



Statement of Expectations – Status as at 30 June 2019

Performance Improvement	Actions	Performance Targets	Status and impact
Risk-based strategies	Develop an overarching regulatory approach to guide administration of the Commission's regulatory functions that incorporates the use of risk-based regulatory practices.	By 30 June 2019, the Commission will publish a document on its website outlining the organisation's risk-based approach to administering the Reportable Conduct Scheme and the Child Safe Standards.	The Commission has published a document articulating its regulatory approach, including its risk-based approach.
Data to inform a risk-based approach	Collection of relevant data to be used for a range of purposes including to: <ul style="list-style-type: none"> enable baseline for key regulatory processes and inform a risk-based approach. 	By 30 June 2019, the Commission will make changes to data collection, storage and analysis practices so that critical data is available to inform: <ul style="list-style-type: none"> the use of risk-assessments in key decisions in the administration of the Reportable Conduct Scheme and Child Safe Standards the establishment of baselines for key regulatory processes including: <ul style="list-style-type: none"> time from receipt of a notification of a 	The Commission has developed an operational performance framework containing key performance indicators relating to the operation of its regulatory functions. Data collection practices have been amended to support the operational performance framework.



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		<p>reportable allegation to providing initial guidance to an organisation</p> <ul style="list-style-type: none"> - time to issue the closure letter from receipt of completed investigation from an organisation in reportable conduct matters - number of participants attending information sessions about the Reportable Conduct Scheme and Child Safe Standards. 	
Compliance related assistance and advice	<p>Ensure timely and effective advice is provided to organisations subject to the Child Safe Standards and Reportable Conduct Scheme to assist them to comply with their obligations.</p> <p>In particular, the Commission should ensure assistance and advice is provided to</p>	<p>By 1 January 2019, the Commission will prepare and implement a strategy to raise awareness in relevant sectors about the commencement of Phase 3 of the Reportable Conduct Scheme on 1 January 2019. This strategy will focus on activities to prepare organisations for 1 January 2019 and will also include the development of tailored guidance material for the early years sector.</p> <p>The Commission will also prepare and implement a strategy targeted at sectors that present a higher risk to children and are already subject to the Reportable Conduct Scheme and the Child Safe Standards, to further raise their awareness. The aim of this</p>	<p>A strategy to raise awareness among relevant sectors about the commencement of Phase 3 was successfully developed and implemented prior to 1 January 2019. Tailored guidance material was published on the Commission's website.</p> <p>The Commission developed a risk-based framework to enable it to determine which sectors present a higher risk to children.</p> <p>The Commission also delivered a significant amount of compliance related advice, with particular support given to religious and faith-</p>



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	<p>those organisations who will be newly subject to the Reportable Conduct Scheme from 1 January 2019.</p>	<p>strategy will be to reinforce the need for organisations to comply with the Standards, to notify the Commission about reportable allegations and to implement measures to prevent reportable conduct.</p>	<p>based organisations and the early years sector. Key partnerships have been made, generic and tailored guidance materials have been distributed and a series of targeted meetings, forums and information session delivered, informed by engagement strategies.</p> <p>The Commission is currently considering phase two of the faith-based and early years sector engagement strategies and determining what other sectors to focus on in the next financial year.</p>
<p>Timeliness</p>	<p>Ensure that enquiries to the Commission for information regarding the Child Safe Standards and Reportable Conduct Scheme are responded to in a timely manner.</p>	<p>By 30 June 2019, the Commission will establish targets for response times for enquiries made of the Commission for information regarding the Child Safe Standards and Reportable Conduct Scheme. As part of its Annual Report, the Commission will publish data on its performance meeting this target.</p>	<p>The Commission has established an operational performance framework which includes response times for enquiries. The target is 80% of phone and email queries regarding the Scheme or the Standards being resolved within 3 business days. Performance against this target will be measured in the 2019/20 financial year and reported on in the Commission’s annual report.</p>