



THE HON BILL SHORTEN MP
MINISTER FOR THE NATIONAL DISABILITY INSURANCE SCHEME
MINISTER FOR GOVERNMENT SERVICES
MEMBER FOR MARIBYRNONG

Ref: MS24-000295

Mr David Hazlehurst
Chief Executive Officer
Services Australia
PO Box 7788
CANBERRA BUSINESS CENTRE ACT 2610

A handwritten signature in blue ink that reads 'David'.

Regulatory Performance – Statement of Expectations

Dear Mr Hazlehurst

This statement sets out my expectations as the responsible minister regarding how Services Australia performs its regulatory functions, including expectations regarding transparency and accountability in relation to those functions. It forms part of the Australian Government's commitment to good corporate governance of agencies and reducing the regulatory burden on business and the community as part of providing simple, secure and equitable access to government services.

While Services Australia is not a regulator for the purposes of the Regulator Performance Framework, it does perform regulatory functions in its capacity as the primary delivery agency of government services to individuals.

The Government therefore expects that Services Australia will act in accordance with regulatory best practice in its planning, decision making, policies, processes and communication to maximise effectiveness, efficiency and transparency, and to minimise the burden of compliance for all Australians.

To this end, Services Australia should regularly and on an ongoing basis review its policies and procedures against the best practice principles established by the Department of Finance. The Government also expects that Services Australia will comply with – and, where appropriate, provide support to other departments and agencies in complying with – the Regulatory Impact Analysis requirements for all regulatory proposals, including considering the impacts of new regulation on the business and the community and costing proposals under the Regulatory Burden Measurement framework before they are introduced.

The Government expects that Services Australia will maintain robust, effective and collaborative working partnerships with other Commonwealth and State and Territory agencies to ensure the proper functioning of Australia's regulatory framework.

The Government also expects Services Australia to have cooperative and consultative relationships with customers and other key stakeholders and to work with communities to assess regulatory impacts when designing and evaluating policy and services.

As required under the Regulator Performance Framework, the Government expects Services Australia to be transparent and accountable in the performance of its regulatory functions. Services Australia operates as part of the Australian Government and is accountable to the Australian Parliament and, ultimately, to the public through its Minister, the Parliamentary Committee process and the tabling of its annual reports.

In meeting these expectations, Services Australia will be supporting the Government's commitment to transforming government services so that Australians can access services designed around their needs, simply, securely and reliably.

Yours sincerely



Bill Shorten