

Draft Recommendation 3.3: Continuous improvement of practice

To promote and support the improvement of regulatory practice among SA regulators, the Commission recommends that the SA Government establish an across government improvement strategy that, among other things:

- requires regulators to develop, implement and report publicly on improvement strategies with a strong outcomes focus;

We support the implementation of sector wide benchmarking / service delivery standards as this would benefit the sector as a whole to be more consistent with delivery of services and standards of quality and design for the community.

- establishes a community of practice among SA regulators and policy agencies to build capability and to share data, management systems and best practice in development, operations and stewardship. The community of practice could also provide a resource for smaller regulators to access specialist skills and expertise for RIA assessment and performance review ;
- includes other initiatives to improve the capability, such as a dedicated training that could be rolled out across regulatory agencies;
- includes incentives and assistance for regulators to adopt new technologies that will enhance their efficiency and effectiveness;

Would this be in the shape of funding to support Council's current technologies? Or state government imposed systems similar to the Planning SA portal and Cats & Dogs Online?

While uniforming technologies has the ability to drive sector wide efficiencies, they can also (more often than not) cause major inefficiencies in internal processes and double handling between internal and external systems. This causes a suite of financial and nonfinancial impacts such as extra costs and pressures for our Information Services (IT) team to integrate systems as well as frustration for back end staff who inherit these systems. Ultimately this impacts customer experience and Council's ability to service our community based on the demographic needs. Any efficiencies and/or cost savings that may be gained are generally offset by costs imposed by State Government to use such systems - e.g. \$50,000 per year fee for the use of Planning SA portal. Effectiveness should be the key driver for new systems and technology rather than efficiencies.

- is complemented by a program of external audit of selected priority regulatory agencies to examine the extent to which individual regulators deliver on their objectives and implement good practice. This could be undertaken by the SA Auditor General.

Draft recommendation 4.1: Register of Regulation

To improve knowledge and understanding of the existing stock of regulation by government agencies and businesses, the Commission recommends that the SA Government create, or build on an existing, online regulation register that lists all current SA Government regulation (primary and delegated legislation) in a format that can be readily navigated and searched and information exported to enable review

Compliance register, where individual legislative requirements are singled out and reported on already exist already but they aren't particularly mature in South Australia just yet. Whilst this may be resource intensive depending on the level of reporting that is required, it is however the strongest level of control. I think that it be beneficial and would essentially act as a to-do list which is always helpful.

Draft recommendation 4.2: SA's Regulation Expiry Program (REP) To support the REP to achieve its stated purpose that 'regulations are reviewed regularly and remade in a form that is appropriate to their current context'¹, the Commission recommends that the SA Government provides:

- guidance material to inform and guide agencies on the purpose, requirements and processes of the REP;
- tools to complement the REP guidance material and assist agencies (including templates, case study examples, FAQs etc);
- training and education that references the REP (including online options);
- a mechanism to improve coordination of the REP across agencies and enable agencies to share and report on REP activity including regulatory reviews (previous, current and planned); and
- improved REP governance arrangements be improved to better support the objectives and reaffirm commitment to the REP, enhance transparency and strengthen accountability through better coordination and reporting. Any new guidance material, tools, mechanisms and education programs be developed in consultation with agencies.

Is this just that regulations are reviewed more frequently and more info is provided to the sector regarding this? Whilst I would support that generally (up to date and relevant is always better), is it necessary? Would we get any more say in the regulations than we do now?