

REGULATOR PERFORMANCE FRAMEWORK

2017-18 SELF ASSESSMENT

November 2018



Contents

Executive Summary	1
2017-18 Performance Scorecard	5
Performance Infographic.....	11

Revision history

Date	Amendments
6/11/2018	Final draft with content from 2017-18 Annual Report, and GM PGG.
7/11/2018	Update to incorporate comments from DDG IPRD
8/11/2018	Update to incorporate comments from DDG P&CD
9/11/2018	DDGs IPRD and P&CD Approval
13/11/2018	DG Approval
26/11/2018	Update typographical error with IPSF member feedback to note Knowledge Commercialisation Australasia (p.g. 1)
11/12/2018	Finalisation to incorporate IPSF feedback on improvement initiatives for 2018-19.
12/12/2018	GM PCG approval IPSF comments captured correctly.

Executive Summary

Our Role	<p>IP Australia is the Government agency responsible for administering Australia’s registrable Intellectual Property (IP) rights system; specifically patents, trade marks, designs and plant breeder’s rights. This includes processing applications, maintaining the IP rights registers, conducting hearings and deciding on disputed matters relating to granting or refusing Australian IP rights, and regulating the IP attorney profession.</p> <p>IP Australia also promotes awareness of the IP system, provides advice to Government on the development of IP policy, and contributes to international negotiations and development cooperation programs to support the global IP system for the benefit of the Australian economy and society.</p>
Our Stakeholders	<p>IP Australia’s customers are individuals and businesses in Australia and overseas. IP Australia works closely with our customers to deliver new and improved administration of IP rights. IP Australia’s stakeholders further include IP professionals, representative bodies, our international counterparts and other government agencies.</p> <p>IP Australia’s stakeholder consultation mechanism under the Regulatory Performance Framework includes representatives from the:</p> <ul style="list-style-type: none"> • Australian Chamber of Commerce and Industry (ACCI) • Australian Federation of Intellectual Property Attorneys (FICPI Australia) • Australian Industry Group (AIG) • Institute of Patent and Trade Mark Attorneys of Australia (IPTA) • International Association for the Protection of Intellectual Property (AIPPI) • Law Council of Australia IP Committee • Licensing Executives Society of Australia and New Zealand (LESANZ) • Knowledge Commercialisation Australasia (KCA) • Universities Australia.
Regulator Performance Framework	<p>The Regulator Performance Framework (RPF) is an important part of the Government’s commitment to reduce unnecessary or inefficient regulation imposed on individuals, business and community organisations. The RPF sets up a process to measure the performance of regulators, including IP Australia.</p> <p>Annual externally-validated self-assessment reports aim to identify the extent to which the regulator is achieving the performance indicators in the RPF and highlight areas for improvement against the six key performance indicators (KPIs), which state the Government’s expectations of a regulator’s performance.</p> <p>IP Australia’s measures for the key performance indicators under the RPF have been selected to ensure:</p> <ul style="list-style-type: none"> • high quality services are provided in a timely way • communication is clear, meaningful and timely • compliance standards are transparent • ongoing stakeholder engagement to improve the way we work.

Results from the RPF self-assessment process will be used alongside ongoing feedback from our customers to shape the future direction of our agency, and tailor the services and support we provide.

Performance Summary

This annual self-assessment report provides an assessment of IP Australia's performance against the six KPIs under the RPF and sets the performance benchmarks to measure future performance improvement.

IP Australia met the majority of performance targets in 2017-18. The performance scorecard provides further detail on IP Australia's 2017-18 performance against specific metrics for the purposes of the RPF.

The following examples highlight some of our achievements in 2017-18 across the 6 RPF KPIs.

Quality and timeliness

A well-functioning intellectual property system is an important element of the innovation ecosystem, so the provision of robust IP rights is an ongoing focus for IP Australia. In 2017-18, IP Australia continued to focus on our core business to deliver an effective framework for the protection of IP rights. We increased our commitment to quality improvement by transitioning our quality management system certification from ISO 9001:2008 to ISO 9001:2015, expanding it to include ICT functions.

We also pursued a number of strategies to improve IP rights quality and timeliness. Improvements in 2017-18 include the implementation of a trade marks search and research dashboard for examination staff, to improve the quality and timeliness of examining trade mark applications. The Examination Excellence working group considered our current product quality and looked at how we can work more effectively. With an ongoing focus on the needs of our customers, this work will evaluate the potential role of automation, artificial intelligence and machine learning in improving the quality of our examination output.

A complementary review of the performance-setting and incentive arrangements for IP rights examiners aims to improve the delivery of IP Australia's examination objectives by developing contemporary incentives that seek to motivate staff. The review will benchmark our processes against those of comparable international agencies and include a global study of current best practice for performance setting and incentives. Work is also being done on performance setting methods, and trials will be undertaken in the future to test and validate a potential new framework.

Partnerships and value added services

IP Australia is committed to shaping the IP system through work-sharing and engagement activities at home and abroad. Specific activities in 2017-18 included:

- finalising, and consulting the public on options to address issues around compulsory licensing, to introduce divisional applications for international trade marks, and to implement a second tranche of recommendations from the government response to the Productivity Commission inquiry into Australia's IP arrangements
- publishing IP Australia's policy issues register, in line with the Australian Government's Open Government National Action Plan.
- implementing the new Trans-Tasman attorney regime, with five meetings of the Trans-Tasman IP Attorneys Board held and reports provided to the relevant

Australian and New Zealand ministers. The Code of Conduct for Trans-Tasman Patent and Trade Marks Attorneys was reviewed and revised code registered.

All international engagement activities were progressed as planned, including:

- multilateral discussions and collaboration with WIPO under the Australia Funds-in-Trust for Intellectual Property project, including delivery of a side event at the WIPO General Assemblies in 2017
- the development of online training modules on the Madrid Protocol for registering and managing trade marks in collaboration with WIPO
- work to extend IP Australia's status as an International Search Authority. This involved two treaty processes—the minor treaty process was completed and the full treaty process commenced.

As part of IP Australia's commitment to maximising access and use of our data, compliance with the PM&C Open Data Policy was maintained, with the development of a data quality framework and processes, and agreement on metadata principles for sourcing data, the key achievements for 2017-18.

Customer tools and support services

In 2017–18, IP Australia maintained high customer satisfaction rates recording the following results:

- 85% of customers surveyed were satisfied with our performance and services
- 87% of customers were satisfied with the quality of tools to support user accessibility
- 87% of customers were satisfied with the reliability of externally facing ICT systems
- 88% of customers surveyed in the annual customer satisfaction survey indicated that they were satisfied with IP Australia staff.

We updated our Customer Service Charter commitments to provide customers and stakeholders with more transparency around the operations of IP Australia.

We also implemented a number of new and innovative tools to assist our customers with IP rights management, and enhance their experience of IP Australia. We launched Trade Mark Assist, a web technology that uses machine learning to guide applicants through the initial stages of the trade mark application process. The tool is of particular value to small business and unrepresented applicants. We also released the IP Folio mobile app, which assists with tracking IP rights registration processes, and commenced the Transactional Digital Services program, which will update interfaces for client transactions.

New functionality was delivered in e-services to enable customers to submit 3D models for new and existing design applications. This feature was designed to future proof our designs application systems and processes by ensuring that IP Australia will be able to handle new technology types and formats that industry uses to create IP.

Outreach and awareness activities

IP Australia is expanding customer communication channels through its social media accounts. In 2017–18, IP Australia engaged online with more than 16,470 followers, across Facebook, YouTube, LinkedIn and Twitter, an increase of 2,770 followers since 2016–17. Continued efforts to improve and increase IP Australia's social media presence focused on a series of educational IP activities, which resulted in stronger engagement and content sharing.

Public awareness activities are important for the delivery of IP information. Website content is the primary channel for this, alongside forums, subscription lists and promotion via social media channels. IP Australia delivered a TEDx styled event targeted at the university sector and supported Questacon's Smart Skills Initiative and the National Youth Science Forum. Other external communication activities focused on research report releases, IP Australia's forward legislation and policy agenda, consultations, events and general IP awareness, including awareness packages for the web: Building your business - protect your brand, and IP and Engaging an Attorney Toolkit.

Customer engagement activities included holding the first IP Summit, which supported small and medium enterprises by helping them to understand more about the importance of IP in growing a business and moving to export; a workshop/webinar series that educated and promoted the benefits of IP among the start-up community; and the Understanding Certification Trade Marks for Food forum, which has been complemented with an ongoing digital education and awareness campaign.

The below scorecard provides further detail on IP Australia's performance in 2017-18 for the purposes of the RPF.

Improvement Initiatives in 2018-19

Results from the RPF self-assessment process will be used alongside ongoing feedback from our customers to shape the future direction of our agency, and tailor the services and support we provide.

Specific improvement initiatives planned for 2018-19 include:

- Customer Service Charter compliance rates will be a continual focus for improvement in 2018–19—enhanced operational reporting will allow the IP Rights Division to track individual applications more robustly and to intervene earlier when issues arise.
- Continue IP Australia's ongoing program of critical evaluation of performance standards, to ensure measures and targets continue to drive better outcomes that meet customer needs.
- Deliver a modern data platform as part of the business intelligence and analytics project.
- Enhance digital customer experience and enablement (including TDS and Alex).
- Continue to host IP Attorney round tables, build on the inaugural IP Summit success, and co-host the INTA Regional Meeting 2018.
- Conduct a Design Summit to better understand stakeholder needs for the future of the Australian Designs System and develop a future strategy.

2017-18 Performance Scorecard

REGULATOR PERFORMANCE FRAMEWORK

KPI	RPF MEASURE	IPA MEASURE	OWNER	PERFORMANCE	COMMENTARY
KPI 1 - Do not unnecessarily impede the efficient operation of regulated entities	RPF 1: Regulators demonstrate an understanding of the operating environment of the industry or organisation, or the circumstances of individuals and the current and emerging issues that affect the sector	85%+ overall customer satisfaction with IP Australia as an agency is maintained.	PEOPLE AND COMMUNICATION GROUP (P&CG)	Target met	85% of customers surveyed in the annual customer satisfaction survey indicated that they were satisfied with IP Australia as an agency.
	RPF 2: Regulators take actions to minimise the potential for unintended negative impacts of regulatory activities on regulated entities or affected supplier industries and supply chains	85% of applications for standard patents will be examined and a first report issued within 12 months of receiving the request for examination.	PATENTS	Target met	87% of standard patent applications were examined and a first report issued within 12 months of receiving the request for examination.
		85% of plant breeder's rights applications will have initial examinations conducted within eight weeks of receiving the application.	PLANT BREEDER'S RIGHTS (PBR)	Target met	100% of plant breeder's rights applications were examined within eight weeks of receiving the application.
	85% trade mark applications will be examined and issued with a report within 13 weeks of receiving the application.	TRADE MARKS (TM)	Target not met	48% of examination reports were examined and issued within 13 weeks. The backlog of trade mark applications continues to remain higher than anticipated. Mitigation strategies such as overtime and forward recruitment remain in place. The decrease in compliance is anticipated to continue through 2018-19. Customers have been notified of this delay through various communication channels.	
	85% of registered designs will be examined and issued with a report within 13 weeks of receiving the request for examination.	DESIGNS	Target met	95.6% of registered designs were examined and a report issued within 13 weeks of receiving the request for examination.	
	Give at least 12 weeks' notice before implementing a change in fees or introducing major new fees	FINANCE AND BUSINESS SERVICES GROUP (FBSG)	N/A	No changes to fees or introduction of major new fees occurred in 2017-18	
	Tier 1 - 93.5% of search and research is correct	IP RIGHTS	Target met	Compliance was met across IP Rights for FY 2017-18 as follows: <ul style="list-style-type: none"> Patents – 96.2% PBR – 100% TM – 93.9% Designs – 100% 	
	Tier 2 – 90% of reports are comprehensive and informative and free of invalid objections / considerations	IP RIGHTS	Target met	Compliance was met across all IP Rights for FY 2017-18 as follows: <ul style="list-style-type: none"> Patents – 96% PBR – 100% TM – 95% Designs – 92% 	
	Tier 3 – 85% of written formalities are complete and correct	IP RIGHTS	Target met	Compliance was met across all IP Rights for FY 2017-18 as follows: <ul style="list-style-type: none"> Patents – 86% PBR – 100% 	

REGULATOR PERFORMANCE FRAMEWORK

KPI	RPF MEASURE	IPA MEASURE	OWNER	PERFORMANCE	COMMENTARY
					<ul style="list-style-type: none"> • TM – 96% • Designs – 92%
	RPF3: Regulators implement continuous improvement strategies to reduce the cost of compliance for those they regulate.	Maintain certification of our Quality Management System (QMS) for business processes to the ISO 9001 standard to ensure we fulfil our role as administrators of the IP system effectively, efficiently and to a high standard.	FBSG	Target met	IP Australia has successfully transitioned from our quality management system certification from ISO 9001:2008 to ISO 9001:2015. This certification was also expanded to cover our ICT functions. IP Australia's approach to examination under ISO 9001, standards are publically available https://www.ipaustralia.gov.au/about-us/doing-business-us/quality-management
KPI 2 - Communication is clear, targeted and effective	RPF 4: Regulators provide guidance and information that is up to date, clear, accessible and concise through media appropriate to the target audience	<p>Qualitative evidence provided against strategies under IP Australia's strategic objective 'Service Excellence':</p> <p>Engage effectively with customers and stakeholders, domestically and internationally. Provide appropriate advice and systems to support effective engagement. Progress can be seen in:</p> <ul style="list-style-type: none"> - Improved public education and awareness of the IP rights system and the support our organisation provides - Better tools to support user engagement - High customer satisfaction with our externally facing services (e-services, website, payment pathways etc.) - Adherence to service commitments relating to external support services. 	P&CG INNOVATION AND TECHNOLOGY GROUP (ITG)	Target met	<p>IP Australia provided up to date, clear, accessible and concise guidance and information to customers and stakeholders.</p> <p>Evaluations of the workshop/webinar series for small and medium businesses showed that 87.5% of attendees surveyed were satisfied with the event. Participants noted high levels of engagement and relevant content and said they would recommend workshops to others.</p> <p>The 2017-18 Customer Satisfaction Survey recorded the following results for user engagement and satisfaction:</p> <ul style="list-style-type: none"> • 87% of customers were satisfied with the quality of tools to support user accessibility • 87% of customers were satisfied with the reliability of externally facing ICT systems • 88% of customers surveyed in the annual customer satisfaction survey indicated that they were satisfied with IP Australia staff. <p>IP Australia's commitments for external support services are included in our Customer Service Charter. 2017-18 results show:</p> <ul style="list-style-type: none"> • Our commitment to notifying customers of planned outages within four days was met 100% of the time. • Our online lodgement services were available 99.9% of the time during business hours and 99.9% of the time after hours.
	RPF 5: Regulators consider the impact on regulated entities and engage with industry groups and representatives for the affected stakeholders before changing policies, practices or service standards	Qualitative evidence provided against IP Australia's engagement calendar. This includes IP Rights consultative groups, the IPSF and broader industry engagement.	P&CG	Target met	See commentary against RPF 18
	RPF 6: Regulators' decisions and advice are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions.	Ensure our online lodgement services are available 99.5% of the time during business hours and 90% of the time after hours.	ITG	Target met	Online lodgment services were available 99.9% of the time during business hours and 99.9% of the time after hours.
		Complete final registration within 15 working days of receipt of applications for either individual or incorporated attorney registration, that are compliant with legislative requirements.	TRANS-TASMAN IP ATTORNEYS BOARD (TTIPAB)	Target met	100% of applications for trans-Tasman attorney registration were processed within the internal measure of 15 working days of being assessed as ready to proceed to registration.
	Provide notification to our customers of any planned disruption to online lodgement	ITG	Target met	Our commitment to notifying customers of planned outages within four days was met 100% of the time.	

REGULATOR PERFORMANCE FRAMEWORK

KPI	RPF MEASURE	IPA MEASURE	OWNER	PERFORMANCE	COMMENTARY
		service 4 working days in advance through a variety of communication channels.			
	RPF 7: Regulators' advice is consistent and supports predictable outcomes	Maintain certification of our QMS for business processes to the ISO 9001 standard to ensure we fulfil our role as administrators of the IP system effectively, efficiently and to a high standard.	FBSG	Target met	See comments against RPF3.
KPI 3 - Actions are proportionate to the risk being managed	RPF 8: Regulators apply a risk-based, proportionate approach to compliance obligations, engagement and regulatory enforcement actions.	IP Australia does not have a compliance or enforcement role in regard to IP rights once they are granted. Accordingly, this KPI is not relevant to IP Australia.			
	RPF 9: Regulators' 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				
	RPF 10: Regulators recognise the compliance record or regulated entities, including using earned autonomy where this is appropriate. All available and relevant data on compliance, including evidence or relevant external verification is considered.				
KPI 4 - Streamlined and coordinated compliance monitoring	RPF 11: Regulators' information requests are tailored and only made when necessary to secure regulatory objectives, and only then in a way that minimises impact.	Undertake an annual audit of compliance with continuing professional education (CPE) requirements for Patent and Trade Marks Attorneys by 30 November each year to ensure continued competence in the profession.	POLICY AND GOVERNANCE GROUP (PGG)	Target met	The annual audit of compliance with 2017-18 CPE requirements for Patent and Trade Mark Attorneys was conducted in September 2018. Analysis will be completed by 30 November 2018 as per the performance criteria.
	RPF 12: Regulators' frequency of information is minimised and coordinated with similar processes including those of other regulators so that, as far as possible, information is only requested once.				
	RPF 13: Regulators utilise existing information to limit the reliance on requests from regulated entities and share the information among other regulators, where possible.	Not relevant for IP Australia - Information requested by IP Australia for examination applications is not open for public inspection in line with other IP Offices.			

REGULATOR PERFORMANCE FRAMEWORK

KPI	RPF MEASURE	IPA MEASURE	OWNER	PERFORMANCE	COMMENTARY
KPI 5 - Open and transparent in dealings	RPF 15: Regulators' risk-based frameworks are publically available in a format which is clear, understandable and accessible	Maintain certification of our QMS for business processes to the ISO 9001 standard to ensure we fulfil our role as administrators of the IP system effectively, efficiently and to a high standard.	FBSG	Target met	See comments against RPF3.
	RPF 16: Regulators are open and responsive to requests from regulated entities regarding the operation of the regulatory framework, and approaches implemented by regulators.	85% of correspondence relating to the examination of your application will be issued within 20 working days of receiving the correspondence	IP RIGHTS	Target partially met	Compliance across all IP Rights for FY 2017-18 was recorded as follows: <ul style="list-style-type: none"> Patents – 83% of patents correspondence responded to within 20 working days. In the interest of good service IP Australia has improved timeliness metrics to a new, more customer-centric metric (compliance rate vs average time). Reporting has been updated to catch up with that change. Compliance against this new customer-centric metric requires a higher standard of work for examination staff, which has resulted in non-compliance at this time. Management is closely monitoring the performance against the new metrics and processes are being adapted to suit the new metrics. PBR – 100% of PBR correspondence responded to within 20 working days TM – 89% of TM correspondence responded to within 20 working days Designs – 98% of Designs correspondence responded to within 20 working days
		85% of decisions will be issued within 13 weeks of being heard, unless we receive further submissions or evidence.	IP RIGHTS	Target partially met	Compliance across all IP Rights for FY 2017-18 was recorded as follows: <ul style="list-style-type: none"> Patents – 60% of patents hearings decisions were issued within 13 weeks. Low compliance was caused by case complexity and the high workload of individual hearing officers. To mitigate this, additional hearing officers are being trained and several retired employees have been brought back on contracts. TM - 81% of trade marks hearing decisions were issued within 13 weeks. The target was not met due to delays arising from unplanned staff leave early in the financial year. Designs - 100% of designs hearing decisions were issued within 13 weeks. PBR – no decisions recorded
	RPF 17: Regulators' performance measurement results are published in a timely manner to ensure accountability to the public.	External customer service charter performance results published on a quarterly basis	FBSG	Target met	IP Australia's customer service charter performance results are externally published on the agency's website on a quarterly basis https://www.ipaustralia.gov.au/tools-resources/publications-reports
KPI 6 - Actively contribute to the continuous improvement of regulatory	RPF 18: Regulators establish cooperative and collaborate relationships with stakeholders to promote trust and improve the efficiency and effectiveness of the regulatory framework.	Consult with a representative stakeholder body on regulation reform opportunities at least twice a year, including updating stakeholders on regulation reform measures that IP Australia is progressing and inviting stakeholders to suggest their own regulation reform ideas.	P&CG	Target met	In 2017-18, IP Australia regularly consulted with representative stakeholder bodies including the Patents Consultation Group, the Trade Marks and Designs Consultation Group, the Plant Breeder's Rights Consultation Group and the IP Stakeholders Forum on: <ul style="list-style-type: none"> Compliance with customer service charter commitments The Productivity Commission's inquiry into Australia's IP arrangements Regulator Performance Framework (RPF) 2016-17 & 2017-18 self-assessments Legislative updates, including IP regulations and the IP Laws Amendment Bill Our value added services, e.g. Source IP, IP Toolkit, IP Mediation Referral Service and Trade Mark Assist. Under the Regulatory Reform Agenda, IP Australia identified over \$3.8 million of estimated savings in 2017 and may identify further savings in 2018, dependent on the implementation of the government response to the Productivity Commission's inquiry into Australia's IP arrangements. In addition, IP Australia: <ul style="list-style-type: none"> Conducted several engagement events with attorney firms. These activities provided useful feedback from stakeholders, informing ongoing improvement.

REGULATOR PERFORMANCE FRAMEWORK

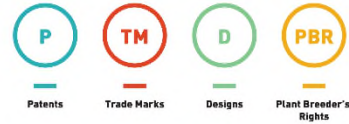
KPI	RPF MEASURE	IPA MEASURE	OWNER	PERFORMANCE	COMMENTARY
					<ul style="list-style-type: none"> Introduced the Intellectual Property Laws Amendment (Productivity Commission Response Part 1 and Other Measures) Bill 2018 which implements legislative proposals to streamline IP processes and support the Rights In One (RIO) program. The majority of key stakeholders supported the revised proposals and the Bill has passed both houses of parliament and received royal assent. Consulted the public on exposure drafts of the Intellectual Property Laws Amendment (Productivity Commission Response Part 2 and Other Measures) Bill 2018, with consultation closing on 31 August. The bill includes measures to phase out the innovation patent system which will bring estimated savings of approximately \$11 million annually.
	RPF 19: Regulators engage stakeholders in the development of options to reduce compliance costs. This could include industry self-regulation, changes to the overarching framework, or other strategies to streamline monitoring and compliance approaches.	Hold outreach activities to engage with customers. Examples include holding workshops/forums, conducting stakeholder visits, improving IP Australia's online presence, and conducting other public education and awareness activities.	P&CG	Target met	<p>IP Australia conducted a range of outreach activities to facilitate access to the IP system, promote understanding of its value and facilitate stakeholder feedback, including:</p> <ul style="list-style-type: none"> A range of start-up workshops across Australia to educate and promote the value of IP protection among the start-up community IP Australia's social media presence continued to increase to over 16,470 followers across its social media accounts, an increase of 2,770 from 2016-17. IP Australia ran a number of external communication activities to communicate research report releases, legislative changes, consultations, events and general IP awareness to our stakeholders and customers. IP Australia sent out a fortnightly e-newsletter to 3,696 subscribers (up from 2,745 in 2016-17) with an open rate of 33.67%. IP Australia provided value by delivering the inaugural IP Summit, which supported small and medium enterprises by helping them to understand more about the importance of IP in growing a business. The event was well received, with 90% of attendees surveyed satisfied with the event. IP Australia held the Understanding Certification Trade Marks for Food forum in Sydney in June 2018. The forum brought together key government agencies and industry peak bodies to discuss the benefits of certification trade marks to business and consumers. Speakers from government and industry discussed how certification trade marks have helped consumers to readily identify the quality and origin of their products. The forum is being complemented with an ongoing digital education and awareness campaign.
	RPF 20: Regulators regularly share feedback from stakeholders and performance information (including from inspections) with policy departments to improve the operation of the regulatory framework and administrative process.	<p>Qualitative evidence provided against strategies under IP Australia's strategic objective 'Value Add':</p> <p>IP Australia made effective use of its skills and knowledge to deliver value to the Australian community, at home and abroad. Our role is to shape the IP system domestically and internationally to serve Australian innovation and business. Progress can be seen in:</p> <ul style="list-style-type: none"> Provision of high quality advice to government Strong domestic and international partnerships 	<p>PGG</p> <p>P&CG</p> <p>CHIEF DATA OFFICER (CDO)</p>	Target met	<p><u>Provision of high quality advice to government</u></p> <p>IP Australia provided advice and representation to the interdepartmental IP Policy Group as required. The group was created in August 2017 as a result of the government response to a Productivity Commission inquiry into IP arrangements.</p> <p>IP Australia consistently delivered advice on time, including briefings to the Minister and Assistant Minister on policy and legislation issues: 141 ministerial briefs and replies were prepared, along with 306 responses to departmental requests.</p> <p><u>Strong domestic and international partnerships</u></p> <p>IP Australia progressed all international engagement activities as planned, including:</p>

REGULATOR PERFORMANCE FRAMEWORK

KPI	RPF MEASURE	IPA MEASURE	OWNER	PERFORMANCE	COMMENTARY
		<ul style="list-style-type: none"> - High customer satisfaction with services designed to facilitate the use of IP - Maximising access and use of our data. 			<ul style="list-style-type: none"> • multilateral discussions and collaboration with WIPO under the Australia Funds-in-Trust for Intellectual Property project, including delivery of a side event at the WIPO General Assemblies in 2017 • the development of online training modules on the Madrid Protocol for registering and managing trade marks in collaboration with WIPO • capacity building and collaboration with Association of Southeast Asian Nations (ASEAN) countries under the ASEAN – Australia – New Zealand Fair Trade Agreement, and new MOUs and workplans with the European Union Intellectual Property Office, the European Patent Office, the State Intellectual Property Office of China, and the Government of Chile • Work to extend IP Australia’s status as an International Search Authority through WIPO for patents. This involved two treaty processes—the minor treaty process was completed and the full treaty process commenced. <p><u>High customer satisfaction with services designed to facilitate the use of IP</u></p> <p>IP Australia established an approach for an evaluation program in 2017–18 to assess the utility of key value-added services. In 2017–18, the activities evaluated were:</p> <ul style="list-style-type: none"> • IP Counsellor to China • Patent Analytics Hub, • IP Mediation Referral Service • IP Summit. <p>The results of the evaluations will form the benchmark for future reporting and assessment. IP Australia will aim to maintain or improve on results from the previous year, benchmark new initiatives, and use feedback for future improvements.</p> <p>The results of the evaluation of the IP Counsellor to China position found it to be a success against its intended goals, representing a significant step in IP Australia’s efforts to support Australian businesses that operate or seek to operate in China to protect and extract value from their IP in overseas markets. The position will be extended to December 2020.</p> <p>The evaluation of IP Australia’s Patent Analytics Hub found that the hub’s analytics reports are well received by customers. From 1 July 2018, the hub will become a permanent section in the Policy and Governance Group, staffed by full-time analysts on 12-month rotations from IP Australia’s patent examination groups.</p> <p>The IP Mediation Referral Service, which assists small and medium enterprises to access private sector alternative dispute resolution services, was extended to increase the number of qualified, accredited and specialist mediation providers listed.</p> <p>IP Australia provided value by delivering the inaugural IP Summit, which supported small and medium enterprises by helping them to understand more about the importance of IP in growing a business. The event was well received, with 90% of attendees surveyed satisfied with the event.</p> <p><u>Maximising access and use of our data.</u></p> <p>IP Australia maintained compliance with the PM&C Open Data Policy in 2017–18. Continued improvement of IP Australia’s open data enabled research, analysis and the development of applications that use IP data. Improved Australian Business Number matching was added to IP Australia’s IP Government Open Data (IPGOD) dataset, greatly improving results for users wishing to track investment and innovation. IP Australia improved the production mechanisms behind IPGOD, adding metadata and information guidance to assist users to understand the data.</p>

REGULATOR PERFORMANCE FRAMEWORK

KPI	RPF MEASURE	IPA MEASURE	OWNER	PERFORMANCE	COMMENTARY
					The management and use of data holdings across the data life cycle was improved. In 2017-18, this included developing a data quality framework and processes, and agreeing on metadata principles for sourcing data. On the data usage side, IP Australia completed the procurement and started the implementation of a new modern data and analytics platform. The first stage of the platform was released in June 2018.



2017-18 RPF Performance

KPI 1

Don't unnecessarily impede the efficient operation of regulated entities

Examination conducted within Customer Service Charter timeframes



Compliance against agreed quality levels



Customer Satisfaction



KPI 2

Communication is clear, targeted and effective

Customer Satisfaction



KPI 3

Actions are proportionate to the risk being managed

IP Australia has no compliance or enforcement role in regard to IP rights once they are granted.

KPI 4

Streamlined and co-ordinated compliance monitoring



of attorneys audited were compliant with their continued professional education requirements

KPI 5

Open and transparent in dealings

Respond within **20** working days of receiving the correspondence on examination of applications - **92.5%** compliance across four IP rights.

KPI 6

Actively contribute to the continuous improvement of regulatory frameworks

Over \$3.8 million of estimated savings identified in 2017-18 under the Regulatory Reform Agenda



16 470 followers
across Facebook, Twitter, LinkedIn and YouTube



Launched in 2017-18

- IP Toolkit
- IP Mediation Referral Service
- Source IP
- Trade Mark Assist
- IP Summit

- ✓ Meet with IP Stakeholders Forum every 6 months
- ✓ Engage with customers
- ✓ Quality Certification
- ✓ Maintain compliance with PM&C open data policy



ISO Certification successfully transitioned to ISO 9001:2015 and expanded to cover ICT functions

