



The Regulator Performance Framework commenced on 1 July 2015 and forms an important part of the Government's commitment to reduce unnecessary and inefficient regulation. The Framework encourages regulators to minimise the regulatory burden created through their administration of regulation.

The ABS developed performance metrics in consultation with key stakeholders. The metrics were approved by Ministers in June 2015 and will be used by the ABS in annual self-assessments of performance against the Framework.

Further information on the Framework is available on the Cutting Red Tape website.

Based on an assessment of the reported evidence, the ABS will report a 'traffic light' against the metrics in the six KPI's:

- Good
- Satisfactory, but with some aspects for improvement identified
- Unsatisfactory, with significant areas for improvement identified

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

Measures of good regulatory performance	Evidence
1.1 ABS demonstrates an understanding of the operating environment of the business, or the circumstances of individuals, selected for surveys and the current and emerging issues that affect them.	1.1.1 Resources allocated to engagement of Aboriginal and Torres Strait Islander people in each state and territory.
	1.1.2 Accessible and transparent process available for respondents to seek exemption from a survey due to specific circumstances.
	1.1.3 Environmental scanning is undertaken regularly and at a minimum, on an annual basis.
1.2 ABS takes action to minimise the potential for unintended negative impacts of surveys on respondents.	1.2.1 Avoidance of duplication in business collections conducted by official bodies for statistics purposes.
	1.2.2 Complaint resolution performance meets ABS Surveys Charter standards.
1.3 ABS implements continuous improvement strategies to reduce the costs of compliance for survey respondents.	1.3.1 Products, services and tools are available and improved to assist providers to meet their obligations.

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

Measures of good regulatory performance	Evidence
2.1 ABS provides guidance and information that is up to date, clear, accessible and concise through media appropriate to the target audience.	2.1.1 Information is accessible and concise on the ABS Website for survey participants on their frequently asked questions.
	2.1.2 Accessible and transparent process available for respondents to seek exemption from a survey due to specific circumstances.
	2.1.3 The ABS provides information to respondents on importance of data being collected, why collected, and how it is used.
2.2 ABS considers the impact on providers and engages with industry groups and representatives of the affected stakeholders before changing policies, practices or service standards.	2.2.1 Resources allocated to engagement of Aboriginal and Torres Strait Islander people in each state and territory.
	2.2.2 Proposed initiatives likely to lead to significant changes in regulatory burden due to changes in policies, practices or services standards are circulated to relevant stakeholder consultation groups (including but not limited to such groups as Carers Australia, National Congress of Australia's First Peoples, Small Business Ministerial Advisory Council, Australian Chamber of Commerce and Industry, Australian Business Economists, Australian Bankers Association, Minerals Council of Australia) for feedback prior to implementation.
2.3 ABS decisions and advise are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions.	2.3.1 Complaint resolution performance meets ABS Surveys Charter standards.



Australian Bureau of Statistics: Evidence for the Six RPF KPIs: 2015-16

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

Measures of good regulatory performance	Evidence
3.1 ABS applies a risk-based, proportionate approach to compliance obligations, engagement and regulatory enforcement actions.	3.1.1 ABS methods of respondent engagement, and information available regarding obligation to respond and value of response, leads to requests for exemptions from surveys at or below 0.5% of households and business selected for ABS surveys.
3.2 ABS preferred approach to regulatory risk is regularly assessed. Strategies, activities and enforcement actions are amended to reflect changing priorities that result from new and evolving regulatory threats, without diminishing regulatory certainty or impact.	3.2.1 ABS surveys adopt target response rates, proportionate to regulatory risk and commensurate with fit for purpose statistics.
	3.2.2 Accessible and transparent process available for respondents to seek exemption from a survey due to specific circumstances.

KPI 4–Compliance and monitoring approaches are streamlined and coordinated

Measures of good regulatory performance	Evidence
4.1 ABS information requests are tailored and only made when necessary to secure regulatory objectives, and only then in a way that minimises impact.	4.1.1 ABS ensures surveys are appropriate and necessary by tabling proposals for the collection of information before both Houses of Parliament in accordance with section 6 of the Australian Bureau of Statistics Act 1975.
	4.1.2 Eliminating duplication in business collections conducted by official bodies for statistics purposes.
	4.1.3 ABS surveys adopt target response rates that reduce regulatory risk by removing the need to continually follow up difficult to contact respondents.
4.2 ABS frequency of information collection is minimised and coordinated with similar processes including those of other regulators so that, as far as possible, information is only requested once.	4.2.1 Avoidance of duplication in collections conducted by official bodies for statistics purposes.
4.3 ABS utilises existing information to limit the reliance on requests from providers and share the information among other regulators, where possible.	4.3.1 ABS advances data integration initiatives, thereby reducing the need for additional regulatory burden.
4.4 ABS takes into account, where possible, the circumstance and operational needs of the provider.	4.4.1 Accessible and transparent process available for respondents to seek exemption from a survey due to specific circumstances.

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

Measures of good regulatory performance	Evidence
5.1 Regulators are open and responsive to requests from providers regarding the operation of the regulatory framework, and approaches implemented by the ABS.	5.1.1 Complaint resolution performance meets ABS Surveys Charter standards.
	5.1.2 Information is accessible and concise on the ABS Website for survey participants on their frequently asked questions.
5.2 ABS performance measurement results are published in a timely manner to ensure accountability to the public.	5.2.1 Response rates for (key) surveys published.
	5.2.2 ABS regulatory framework metrics and annual result publically available by 31 December each financial year.
	5.2.3 ABS performance and activity is published annually.

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

Measures of good regulatory performance	Evidence
6.1 ABS has cooperative and collaborative relationships with stakeholders to promote trust and improve the efficiency and effectiveness of the regulatory framework.	6.1.1 Resources allocated to engagement of Aboriginal and Torres Strait Islander people in each state and territory to ensure cooperative and collaborative relationship with data providers and promote trust and efficiency.
	6.1.2 Products, services and tools are available and improved to assist providers to meet their obligations.
6.2 ABS regularly shares feedback from stakeholders and performance information with policy departments to improve the operation of the regulatory framework and administrative processes.	6.2.1 ABS regulatory framework metrics and annual result publically available by 31 December each financial year.