

Department of Veterans' Affairs - Regulator Performance Framework

Key Performance Indicators for Protection of Word 'Anzac' Regulations

KPI	Measure	Output/activity-based evidence	Self-assessment methodology
KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities	<ol style="list-style-type: none"> 1. DVA takes actions to minimise the potential for unintended negative impacts of regulatory activities on regulated entities or affected supplier industries and supply chains. 2. DVA implements continuous improvement strategies to reduce the costs of compliance for those they regulate. 	<ul style="list-style-type: none"> • Documented responsiveness to feedback from regulated entities, including feedback from existing complaint mechanisms and surveys of regulated entities. • Environment scanning is undertaken regularly and at a minimum, on an annual basis. 	Logging all applications, queries, complaints and other feedback regarding the protection of the word 'Anzac'.
KPI 2 – Communication with regulated entities is clear, targeted and effective	<ol style="list-style-type: none"> 1. DVA provides guidance and information that is up to date, clear, accessible and concise through media appropriate to the target audience. 2. DVA's decisions and advice are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions. 3. DVA's advice is consistent and supports predictable outcomes. 	<ul style="list-style-type: none"> • Percentage of guidance materials that complies with government accessibility guidelines. • Maximum, minimum and average time for decision. • Published timeframes for decision making. • Percentage of decisions accompanied by statement of reasons and advice about relevant review or appeal mechanisms, where appropriate. • Approved procedures for communications (including issue-specific scripts if relevant) are available for staff use when interacting with regulated entities. • Advice provided to regulated entities is consistent with communication policies. 	<p>A Use of the word 'Anzac' Guidelines document, featuring information on how to apply to use the word 'Anzac', timeframes, and appeal mechanisms will be published on the DVA website.</p> <p>A policy document outlining internal processes for use of the word 'Anzac', including standard words and templates will be made available to DVA staff and staff from the Minister's office.</p>

KPI	Measure	Output/activity-based evidence	Self-assessment methodology
<p style="text-align: center;">KPI 3 – Actions undertaken by regulators are proportionate to the regulatory risk being managed</p>	<ol style="list-style-type: none"> 1. DVA applies a risk-based, proportionate approach to compliance obligations, engagement and regulatory enforcement actions. 2. DVA’s preferred approach to regulatory risk is regularly reassessed. 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. DVA recognises the compliance record of regulated entities, including using earned autonomy where this is appropriate. All available and relevant data on compliance, including evidence of relevant external verification is considered. 	<ul style="list-style-type: none"> • Risk management policies and procedures are available to regulator staff and the public. • Compliance and enforcement strategies, consistent with agreed risk management policies are published. • Documented enforcement strategy which allows for the compliance records of regulated entities to be considered in determining regulatory actions. • Documented enforcement strategy includes options for graduated compliance actions consistent with regulators’ powers. 	<p>Risk management policies will be available in the Use of the Word ‘Anzac’ Guidelines.</p> <p>These Guidelines will be reviewed annually as part of the self-assessment process.</p> <p>Enforcement strategy will be noted in the Guidelines.</p> <p>The number of enforcement actions will be tracked.</p>
<p style="text-align: center;">KPI 4 – Compliance and monitoring approaches are streamlined and coordinated</p>	<ol style="list-style-type: none"> 1. DVA utilises existing information to limit the reliance on requests from regulated entities and shares the information among other regulators, where possible. 2. DVA bases monitoring and inspection approaches on risk and, where possible, takes into account the circumstance and operational needs of the regulated entity. 	<ul style="list-style-type: none"> • Information shared and received among regulators. • Evidence of collected information being acted upon, stored and re-used. • Regular review and assessment of agreed monitoring and compliance strategies, including use of earned autonomy approaches. 	<p>The information will be shared with similar regulators, such as the Army Brand Manager.</p> <p>Information collected will be used to update the Use of the Word ‘Anzac’ Guidelines as necessary.</p> <p>Where appropriate, earned autonomy approaches will be considered for organisations that make use of the word ‘Anzac’ regularly.</p>

KPI	Measure	Output/activity-based evidence	Self-assessment methodology
KPI 5 - Regulators are open and transparent in their dealings with regulated entities	<ol style="list-style-type: none"> 1. DVA's risk-based framework is publicly available in a format which is clear, understandable and accessible. 2. DVA is open and responsive to requests from regulated entities regarding the operation of the regulatory framework, and approaches implemented by regulators. 3. DVA's performance measurement results are published in a timely manner to ensure accountability to the public. 	<ul style="list-style-type: none"> • Enforcement strategy and risk approach are published. • Performance measurement results are published. • Number of responses to requests from regulated entities provided within specified timeframes. • Advice and guidance is widely available to stakeholders, with feedback mechanisms in place to support and inform continuous improvement. 	<p>The Use of the Word 'Anzac' Guidelines will contain information on DVA's enforcement strategy and risk approach.</p> <p>Information on responses will be collected.</p> <p>The Guidelines will include information for the public. Feedback will be used to update the Guidelines as necessary.</p>
KPI 6 – Regulators actively contribute to the continuous improvement of regulatory frameworks	<ol style="list-style-type: none"> 1. DVA establishes cooperative and collaborative relationships with stakeholders to promote trust and improve the efficiency and effectiveness of the regulatory framework. 2. DVA regularly shares feedback from stakeholders and performance information (including from inspections) with policy departments to improve the operation of the regulatory framework and administrative processes. 	<ul style="list-style-type: none"> • Feedback mechanisms are available and made known to all stakeholders. • Documented procedures are in place to facilitate the flow of information between the regulator and policy departments. 	<p>The Use of the Word 'Anzac' Guidelines will contain feedback mechanisms.</p> <p>A policy document outlining internal processes for use of the word 'Anzac', including standard words and templates will be made available to DVA staff.</p>