Regulator Performance Framework

Performance measures for AIP plans under the Australian Jobs Act 2013

1. **Performance commitment**: Demonstrating a clear commitment to performance standards, which is transparent to all stakeholders and monitoring progress against these standards – *KPIs 2, 5 and 6*

2. **Risk-based compliance**: Evidence of implementing risk-based approaches and streamlined compliance approaches - *KPIs 3 and 4*

3. **Clarity of expectations and decision-making**: Regulated entities are clear as to the expectations of the AIP Authority on requirements under the Australian Jobs Act 2013. In addition entities are provided with informative and clear advice as to reasons for an adverse decision given to them including avenues of appeal – *KPIs 2 and 5*

4. **Stakeholder engagement**: Evidence of targeted, effective and relevant engagement with stakeholders to gain feedback or input on policy or administration changes, organisational improvements and better understanding of the regulatory cost impact – *KPIs 2, 5 and 6*

5. **Continuous improvement**: Evidence of a continuous improvement culture through changing practices in response to staff feedback, stakeholder suggestions, and internal or external reviews – *KPIs 1 and 6*