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Australian Radiation Protection and Nuclear Safety Agency

Regulatory System Developments

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New/Revised Systems

- Stakeholder engagement
- Planning
- Performance monitoring
- Regulatory management information system
- Quality management system
- Risk management



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Stakeholder Engagement

- Forums
- Revised website
- Shared mailbox
- Revised, additional guidelines
- Satisfaction Surveys
- Plans for interactive website



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Planning

- Annual planning days
- Preparation plan
- Strategies linked to corporate strategies
- Projects, programs
- Key performance indicators



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Performance Monitoring

- KPI's for effectiveness, efficiency, stakeholder satisfaction, compliance
- Performance data collected by RMIS
- Performance reviewed quarterly
- Trends plotted
- Corrective action determined



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Measure	Annual Target
<i>Effectiveness</i>	
1. Accidents that must be reported within 24hours	< 5
2. Potential accidents/Incidents	< 40
3. Percentage actual and potential accidents/incidents reported by licence holders	> 80%
4. Non-compliances (breaches)	< 40
5. Percentage non-compliances reported by licence holders	> 80%
6. Applications for Licence	-
7. Percentage licence applications accepted as valid	> 80%
8. Percentage assessment reports for applications for licence	100%
9. Percentage correct decisions for licence applications	100%
10. Requests for Approval (Regs 51,53,54,55)	-
11. Assessment Reports	-
12. Percentage positive decisions for requests for approval	>80%
13. Inspection Reports	> 80
14. Licence Holder Compliance Reports	-
15. Percentage licence Holder Compliance Reports received on or before due date	> 80%



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<i>Efficiency</i>	
16. Percentage of ministerial responses meet target date set in agreement with Department	> 80%
17. Number of inspection and assessment reports per staff member	> 10
18. Expenditure/budget	< 100%
19. Revenue/budget	100%
20. Percentage staff training completed (%)	> 80%
21. Time to provide requested information to stakeholders	< 30 days
22. Average time to report inspections	< 30 days
23. Time to review Licence Holder Reports	< 30 days
24. Time to review Applications for Licence	< 60 days
25. Time to review requests for approval (Regs 53, 54, 55)	< 30 days
26. Time to review requests for approval (Reg 51)	< 60 days
27. Time to complete investigation of incidents/accidents	< 60 days
28. Time to complete investigation of non-compliances	< 60 days
29. Percentage of Key Initiatives Completed within Planned Timeframes	> 90%



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<i>Stakeholder Satisfaction</i>	
30. Satisfaction Survey - Overall Stakeholder Satisfaction	> 80%
31. Satisfaction Survey - Members of Supported Committees	> 80%
32. Complaints	< 20
33. Compliments	> 5
34. Reports to ARPANSA Executive as planned	100%



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<i>Compliance</i>	
35. Educational and awareness information sessions and short presentations for licence holders	> 3
36. Corrective measures	> 40
37. Formal Directions	> 0
38. Percentage suspensions and cancellation of licences	> 0%



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Regulatory Management Information System

- Tower TRIM 6 software
- Records management
- Workflow management/monitoring
- Collaborative working
- Customer relationship management
- KPI monitoring



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Quality Management System

- QMS being reviewed/developed
- Quality management committee
- Management/operational procedures review
- Quality officer
- Quality manual
- To ISO 9000 standard
- Consultant to facilitate
- Aiming at quality regulatory services



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Risk Management

- Enterprise risk management plan
- Risk focussed legislation, regulations, systems
- Community risk management
- Licensee risk management