

Thank you for participating in the ACMA's consultation process for the Regulator Performance Framework (RPF).

In the first section of this form, you will be asked to provide feedback on the ACMA assessment our performance for the 2015-16 financial year in relation to the six RPF key performance indicators.

In the second section of this form, you will be asked to provide feedback on your organisation's satisfaction with specific processes of the ACMA.

This is your opportunity to provide information that the ACMA will use in finalising our RPF performance assessment 2015-16 and driving further improvements in our performance reporting and assessment.

Please email the completed RPF stakeholder consultation form to us at:

Regframe@acma.gov.au

Making a submission

The ACMA's standard provisions relating to making a submission to a formal written consultation process apply. For full details of our approach to submissions and privacy policy refer to our website [here](#).

Participation in this consultation is voluntary. The ACMA generally publishes all submissions it receives. The ACMA prefers to receive submissions that are not claimed to be confidential. However, the ACMA accepts that a submitter may sometimes wish to provide information in confidence. In these circumstances, submitters are asked to identify the material over which confidentiality is claimed, and provide a written explanation. The ACMA will consider each confidentiality claim on a case-by-case basis. If the ACMA accepts a claim, it will not publish the confidential information unless authorised or required by law to do so.

The Privacy Act 1988 imposes obligations on the Australian Communications and Media Authority (ACMA) for the collection, security, quality, access, use and disclosure of personal information. Further information on the Privacy Act and the ACMA's privacy policy is available at <http://www.acma.gov.au/theACMA/privacy-policy>.

Section One

In its draft 2015-16 RPF report, the ACMA has assessed its performance against the six RPF KPIs. The ACMA is interested in your feedback on its assessment.

KPI 1

REGULATORS DO NOT UNNECESSARILY IMPEDE THE EFFICIENT OPERATION OF REGULATED ENTITIES

1. Do you agree with the ACMA's assessment that it is meeting the objectives of KPI 1?

Please select your answer by clicking the relevant box once.

- Yes
 No

To help us understand your answer, please explain why you gave that answer:
We appreciate the continued focus on improved time frames for investigations and code registration by the organisation that will continue to improve the efficient operation of our members

2. Could you suggest ways for the ACMA to improve its performance in meeting the objectives of KPI 1?

To continue in the way in which the organisation is progressing and not to feel all has been achieved

KPI 2

COMMUNICATION WITH REGULATED ENTITIES IS CLEAR, TARGETED AND EFFECTIVE

3. Do you agree with the ACMA's assessment that it is meeting the objectives of KPI 2?

Please select your answer by clicking the relevant box once.

- Yes
 No

To help us understand your answer, please explain why you gave that answer:
ANRA has appreciated the prompt responses to our queries and the opportunity to meet with senior ACMA executives to discuss issues and problems

4. Could you suggest ways for the ACMA to improve its performance in meeting the objectives of KPI 2?

Again to continue the process that has commenced in being open to meeting with its stakeholders on a regular basis

KPI 3

ACTIONS UNDERTAKEN BY REGULATORS ARE PROPORTIONATE TO THE RISK BEING MANAGED

5. Do you agree with the ACMA's assessment that it is meeting the objectives of KPI 3?

Please select your answer by clicking the relevant box once.

- Yes
 No

To help us understand your answer, please explain why you gave that answer:
We have appreciated ACMA's willingness to discuss spectrum issues re planning

6. Can you suggest ways the ACMA could improve its performance in meeting the objectives of KPI 3?

Not to be risk adverse to engaging with stakeholders in ways that can not only streamline operations but also make them more transparent

KPI 4

COMPLIANCE AND MONITORING APPROACHES ARE STREAMLINED AND CO-ORDINATED

7. Do you agree with the ACMA's assessment that it is meeting the objectives of KPI 4?

Please select your answer by clicking the relevant box once.

- Yes
 No

To help us understand your answer, please explain why you gave that answer:
Generally there is an attempt to prioritise compliance activities in a way that is proportionate to any need for enforcement responses

8. Can you suggest ways the ACMA could improve its performance in meeting the objectives of KPI 4?

[Click here to enter your response.](#)

KPI 5

REGULATORS ARE OPEN AND TRANSPARENT IN THEIR DEALINGS WITH REGULATED ENTITIES

9. Do you agree with the ACMA's assessment that it is meeting the objectives of KPI 5?

Please select your answer by clicking the relevant box once.

- Yes
 No

To help us understand your answer, please explain why you gave that answer:
Again we repeat that regular communication and meetings with senior executives has shown an openness with the ACMA that may not have been previously shown

10. Can you suggest ways the ACMA could improve its performance in meeting the objectives of KPI 5?

Continue the dialogue

KPI 6

REGULATORS ACTIVELY CONTRIBUTE TO THE CONTINUOUS IMPROVEMENT OF REGULATORY FRAMEWORKS

11. Do you agree with the ACMA's assessment that it is meeting the objectives of KPI 6?

Please select your answer by clicking the relevant box once.

- Yes
 No

To help us understand your answer, please explain why you gave that answer:

[Click here to enter your response.](#)

12. Can you suggest ways the ACMA could improve its performance in meeting the objectives of KPI 6?

Be always open to industry ideas and initiatives to streamline regulatory practices

Section Two

The ACMA is also interested in your feedback on how satisfied you are with specific areas of its performance.

13. Did you engage with the ACMA on its REGULATORY processes in the 2015-16 financial year? Please select your answer by clicking the relevant box once.

- Yes
 No

If you answered yes to question 13, please continue to question 14.

If you answered no, please skip to question 15.

14. Please indicate the extent to which you are satisfied or dissatisfied with the following aspects of the ACMA's REGULATORY processes:

a) **The ACMA's communication of opportunities to engage with its regulatory processes**
Satisfied

b) **The feedback channels the ACMA provided for your organisation**
Very satisfied

c) **The time frames the ACMA provided for your organisation to respond**
Very satisfied

d) **The ACMA's understanding of the particular issues relating to your industry or sector**
Satisfied

e) **The ACMA's willingness to interact with your organisation and take your feedback into consideration**

Very satisfied

f) The ACMA's explanation to your organisation of the reasons for its decisions and regulatory outcomes

Satisfied

g) The amount of contact between the ACMA and your organisation

Very satisfied

15. Were you involved in a compliance and enforcement process conducted by the ACMA in the 2015-16 financial year?

Yes

No

If you answered yes to question 15, please continue to question 16.

If you answered no, please skip to Section Three.

16. Thinking about your organisation's experience with industry regulators, please indicate the extent to which you are satisfied or dissatisfied with the following aspects of the ACMA's COMPLIANCE AND ENFORCEMENT process:

a) The amount of administrative work required by your organisation to respond to the ACMA's information requests

Please select your response from the dropdown menu.

b) The feedback channels the ACMA provided for your organisation

Please select your response from the dropdown menu.

c) The timeframes the ACMA provided for your organisation to respond to information requests

Please select your response from the dropdown menu.

d) The time taken by the ACMA to resolve compliance and enforcement processes

Please select your response from the dropdown menu.

e) The ACMA's communication of its rationale for its compliance and enforcement decisions

Please select your response from the dropdown menu.

f) The ACMA's consideration of compliance records in reaching compliance and enforcement decisions

Please select your response from the dropdown menu.

Section Three

Thank you very much for participating in the ACMA's consultation process for the 2015-16 RPF. Results from this consultation will be an important input into our report.

All those invited to participate in this consultation will be notified when our final report is published.

Details about the ACMA's Privacy Policy can be found on our website at:

<http://www.acma.gov.au/theACMA/privacy-policy>

The ACMA's Privacy Contact Officer can be contacted at: privacy@acma.gov.au