

2022

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

TENTH ASSEMBLY

**Better Regulation Report - Summary
May 2022**

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Better Regulation



A report on how we are improving
business regulation in the ACT

Better Regulation Taskforce

May 2022

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Making regulation better for business in the ACT

In response to the COVID-19 pandemic and its impact on local business, the ACT Government set up the Better Regulation Taskforce (the Taskforce). The aim of the Taskforce is to make it easier to start up, run and grow a business in the ACT.

We want to put in place the best settings for business recovery, longer-term growth and regulation in the ACT. We know the landscape of COVID-19 will continue to evolve, requiring adaptive government responses and fit-for-purpose regulation.

A better experience for everyone

The pandemic and periods of lockdown changed consumer behaviour. It changed the ways in which business trade, operate and communicate. It showed how a broad range of regulation methods can be used to manage public health directions. We have all learnt from these experiences and it is important to take these learnings into our future regulatory practices.

The ACT Government has long been committed to better regulation. We want to continue to find the right balance between regulatory outcomes and burden – and support a ‘How can we help?’ mindset. That is why the Taskforce is focused on making interactions with business better, faster and simpler by improving the rules, regulations, government processes, information and supports for business.

Regulation that is done well can boost the economy and deliver the best outcomes for ACT business, consumers and the community at large.

What we have heard so far

The Taskforce took a multifaceted approach to understanding what changes could be made to achieve this through best practice regulation.

The Taskforce began by talking with business. We heard that when it comes to dealing with government, business wants:

- government to better understand the needs and experiences of business
- information to be clearer and targeted to business
- to only tell government once
- to know where they can go to get help and for there to be someone they can talk to who understands business
- government to ‘think small first’
- government to say ‘yes’ whenever it practicably can
- government to be more transparent, coordinated and consistent
- streamlined, faster processes and approvals.

We also looked at best practice regulation in other jurisdictions and commissioned a wide-ranging review of legislation to find potential projects to reform existing ACT legislation.



Next steps

After analysing this first phase of work, we developed a Better Regulation Agenda. This Agenda comprises two streams of government reform action:

- **Policy and legislation** – making continual improvements to the rules, regulations, and processes.
- **Business experience and regulator practice** – making government and business interactions better, faster and simpler.

These streams will be progressed in parallel so that improvements for business are delivered as quickly as possible.

This Agenda sets the pathway for making Canberra a place where it is easy to start up, run and grow a business. It will:

- support regulators to create certainty for business
- ensure consistency of information
- facilitate clear and open communication between business and government on regulatory issues.

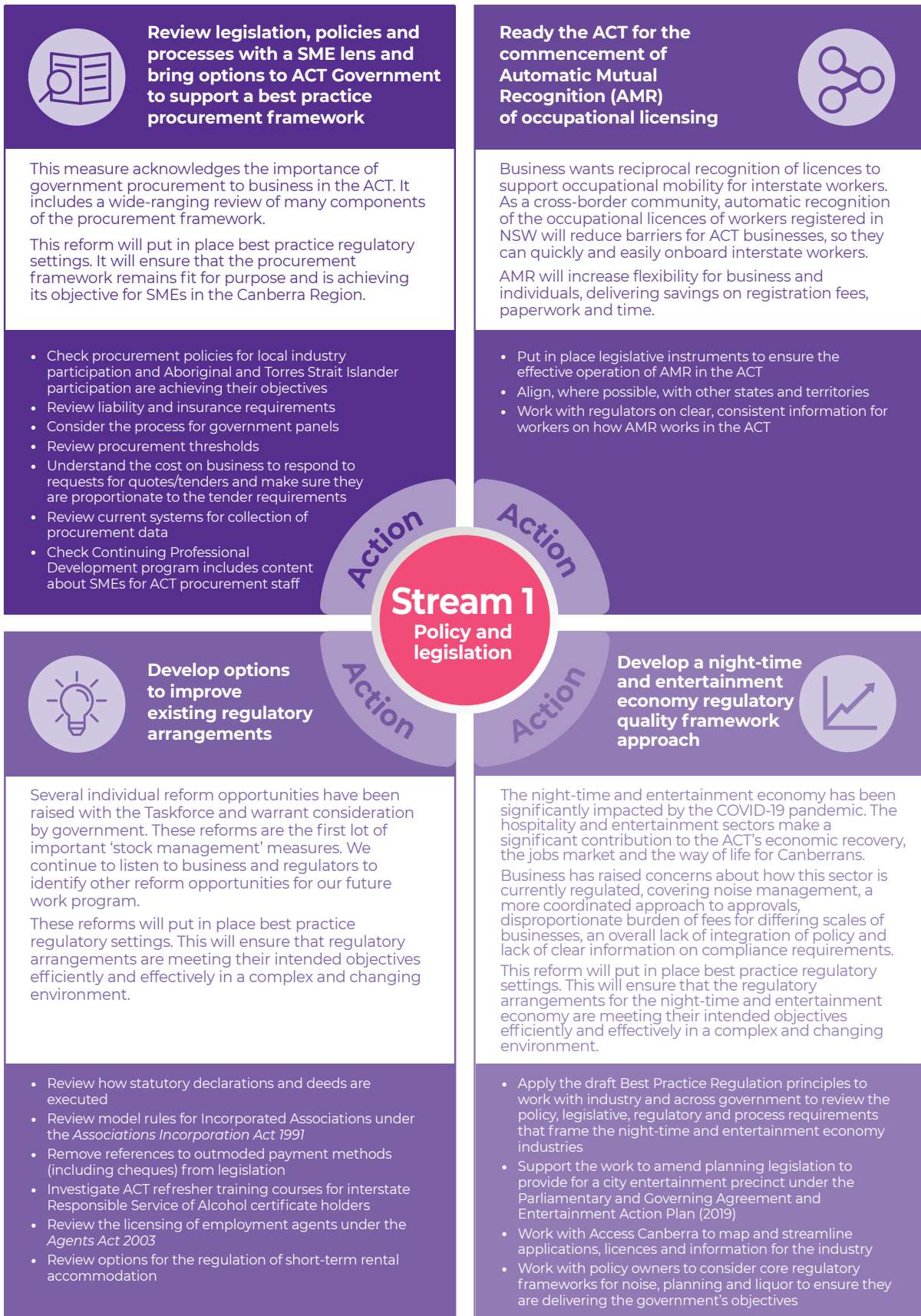
This covers the way in which government procures business, how we manage cross-border regulation, the impact of regulation on our night-time and entertainment economy, and how business can better connect with someone in government to solve problems. We're working to better understand the day-to-day needs of business, to find innovative solutions and reduce duplication.

In time, we expect to create a regulator quality framework to underpin better regulation in the ACT.

We will keep talking with business and measure our progress against the Agenda through a business sentiment survey and measure of regulatory burden on business in the ACT. We will report back to government in early 2023.

The ACT Government is making interactions with business better, faster and simpler by improving the rules, regulations, government processes, information and supports for business.

Better Regulation Agenda – 2-year work program



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