

Quality Regulatory Services Policy

1. What is the objective of this policy?

The objective of this policy is to guide the development of a robust framework for carrying out regulatory activities which are outcome and risk based, including existing regulatory programs.

2. What are the harms this policy is seeking to guard against?

This policy aims to support regulatory resources being efficiently deployed in a way that improves road and waterway safety and at the same time delivers productivity and efficiency benefits for NSW.

3. What are the underpinning principles, values and philosophies?

This policy stems from the need for regulators to deliver more with less, including delivering better outcomes and minimising the regulatory burden on regulated entities. In performing its regulatory functions, Roads and Maritime aims to:

- Clearly define the regulatory outcomes to be achieved so that they are measurable
- Develop regulatory programs aligned to objectives of legislation
- use data and other analysis to inform decisions about regulatory programs
- Allocate resources in a targeted way that reduces unnecessary regulatory burden
- Review regulatory outcomes and effectiveness regularly and as part of legislative reviews
- Consult and engage with stakeholders to improve awareness and standards.

4. How will Roads and Maritime manage its regulatory services?

Roads and Maritime employs an outcome and risk based focus in its existing regulatory programs. Roads and Maritime will review existing and new programs to ensure they are consistent with the *Guidance for regulators to implement outcomes and risk-based regulation* published by the Department of Premier and Cabinet.

5. What are the desired outcomes of specific actions?

Roads and Maritime is able to:

- Articulate the purpose of its regulatory programs and activities
- Demonstrate what has been achieved.

6. What are the performance indicators for this policy?

Roads and Maritime is able to demonstrate that it has implemented the Quality Regulatory Services framework through:

- Enhanced regulatory program policies and procedures
- Incorporating these principles into planning for regulatory programs, including the Roads and Maritime Services Delivery Plan and divisional and branch plans
- Developing appropriate key performance indicators (KPIs)
- Internal reporting, including monthly and quarterly performance monitoring and reporting on deliverables and KPIs at a Roads and Maritime, Divisional and Branch level

- NSW Department of Premier and Cabinet and Transport for NSW performance reporting
- Public reporting quarterly.

7. How will this policy be implemented and maintained?

Roads and Maritime will develop a plan for:

- Reviewing existing regulatory policies and procedures for each regulatory program
- Communicating and providing training to ensure policies and procedures are routinely used to inform decisions about regulatory activities
- Conducting regular reviews and audits for on-going assessment of the effectiveness of regulatory programs and activities
- Consulting and collaborating with stakeholders and customers
- Seeking continual improvement.

8. Review

Roads and Maritime will review progress against the plan for implementing this policy, at least annually, by:

- Conducting post-implementation evaluations of major initiatives to understand effectiveness and efficiency and constraints
- Engaging with stakeholders and customers
- Identifying key successes.

9. What is the scope and coverage of this policy?

This policy applies to staff responsible for developing, implementing and managing regulatory functions, programs and processes.

10. Responsibilities

The Director Safety and Compliance and Director Maritime are responsible for implementing, monitoring and reporting on and reviewing this policy.

11. Roads and Maritime Delegations Manual impact

None. This policy informs operational decisions made in accordance with existing delegations.

12. Related information

Reference documents: TBA

Record or file numbers related to this policy: TBA

Contact details: TBA

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