretionary powers under Section 19D of the Workplace Gender Equality Act 2012. 3.1.2 3.1.2 The Agency adopts a transparent and risk management approach to exercising discretionary powers under Section 17 of the Workplace Gender Equality Act 2012. 3.1.3 3.1.3 The Agency regularly reviews its approach to promoting compliance within legislative parameters.

KPI 4: Compliance and monitoring approaches are streamlined and coordinated

Measures	Evidence
4.1 Compliance and monitoring approaches are streamlined and coordinated.	4.1.1 The Agency undertakes a program of reporting review and improvement. 4.1.2 The Agency undertakes an ongoing program of education of reporting entities to minimise the compliance costs of reporting as required by legislation.
4.2 In administering legislated reporting requirement the Agency ensures processes are transparent and streamlined.	4.2.1 The Agency ensures legislated reporting requirement procedures are transparent and appropriately administratively simple.

KPI 5: Regulators are open and transparent in their dealings with regulated entities

Measures	Evidence
5.1 The Agency ensures that the legislated reporting framework and requirements are publicly available in a format which is clear, understandable and accessible.	5.1.1 All materials are available from the website and are clear, understandable and accessible.
5.2 The Agency is open and responsive to requests from regulated entities regarding the operation of the regulatory framework, and approaches implemented by regulators.	5.2.1 The Agency actively seeks feedback and takes action to improve its regulatory activities. 5.2.2 The Agency undertakes regular, ongoing consultations and engagement with stakeholders on the operation of the regulatory framework to meet legislative requirements, ensure clarity and minimise compliance costs.
5.3 The Agency's performance measurement results are published in a timely manner to ensure accountability to the public.	5.3.1 Regulator Performance Framework KPI results are published annually to the website.

KPI 6: Regulators actively contribute to the continuous improvement of regulatory frameworks

Measures

Evidence

6.1 The Agency periodically reviews its administration of reporting requirements; reports to the Minister; contributes to, participates in reviews to continuously improve its regulatory framework.

6.1.1 The Agency complies with requirements to report to Government.

6.1.2 The Agency actively participates in and contributes to reviews of its administration.

6.2 The Agency establishes cooperative and collaborative relationships with stakeholders to promote trust and improve the efficiency and effectiveness of the regulatory framework.

6.2.1 The Agency undertakes regular, ongoing consultations and engagement with stakeholders on the effective and efficient operation of the regulatory framework to meet legislative requirements, ensure clarity and minimise compliance costs.
