Australian Government

Registered Organisations Commission

Regulator Performance Framework

1 July 2018 – 30 June 2019

Contents

Executive Summary

Background

The Regulator Performance Framework is an important part of the Government's commitment to reducing the cost of unnecessary or inefficient regulation. The Framework encourages regulators to undertake functions and achieve objectives with the minimum impact on organisations by, among other things, measuring and publicly reporting performance. Six Key Performance Indicators (KPIs) were developed by the Government in 2014, against which regulators measure their performance annually.

The Fair Work (Registered Organisations) Act 2009 (the RO Act) provides for regulation of employee and employer organisations (referred to throughout this document as 'organisations') by the Registered Organisations Commission (ROC). The ROC was established on 1 May 2017. The ways in which the ROC measures itself against the KPIs are summarised in the table on .

Findings

KPI 1–The ROC does not unnecessarily impede the efficient operation of regulated entities

The Registered Organisations Commission does not unnecessarily impede the efficient operation of organisations. It achieves this by promoting awareness of the operating environment of organisations, as well as by testing potentially negative or unintended consequences of its formal decisions prior to those decisions being made.

The ROC promotes awareness by publishing information about organisations on its website and ensuring this information is updated on a daily basis. This transparent and 'single point of truth' approach, reduces the requirement for contact and inquiries to be made directly to organisations by their members, other stakeholders and the public. During the reporting period, the ROC's ('single point of truth') web pages about organisations were accessed more than 57.400 times, demonstrating that the published information is extensively used and valued by organisations, their members and other stakeholders.

Secondly, the ROC promotes awareness by proactively ensuring new holders of offices within registered organisations understand their specific duties and training obligations through the provision of advice and information including, for example, post-election advice. During the reporting period, post-election advice and information was provided to organisations on 474 occasions. Thirdly, the ROC consults with organisations by providing the decision maker's preliminary opinions prior formal decisions being made. During the reporting period, this type of consultation minimised inefficient decision making on 27 occasions.

KPI 2–Communication with regulated entities is clear, targeted and effective

The ROC's communication with organisations is clear, targeted and effective. The ROC considers the impact on organisations when updating its materials and it does this by engaging with industry groups and representatives of stakeholders when developing, updating or changing its policies, procedures and checklists. The ROC's website publishes these documents and also provides clear advice about how to make complaints and provide feedback.

The ROC tailors its communication methods to meet the diverse requirements of organisations. It does this by seeking organisations' views about its communications methods. Stakeholder surveys consistently confirm ROC communications are helpful, effective and informative. Further, the ROC has tailored its communications to the meet the diverse requirements of organisations. For example, 1557 reminders were emailed to organisations prior to statutory requirements becoming due which in part contributed to more than 95% of officer and related party disclosure statements, annual returns of information and financial reports being lodged within required statutory timelines.

KPI 3–Actions undertaken by the ROC are proportionate to the regulatory risk being managed

The ROC's actions are proportionate to the regulatory risk being managed. The ROC applies a sound risk-based approach, for example, in its assessment of financial reports lodged by organisations. Of the 382 financial reports lodged with the ROC in 2018–19, 23% were subject to an advanced review and 77% to a primary review (see page 18 for explanation of advanced and primary reviews).

To enable a proportionate response, the ROC collects and analyses compliance trend data. The ROC's compliance webpages were accessed 2265 times in 2018–19, demonstrating that the information published is used widely by organisations and stakeholders. The data collected, as well as experience and feedback, informs the ROC's strategies for auditing compliance by organisations.

KPI 4–Compliance and monitoring approaches are streamlined and coordinated

The ROC's compliance and monitoring approaches are streamlined and coordinated. This is achieved by ensuring requests for information from organisations are coordinated with their known activities. For example, 398 requests for information regarding financial reporting were coordinated with the six different financial year endings of reporting units.

The ROC uses systems to streamline and monitor compliance. For example, 86 reminders notices were emailed to organisations prior to the obligation to lodge prescribed information for an election became due.

Coordinated approaches are also achieved by collaborating with other regulators. For example, the ROC coordinates scheduled and regular meetings with other agencies involved in the RO Act whistleblower regime to ensure a consistent and appropriate approach for dealing with disclosures.

KPI 5–The ROC is open and transparent in dealings with regulated entities

The ROC is open and transparent in its dealings with organisations. Documents published by the ROC include formal decisions, policies and procedures (including its checklists). Also, the ROC's website lists current and previous inquiries and investigations the ROC has conducted. Ninety-five percent of respondents to webinar surveys who had viewed the ROC's website reported that ROC's published materials are sufficiently transparent.

The ROC publishes its performance results on its website and this webpage was accessed on 336 occasions, demonstrating that people are using the website to monitor the ROC's performance. Having this information readily available to the public provides transparency and accountability about the ROC's performance.

KPI 6–The ROC actively contributes to the continuous improvement of regulatory frameworks

The ROC actively contributes to the continuous improvement of regulatory frameworks. Model financial statements, checklists and other regulatory templates are published on the ROC's website. The publication of checklists and a range of templates increases the efficiency and effectiveness of the regulatory framework for organisations. Additionally, the ROC publishes information about compliance trends on its website and in its Annual Report. This encourages organisations to achieve high levels of voluntary compliance with their statutory obligations. The webpage where this information is published has been accessed more than 2200 times, demonstrating the value of its publication.

In summary, the ROC has met each of the six Key Performance Indicators established under the Regulatory Performance Framework. See the summary table on the following page.

Summary table

KPI	Measure	Status
KPI 1 – The ROC does not unnecessarily impede the efficient operation of regulated entities	**1.1** Promotes awareness of the operating environment of organisations	●
	1.2 Tests potentially negative or unintended consequences	●
KPI 2 – Communication with regulated entities is clear, targeted and effective	**2.1** Considers impact	●
	2.2 Tailors communication	●
KPI 3 – Actions undertaken by the ROC are proportionate to the regulatory risk being managed	**3.1** Applies a sound risk-based and proportionate approach	●
	3.2 Collects, publishes and utilises compliance trend data	●
KPI 4 – Compliance and monitoring approaches are streamlined and coordinated	**4.1** Coordinates timing of requests for information	●
	4.2 Uses systems to streamline and monitor compliance	●
	4.3 Minimises potential for unintended negative impacts	●
KPI 5 – The ROC is open and transparent in dealings with regulated entities	**5.1** Publishes operations and activities	●
	5.2 Publicises performance results	●
KPI 6 – The ROC actively contributes to the continuous improvement of regulatory frameworks	**6.1** Improves the efficiency and effectiveness of regulatory framework	●
	6.2 Shares information publicly	●

Key: ● = Met KPI

KPI 1: The ROC does not unnecessarily impede the efficient operation of regulated entities

1

Result for KPI 1

KPI	Measure	Status
KPI 1 – The ROC does not unnecessarily impede the efficient operation of regulated entities	**1.1** Promoting awareness of the operating environment of organisations	●
	1.2 Tests potentially negative or unintended consequences	●

The Registered Organisations Commission does not unnecessarily impede the efficient operation of organisations. It achieves this by promoting awareness of the operating environment of organisations, as well as by testing potentially negative or unintended consequences of its formal decisions prior to those decisions being made.

The ROC promotes awareness by publishing information about organisations on its website and ensuring this information is updated on a daily basis. This transparent and 'single point of truth' approach, reduces the requirement for contact and inquiries to be made directly to organisations by their members, other stakeholders and the public. During the reporting period, the ROC's ('single point of truth') web pages about organisations were accessed more than 57.400 times, demonstrating that the published information is extensively used and valued by organisations, their members and other stakeholders.

Secondly, the ROC promotes awareness by proactively ensuring new holders of offices within registered organisations understand their specific duties and training obligations through the provision of advice and information including, for example, post-election advice. During the reporting period, post-election advice and information was provided to organisations on 474 occasions. Thirdly, the ROC consults with organisations by providing the decision maker's preliminary opinions prior formal decisions being made. During the reporting period, this type of consultation minimised inefficient decision making on 27 occasions.

Measure 1.1: Promotes awareness of the operating environment of organisations

The ROC promotes awareness of the operating environment of organisations.

Output/activity-based evidence 1.1.1: publishing information

The ROC publishes a complete list of organisations, as well as the public documents lodged with the ROC by organisations, on its website in order to provide members of organisations, industry stakeholders, the media and the public with access to information and to reduce the need for information to be sought from organisations. This reduces the requirement for contact and inquiries to be made directly to organisations by their members and other stakeholders.

Self-assessment:

The ROC publishes a list of organisations and the public documents lodged with the ROC by organisations:

- The list is updated daily to include changes.

- The organisations' pages on the ROC website was accessed 57,444 times, demonstrating that the published information is used extensively by and is of value to organisations, their members and other stakeholders. The number of monthly accesses is displayed in Chart 1 on the following page.

Chart 1: Number of monthly page views of organisations' pages on the ROC website 2018–19
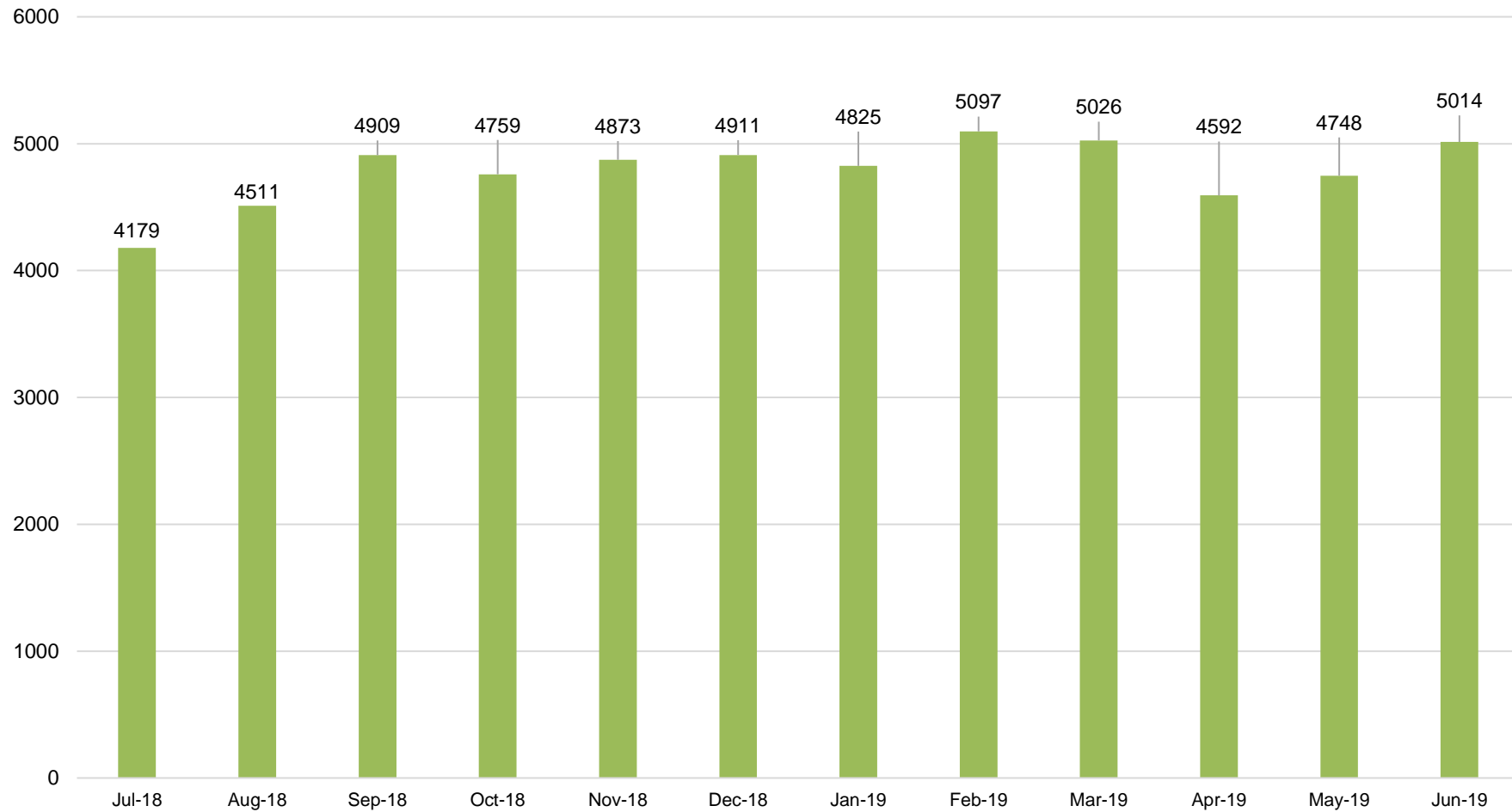
Output/activity-based evidence 1.1.2: provision of regulatory information

To ensure new office holders understand their specific duties and training obligations, the ROC provides organisations with post-election regulatory information. This information provides office holders with the opportunity to enhance their understanding of their duties and also reduces the necessity for additional approaches to be made to organisations and the ROC.

Self-assessment:

The ROC provided advice to organisations after an election or on receipt of notification of change to holders of office on 474 occasions concerning the duties and training obligations of newly elected office holders.

Measure 1.2: Tests potentially negative or unintended consequences

The ROC considers and tests potentially negative or unintended consequences of formal decisions prior to those decisions being made.

Output/activity-based evidence 1.2.1: test of formal decisions

The ROC consults with organisations by providing the decision maker's preliminary opinions prior to making formal decisions where the issues under consideration have no relevant precedent and are above the ROC's risk-threshold. This ensures the ROC is aware of potentially negative or unintended consequences prior to making formal decisions, minimising inefficient decision making.

Self-assessment:

The ROC takes a risk-based approach to its assessment of applications and applies two matrices which, together, determine the risk associated with an application. If an application has been identified as medium or high risk, it is above the ROC's risk-threshold. If, in this instance, there is no precedent to inform the decision-maker, the ROC will consult with the applicant prior to making a formal decision. Twenty-seven consultations were undertaken with organisations and other applicants in circumstances where the issues under consideration had no relevant precedent and they were above the ROC's risk threshold.

2   KPI 2: Communication with regulated entities is clear, targeted and effective

Result for KPI 2

KPI	Measure	Status
KPI 2 – Communication with regulated entities is clear, targeted and effective	**2.1** Considers impact	●
	2.2 Tailors communication	●

The ROC's communication with organisations is clear, targeted and effective. The ROC considers the impact on organisations when updating its materials and it does this by engaging with industry groups and representatives of stakeholders when developing, updating or changing its policies, procedures and checklists. The ROC's website publishes these documents and also provides clear advice about how to make complaints and provide feedback.

The ROC tailors its communication methods to meet the diverse requirements of organisations. It does this by seeking organisations' views about its communications methods. Stakeholder surveys consistently confirm ROC communications are helpful, effective and informative. Further, the ROC has tailored its communications to the meet the diverse requirements of organisations. For example, 1557 reminders were emailed to organisations prior to statutory requirements becoming due which in part contributed to more than 95% of officer and related party disclosure statements, annual returns of information and financial reports being lodged within required statutory timelines.

Measure 2.1: Considers impact

The ROC considers the impact on organisations and engages with industry groups and representatives of the affected stakeholders about policies, practices or service standards.

Output/activity-based evidence 2.1.1: impact considered when updating materials

The impact on organisations is considered when developing, updating or changing the ROC's suite of policies, procedures and checklists. To do this, the ROC engages with industry groups and stakeholders.

Self-assessment:

- The ROC met with industry groups, such as the Australian Council of Trade Unions (ACTU), the Australian Chamber of Commerce and Industry (ACCI) and the Australian Industry Group (Ai Group) regarding the development and enhancement of its education materials.

- The ROC's website provides clear advice about how to provide feedback and how to make a complaint about the ROC and about its materials.

Case Study: Stakeholder Engagement

The ROC meets and consults on a regular basis with representatives of organisations, including peak bodies, to seek feedback about the ROC's materials. For example, the ROC engaged with the ACCI to obtain feedback from the Chamber and its affiliates about the ROC's materials regarding the Officer and Related Party disclosure requirements. The ROC then updated its guidance notes in response. The ACCI also committed to informing its affiliates about officer responsibilities.

Examples of actions taken in response to industry groups and other stakeholders:

- The ROC developed education materials aimed at assisting organisations to develop a 'speak-up' culture as well as materials for potential disclosers to help them understand the process and what can be done in response to reprisal actions.

- The ROC updated its Guidance Notes and other materials regarding Officer and Related Party Disclosure Statements.

- The ROC updated its fact sheet regarding a new financial reporting requirement.

- The template Operating Report accompanying financial reports was improved and re-published on the ROC's website.

- Information explaining common misconceptions about financial reporting was published in the ROC's newsletter.

- A template for prescribed information for elections for non-officer positions was developed and published.

- The format of the ROC's information sessions was redeveloped into workshops and activity-centred sessions.

Case Studies: Feedback received and action taken

How to address common misconceptions

The ROC received feedback from organisations and their peak bodies advising that lists of 'common misconceptions' would be a useful way for organisations to learn about common compliance errors and how to remedy them. As a result, the ROC has published information in its newsletter at key times about common misconceptions and with explanations about how to comply. For example, in its August 2018 newsletter, the ROC summarised common areas of non-compliance with financial reporting which was timed to assist reporting units with financial years that commenced on 1 July 2018.

Improved election templates

To make arrangements for the conduct of an election, the Commissioner or Delegate must be satisfied that an election is due. Sometimes the number of positions due for election is not clear in the documentation lodged by organisations (prescribed information, or the PI). To circumvent the need to request more information from organisations after the PI has been lodged, and on the basis of feedback received from the ACTU, the ROC altered its template PI for an election to prompt organisations to include information that validates the number offices to be elected.

An election template for prescribed information for non-officer positions was also created in response to requests from the ACTU and organisations.

Measure 2.2: Tailors communication

The ROC tailors its communication methods to meet the diverse requirements of organisations.

Output/activity-based evidence 2.2.1: feedback regarding our communication methods is sought

Organisations' views about the ROC's communications methods are sought.

Self-assessment:

The ROC surveys participants after information sessions, workshops and webinars about its communication methods. The surveys are voluntary and are designed to help the ROC improve communication methods. The usefulness of presentations, which topics were most helpful, what topics could be covered in the future, and other suggestions for improvement are asked after information sessions and workshops. In 2018-19 a total of 234 people attended the ROC's information sessions and workshops. Ninety-four (40%) surveys were

returned. ROC webinars, with a total of 237 attendees, resulted in 76 (32%) surveys returned.

Chart 2: effectiveness of webinars, resources and information sessions 2018–19
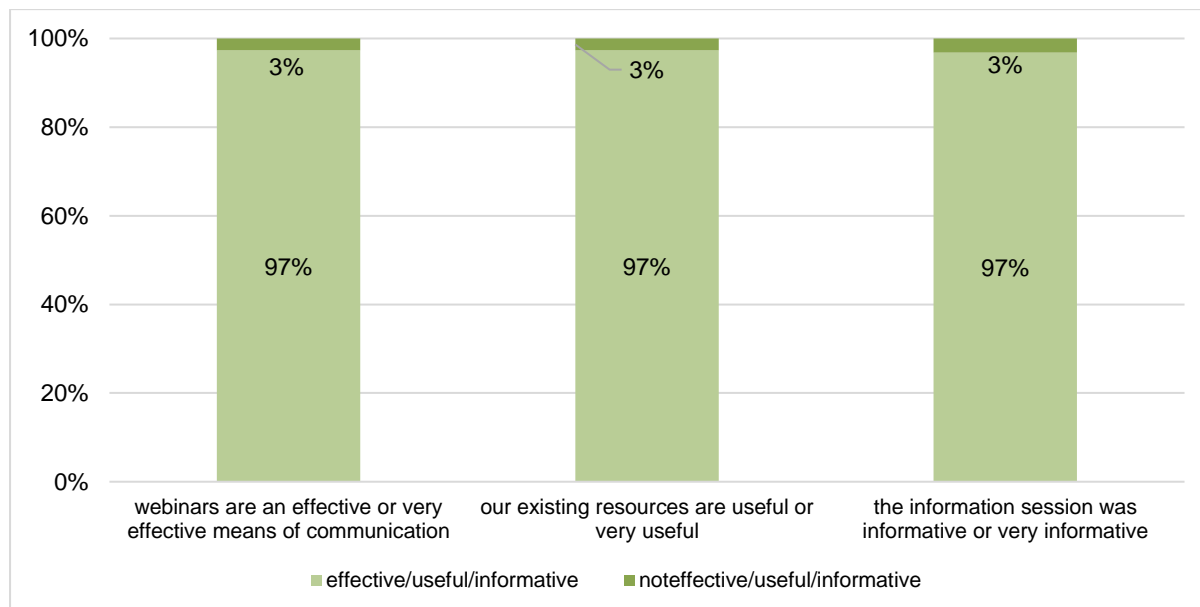
As shown in Chart 2 above, survey responses confirm our communication methods are helpful, effective and informative:

- 97% of respondents to information session and workshop surveys agreed that the information session was informative or very informative.
- 97% of respondents to webinar surveys agree that ROC webinars are an effective or very effective means of communication
- 97% of respondents to webinar surveys agree that existing ROC resources are helpful

Output/activity-based evidence 2.2.2: co-ordination of advisory communications

The ROC sends reminders to organisations prior to statutory requirements becoming due.

Self-assessment:

In 2018-19, 1557 reminders were issued prior to a statutory requirement becoming due. In response, 100% of annual returns, 99% of financial reports and 92% of officer and related party disclosure statements were lodged on time (see Chart 3 on the following page). In total, more than 95% of these statutory requirements were lodged on time.

Chart 3: Lodgement of Financial Reports, Annual Returns and Officer & Related Party Statements

3 KPI 2: Actions undertaken by the ROC are proportionate to the regulatory risk being managed

Result for KPI 3

KPI	Measure	Status
KPI 3 – Actions undertaken by the ROC are proportionate to the regulatory risk being managed	**3.1** Applies a sound risk-based and proportionate approach	●
	3.2 Collects and analyses compliance trend data	●

The ROC's actions are proportionate to the regulatory risk being managed. The ROC applies a sound risk-based approach, for example, in its assessment of financial reports lodged by organisations. Of the 382 financial reports lodged with the ROC in 2018–19, 23% were subject to an advanced review and 77% to a primary review.

To enable a proportionate response, the ROC collects and analyses compliance trend data. The ROC's compliance webpages were accessed 2265 times in 2018–19, demonstrating that the information published is used widely by organisations and stakeholders. The data collected, as well as experience and feedback, informs the ROC's strategies for auditing compliance by organisations.

Measure 3.1: Risk-based approach

The ROC applies a sound risk based proportionate approach to monitoring activities of organisations.

Output/activity-based evidence 3.1.1: risk and proportionality

The ROC's regulatory approach is based on risk and proportionality. The ROC conducts either a primary or advanced review of all financial reports. A primary review means that the financial report has been assessed against a checklist that verifies key compliance criteria, while an advanced review involves the financial report being assessed against a comprehensive checklist relating to all compliance criteria. While the checklists regarding primary and advanced reviews are available on the ROC website, as are the outcomes of the reviews, the particulars of the review of each financial report itself are not published.

Self-assessment:

The percentage of organisations subjected to primary or advanced financial audit based on identified risk:

- 382 financial reports were lodged with the ROC in 2018-19.
- 23% were subject to an advanced review.
- 77% were subject to a primary review.

Measure 3.2: Compliance trend data

The ROC collects compliance trend data to inform its audit strategy.

Output/activity-based evidence 3.2.1: collection and validation of compliance trends

Compliance trends are published to demonstrate that the ROC collects compliance trends.

Self-assessment:

- Examples of published compliance trends and data follow:
  - Compliance trends regarding the timeliness of lodging financial reports and the timeliness of lodging annual returns were published on the ROC's website.
  - The quality of the contents of financial reports are measured against key compliance criteria and these results were published by the ROC in the Fair Work Ombudsman and Registered Organisations Commission Entity's annual report.

The ROC's compliance website was accessed 2,265 times in 2018–19. The number of accesses each month is shown in Chart 4 on the following page. More than 2,200 accesses of the compliance pages on the ROC's website demonstrates compliance outcomes are of interest to users of the website.

CHART 4: Number of monthly page views of the compliance pages on the ROC website 2018–19

Month	Value
Jul-18	230
Aug-18	245
Sep-18	305
Oct-18	216
Nov-18	181
Dec-18	133
Jan-19	111
Feb-19	205
Mar-19	150
Apr-19	137
May-19	174
Jun-19	178

1st Quarter: Jul to Sep 2018 | 2nd Quarter: Oct to Dec 2018 | 3rd Quarter: Jan to Mar 2019 | 4th Quarter: Apr to Jun 2019
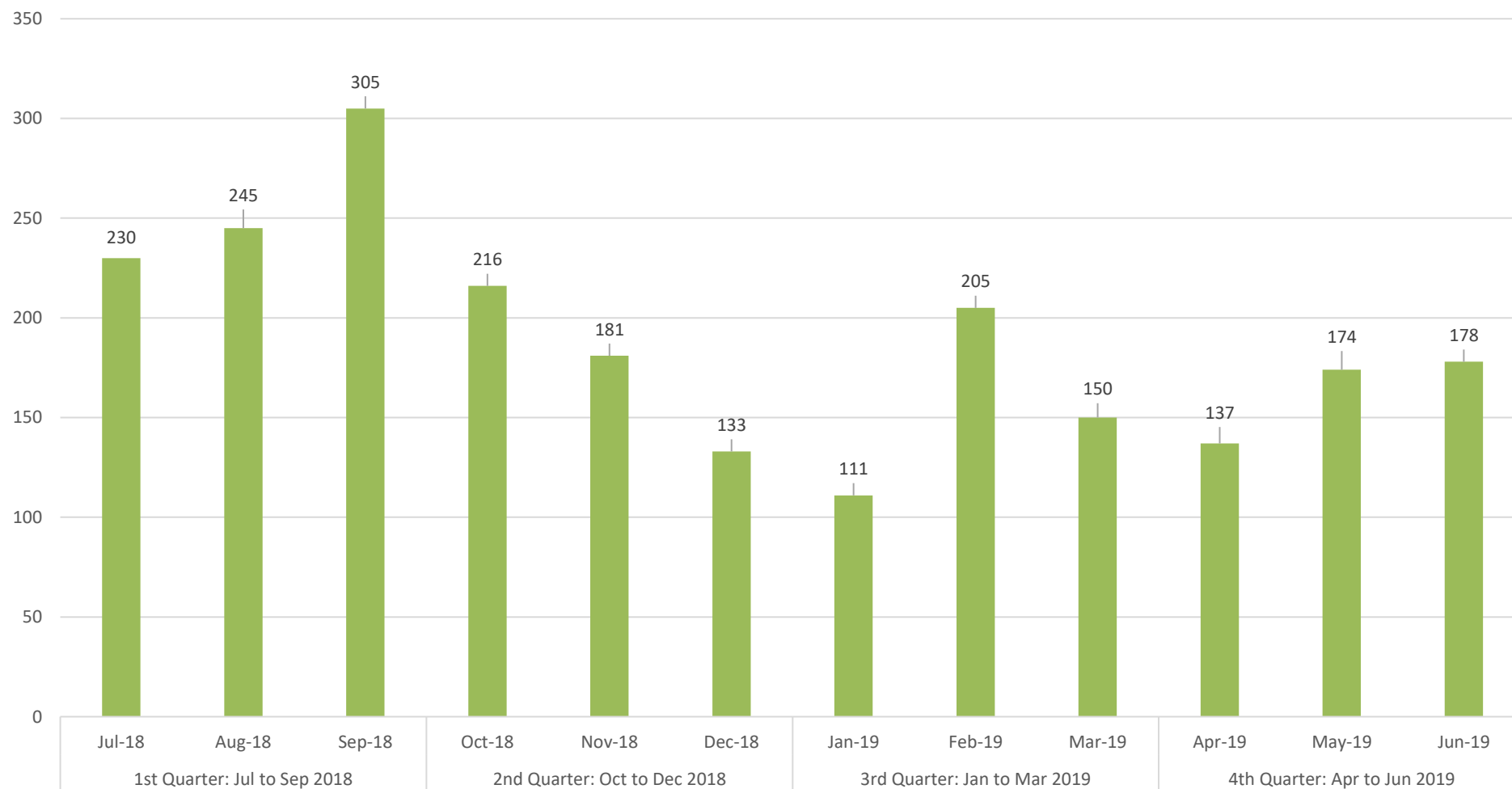
Output/activity-based evidence 3.2.2: review of audit strategy

The ROC's audit strategy is reviewed annually, and enhancements are based on evidence collected, experience and feedback.

Self-assessment:

Examples of enhancements that were based on evidence collected, experience and feedback:

- The audit strategy was reviewed in June 2018 and the following enhancements were made:
  - Assessment of financial reports revealed that auditor's reports do not always comply with the Auditing Standards. Consequently:
    - the model statements were updated to include a template auditors report
    - auditors' reports were incorporated into the criteria for measuring compliance of financial reports
    - auditors were required to prepare and provide correct reports
  - Anecdotal evidence suggested that requirements of Loans, Grants and Donations (LGD) statements were not always met. In response:
    - assessment of the LGD statement was added to the primary checklist and to the criteria for measuring financial reporting compliance
  - Anecdotal evidence suggested that officers were not always undertaking required financial training. Consequently:
    - An audit of financial training was commenced in 2019. Early indicators suggest that a number of officers who were not aware of this requirement now understand it and have undertaken training or applied for an exemption from training.

Case Study: Enhancement to audit strategy based on evidence collected

While engaging with organisations, the ROC learned about instances of officer holders with financial duties not undertaking training required by the RO Act. As a result, the ROC began a voluntary audit of office holders in 2019. Organisations were invited to engage in an exchange of information about which offices have financial duties and whether the holders of these offices had undertaken financial training. The purpose of the audit was to promote shared understandings of the requirements and to assist organisations and their office holders to achieve compliance.

Early indicators suggest some non-compliance and while many officers have undertaken training, there have been some misunderstandings about the requirements. In response to the audit, a number of organisations are in the process of ensuring their office holders are appropriately trained or are applying for statutory exemptions. This evidence also suggests that there is more educative work to do in this space and this is informing both the ROC's audit and education strategies.

4 KPI 4: Compliance and monitoring approaches are streamlined and coordinated

Result for KPI 4

KPI	Measure	Status
KPI 4 – Compliance and monitoring approaches are streamlined and coordinated	**4.1** Coordinates timing of requests for information	●
	4.2 Uses systems to streamline and monitor compliance	●
	4.3 Takes action to coordinate approaches to compliance	●

The ROC's compliance and monitoring approaches are streamlined and coordinated. This is achieved by ensuring requests for information from organisations are coordinated with their known activities. For example, 398 requests for information regarding financial reporting were coordinated with the six different financial year endings of reporting units.

The ROC uses systems to streamline and monitor compliance. For example, 86 reminder notices were emailed to organisations prior to the obligation to lodge prescribed information for an election became due.

Coordinated approaches are also achieved by collaborating with other regulators. For example, the ROC coordinates scheduled and regular meetings with other agencies involved in the RO Act whistleblower regime to ensure a consistent and appropriate approach for dealing with disclosures.

Measure 4.1: Coordinates timing of requests for information

The ROC's requests for information are coordinated with the timing of organisations' activities.

Output/activity-based evidence 4.1.1: requests are coordinated with the six different financial year endings

The ROC's requests for financial reports are coordinated with the six different financial year endings of reporting units.

Self-assessment:

- after the end of each of the six different financial years, a courtesy letter was provided to all reporting units reminding them of the obligation to lodge a financial report

- if a financial report was not lodged four weeks prior to the last possible date for lodgement, a second reminder letter was provided to relevant reporting units

- one week prior to the last possible date for lodgement, telephone contact was made with reporting units which had not lodged a financial report

- two weeks after the last possible date of lodgement, intervention letters were provided to all reporting units which had not lodged a financial report.

The percentage of requests provided prior to financial reports becoming due:

- 100% of reporting units were sent advance notice of their financial reporting requirements in 2018–19 which amounted to 398 financial reporting reminder notices being provided.

Measure 4.2: Systems to streamline and monitor compliance

The ROC uses systems to streamline and monitor compliance.

Output/activity-based evidence 4.2.1: Advance notice of required elections

The ROC provides advance notice of required elections for office holders.

Self-assessment:

The ROC emailed 86 reminders about required elections prior to the obligation to lodge prescribed information for an election became due.

Measure 4.3: Takes action to coordinate compliance

The ROC takes action to coordinate approaches to compliance with other industry regulators.

Output/activity-based evidence 4.3.1: collaboration with relevant industry regulators

The ROC collaborates with relevant industry regulators to coordinate compliance.

Self-assessment:

Examples of collaboration with relevant regulators:

- The ROC regularly collaborates with agencies involved in the RO Act whistleblowers scheme – the Fair Work Commission (FWC), Fair Work Ombudsman (FWO), Australian Competition and Consumer Commission (ACCC), Australian Securities

and Investment Commission (ASIC), Australian Building and Construction Commission (ABCC) and the Australian Federal Police (AFP).

- The ROC met with the Australian Accounting Standards Board (AASB) and considered whether the revised conceptual framework for special purpose financial reports had any implications for organisations.

Case Study: Collaborating with regulators

The ROC is the lead agency for coordinating the regulatory approach to whistleblower disclosures made under the RO Act and has continued to meet regularly with agencies which have a role regulating these disclosures, including the FWO, FWC, ABCC, ACCC and ASIC, as well as with state and federal law enforcement agencies. The purpose of these regularly scheduled meetings is to ensure a consistent and an appropriately responsive approach, as well as to ensure consistent messages to organisations and potential disclosers about the steps involved when a disclosure has been made and the expected responses.

5 KPI 5: The ROC is open and transparent in its dealings with regulated entities

Result for KPI 5

KPI	Measure	Status
KPI 5 – The ROC is open and transparent in dealings with regulated entities	**5.1** Publishes operations and activities	●
	5.2 Publicises performance results	●

The ROC is open and transparent in its dealings with organisations. Documents published by the ROC include formal decisions, policies and procedures (including its checklists). Also, the ROC's website lists current and previous inquiries and investigations the ROC has conducted. Ninety-five percent of respondents to webinar surveys who had viewed the ROC's website reported that ROC's published materials are sufficiently transparent.

The ROC publishes its performance results on its website and this webpage was accessed on 336 occasions, demonstrating that people are using the website to monitor the ROC's performance. Having this information readily available to the public provides transparency and accountability about the ROC's performance.

Measure 5.1: Publication of operations and activities

The ROC extensively publishes its operations and activities as part of its commitment to being open and transparent in its dealing with organisations.

Output/activity-based evidence 5.1.1: publication of documents

The ROC publishes its formal decisions, policies and procedures. The ROC also lists the inquiries and investigations that it is currently conducting and has previously conducted on its website.

Self-assessment:

Ninety-five percent of respondents to webinar surveys who had viewed the website reported that ROC's published materials were sufficiently transparent.

Measure 5.2: Publicises performance results

The ROC takes action to publicise its performance results as part of its commitment to being open and transparent.

Output/activity-based evidence 5.2.1: timely publication of regulatory performance results

The ROC publishes its regulatory performance results in a timely manner to ensure accountability to the public.

Self-assessment:

The ROC publishes its measures and its methods for self-assessing against the RPF KPIs on its website. The ROC's webpage where the RPF KPIs measures are published was accessed 336 times in 2018–19 (see Chart 5 on the following page), demonstrating that people are using the website to monitor the ROC's performance. Having this information readily available to the public provides transparency and accountability about the ROC's performance.

Chart 5: Number of monthly page views of performance results on the ROC website 2018–19

Month	Value
Jul-18	47
Aug-18	36
Sep-18	21
Oct-18	34
Nov-18	24
Dec-18	18
Jan-19	52
Feb-19	12
Mar-19	21
Apr-19	10
May-19	46
Jun-19	15

1st Quarter: Jul to Sep 2018 | 2nd Quarter: Oct to Dec 2018 | 3rd Quarter: Jan to Mar 2019 | 4th Quarter: Apr to Jun 2019
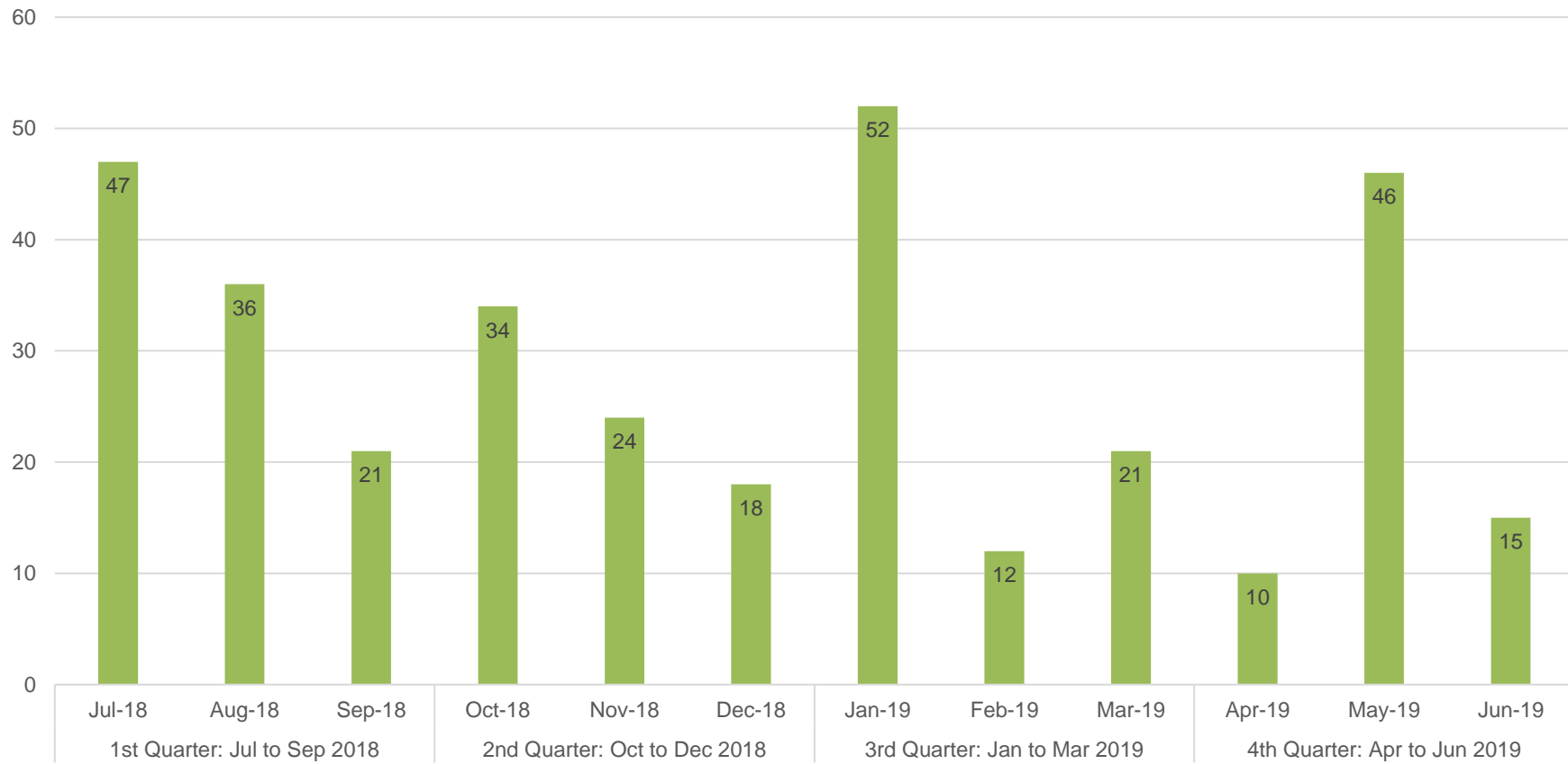
6 KPI 5: The ROC is open and transparent in its dealings with regulated entities

Result for KPI 6

KPI	Measure	Status
KPI 6 – The ROC actively contributes to the continuous improvement of regulatory frameworks	**6.1** Improves the efficiency and effectiveness of regulatory framework	●
	6.2 Shares information publicly	●

The ROC actively contributes to the continuous improvement of regulatory frameworks. Model financial statements, checklists and other regulatory templates are published on the ROC's website. The publication of checklists and a range of templates increases the efficiency and effectiveness of the regulatory framework for organisations. Additionally, the ROC publishes information about compliance trends on its website and in its Annual Report. This encourages organisations to achieve high levels of voluntary compliance with their statutory obligations. The webpage where this information is published has been accessed more than 2200 times, demonstrating the value of its publication.

Measure 6.1: Improving the efficiency and effectiveness of the regulatory framework

The ROC improves the efficiency and effectiveness of the regulatory framework.

Output/activity-based evidence 6.1.1: provision of templates and checklists

The efficiency and effectiveness of the regulatory framework is improved by providing organisations with model financial statements, checklists and other templates and tools.

Self-assessment:

Examples of checklists, tools and templates provided to organisations:

- fact sheets about compliance obligations are published on the ROC's website

- template documents for the major compliance obligations, including model financial statements, sample prescribed information for an election, sample annual returns, sample notifications of changes and sample officer and related party disclosure statements are published

- checklists for lodging financial reports, prescribed information for elections, annual returns and officer and related party disclosure statements are published

- guidance notes for making applications or lodging documents with the ROC are published

- legislative summaries are published

- the officer induction kit is published on the website. This kit is continuously updated and promoted at the ROC's information sessions and workshops

- the compliance calculator was re-published on the ROC's website as a web-based tool

- a pictorial hyperlinked representation of the resources available on the ROC's website to organisations is continuously updated (the 'ROC flower').

Examples of feedback received about templates:

- 91% of respondents to webinar surveys agree that the ROC's templates reduce costs, reduce time or help them to comply

Examples of feedback given at our information sessions and workshops include:

- '…web-based compliance calculator is a very useful tool'

- 'Websites and factsheets [are] informative and an essential tool'

- 'Great tools and resources'

- 'Love the [ROC flower] and appreciate the effort gone into doing this'

Case Study: New tools to increase efficiency and effectiveness

The ROC released a number of new tools in 2018–19 aimed at increasing the efficiency and effectiveness of the regulatory environment. For example, a suite of information to assist organisations and their members to understand financial reports was released, including:

- an explanation of key financial terms and a glossary of common accounting words

- explanations of common accounting concepts and principles

- descriptions of commonly used ratios to help better understand the financial health of organisations

- sample statements which highlight key information

These tools are published on the ROC's website and links to their location were sent to all of the ROC's email subscribers (over 1,000).

Measure 6.2: Shares information about compliance trends

The ROC publicly shares information about the compliance trends of organisations to encourage high levels of compliance.

Output/activity-based evidence 6.2.1: publication of compliance trends, data and issues

The ROC publishes compliance trends so that organisations are encouraged to achieve high levels of compliance.

Self-assessment:

Details of published compliance trends:

- trends regarding lodgement of financial reports and annual returns in accordance with statutory timelines are published on our website
- trends regarding the quality of financial reports are published in the Fair Work Ombudsman and Registered Organisations Commission Entity's (FWOROCE) annual report.

The number of monthly accesses to the ROC's webpage that publishes compliance trends is detailed in Chart 4 on page 20. This webpage was accessed on 2,265 occasions in 2018–19 which demonstrates the value of publishing this information.

Appendix 1: List of Acronyms

AASB	Australian Accounting Standards Board
ABCC	Australian Building and Construction Commission
ACCI	Australian Chamber of Commerce and Industry
ACCC	Australian Competition and Consumer Commission
ACTU	Australian Council of Trade Unions
AFP	Australian Federal Police
Ai Group	Australian Industry Group
ASIC	Australian Securities and Investment Commission
FWC	Fair Work Commission
FWO	Fair Work Ombudsman
FWOROCE	Fair Work Ombudsman and Registered Organisations Commission Entity
KPI	Key Performance Indicator
LGD	Loans, Grants and Donations
PI	Prescribed Information for an election
ROC	Registered Organisations Commission
RPF	Regulator Performance Framework