

Regulator Evaluation Framework (Outcomes and Indicators)

Outcome 1. Regulated entities have the support they need to understand and comply with their regulatory obligations

- Information and guidance materials produced by the Department about regulatory obligations are clearly written, accurate, readily available and timely to assist regulated entities to meet their regulatory obligations.
- Decisions are clearly communicated to regulated entities.
- We work with industry bodies, NGOs, consultants, professional bodies and policy bodies to support regulated entities to understand and comply with their regulatory obligations.

Outcome 2. Stakeholders view us as a trusted and respected regulator

- Stakeholders have a clear understanding of our approach to regulation.
- Stakeholders are satisfied that we act consistently.
- Regulated entities feel they are treated fairly and are respected.
- Stakeholders value the opportunities for consultation.

Outcome 3. Our regulatory activity is consistent, risk and evidence based, and makes effective use of a range of regulatory tools

- Development of new regulatory approaches considers efforts to coordinate and integrate regulatory approaches.
- Existing mechanisms or processes are used where possible to coordinate and integrate regulatory approaches.
- References to evidence base in decision-making.
- Methods and practices ensure consistent application of regulation.
- Compliance effort and resources are focused on high-risk behaviours and attitudes.
- Information is shared with similar domestic and international regulators, where appropriate.

Outcome 4. Regulated entities are not unnecessarily impeded in their operations

- Availability and use of a range of mechanisms to provide regulated entities with flexibility in how they meet regulatory obligations.
- Consideration of the burden and compliance cost for regulated entities.
- The objectives of energy and environment legislation are met.

Outcome 5. We understand the regulatory environment in which we operate and continuously seek to improve our approach to regulation

- Reporting and evaluation processes in our regulatory approaches drive continuous improvement.
- The Department consults with, and listens to, a wide range of interests and views across stakeholders to improve regulatory approaches and outcomes.
- The Department has a culture of exploring alternative ways to improve its regulatory approach.
- Regulatory approaches are developed with consideration of the costs and benefits to stakeholders.
- Development of and changes to regulatory activity based on risk assessments.
- Risk-based frameworks and policy are publicly available.

Outcome 6. Our staff have the skills and capabilities required for effective regulation

- Key internal Department documents have clear statements of outcomes.
- Staff understand their role and function.
- Staff are supported by high-quality training, guidance material and tools.
- Use of quality assurance processes in supervising the work of staff.
- The Department's ICT system is fit for purpose and future proofed and facilitates the capture of data that provides insight into regulatory risk, trends and patterns, noncompliance by regulated entities and potential negative regulatory outcomes.