

# WGGEA - Regulator Performance Framework Key Performance Indicators

The Australian Government released the Regulator Performance Framework (the Framework) as part of 2014 Spring Repeal Day on 22 October 2014. The Framework is an important part of the government's commitment to reducing the cost of unnecessary or inefficient regulation imposed on individuals, business and community organisations by at least \$1 billion a year.

The Framework encourages regulators to undertake functions and achieve objectives with the minimum impact on the regulated community by measuring and publicly reporting performance. Details of the Framework are available on the Government's Cutting Red Tape website [www.cuttingredtape.gov.au/resources/rpf](http://www.cuttingredtape.gov.au/resources/rpf)

All Commonwealth regulators that administer, monitor or enforce regulation will be required to implement the Framework from 1 July 2015. In accordance with the requirements within the Framework, the Workplace Gender Equality Agency has developed the [Key Performance Indicators and performance metrics](#) that will be used to assess our performance and they have been agreed to by the Minister for Employment.

Key Performance Indicators		Measures	Evidence
1	Regulators do not unnecessarily impede the efficient operation of regulated entities	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.		
2	Communication with regulated entities is clear, targeted and effective	2.1 The Agency provides guidance and information that is up to date, clear, accessible and concise through media appropriate to the target audience.	2.1.1 The Agency reviews guidance to ensure that they comply with government accessibility guidelines.
			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.
			2.1.3 The Agency integrates communication strategies in all externally facing projects to ensure efficient and clear communication with regulated entities.
			2.1.4 The Agency communicates appropriately with regulated entities to support proactive compliance to minimise action to redress non-compliance

			2.1.5 The Agency provided timely and accessible telephone support for reporting organisations during reporting periods [1 April to 30 June]
3	Actions undertaken by regulators are proportionate to the regulatory risk being managed	3.1 The Agency applies a risk-based, proportionate approach to compliance obligations, engagement and regulatory enforcement actions.	3.1.1 The Agency adopts a transparent and risk management approach to exercising discretionary powers under Section 19D of the <i>Workplace Gender Equality Act 2012</i> .
			3.1.2 The Agency adopts a transparent and risk management approach to exercising discretionary powers under Section 17 of the <i>Workplace Gender Equality Act 2012</i> .
			3.1.3 The Agency regularly reviews its approach to promoting compliance within legislative parameters.
4	Compliance and monitoring approaches are streamlined and coordinated	4.1 The Agency implements continuous improvement strategies with a view to reducing the costs of compliance for regulated entities	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
5	Regulators are open and transparent in their dealings with regulated entities	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	5.3.1 Regulator Performance Framework KPI results are published annually to

		measurement results are published in a timely manner to ensure accountability to the public.	the website
6	Regulators actively contribute to the continuous improvement of regulatory frameworks	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.