



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*