

Complaints, Compliance & Enforcement Program

Department of Customer Service

An e.Regulation strategy and DCS Lighthouse 

OUR VISION

The world's most **digitally enhanced compliance and enforcement solutions**, integrating tools that are easy and secure for **modern proactive, risk-based regulatory practices** that improve outcomes for customers, businesses and workers.



Transforming all aspects of **complaints, compliance and enforcement regulatory activities** through improved processes enabled by enhanced digital capabilities

REGULATORY IMPACT

\$11.8BN
Estimated cost for business in complying with Federal, State & Local government regulatory requirements



It's estimated state regulation drives up to one-third of this or **\$3.9BN** per annum



REGULATION.NSW

An integrated **single platform** for regulators to manage complaints, compliance and enforcement actions via **streamlined processes** that includes single view **data dashboards**



AMANDA Platform



EASE FOR BUSINESSES

More **streamlined regulatory processes** to support positive business outcomes



Easier for businesses to **proactively manage** their **regulatory compliance obligations**

PROACTIVE REGULATORS

Use of **data products** and a **single case management system** to drive regulator efficiency



Increased focus on **high-value proactive regulatory activities**

SERVICE FOR BUSINESS | LICENCE MANAGER

Uses the **Service NSW secure front door** to enable NSW businesses to **manage and transact** compliance obligations by creating a **My Business Profile**



ENABLING BUSINESSES TO



have more consistent, improved interactions with regulators



understand, track and help meet their compliance obligations in one place



make it easier to engage with multiple regulators through faster, more streamlined processes

Business benefits of

\$762M

over 10 years



State benefits of

\$78M

over 10 years



ENABLING REGULATORS TO



simplify IT architecture & reduce from 55+ existing platforms



reduce manual processes to redeploy workforce to higher value risk-based activities



identify emerging risks and design interventions sooner



respond collectively to difficult problems – emerging market risks and entrenched issues



address non-compliance quickly



focus on high-risk operators and avoid market failure



raise industry standards due to better compliance and safety

total benefits* over 10 years

Preferred option BCR 1.46 (5 years) & 7.65 (10 years)

\$840M

* Incremental value of the preferred option compared to a base case.

BENEFITS WE'RE TARGETING

Digital tools and a **regulator platform** to drive modern risk-based practices



Easier and more **cost effective** for businesses to comply

COMMON DIGITAL PLATFORM

delivered in 2023 – 2024 for:



AUTOMOTIVE



HOUSING & CONSTRUCTION



PROPERTY & REAL ESTATE

with potential for **MANY MORE INTO 2024** after discovery and design of these foundational pieces

HOW WE'RE WORKING

DELIVERING IN PARTNERSHIP

Our 3 delivery streams are working together towards a single vision. Our Regulator stream involves multidisciplinary teams comprising regulators, the program team, and Service NSW working together to deliver a common regulator platform and solve problems.

SERVICE NSW



REGULATOR



DIGITAL NSW



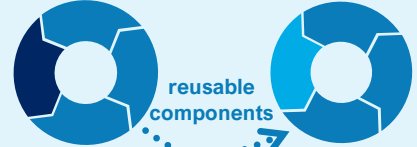
AGILE DELIVERY

We're working in agile ways across several agencies to achieve a shared vision. We're also embedding a principle of continuous improvements to constantly uplift our program strategy.

SYSTEM BUILD APPROACH

We're building relevant & **reusable components** for licence schemes, which are grouped by similar design patterns to accelerate delivery.

Product #1



Product #2



USE CASE

It's a platform with a use case in Fair Trading **THAT CAN BE SCALED** to whole of Government