



## Compliance

<b>Priority Actions</b>	Identify and implement opportunities for improved compliance Implement opportunities for up-front compliance Targeted communication and education campaigns to support clients to comply	<b>Compliance improvement</b>	Director SDRO and Chief Operating Officer (COO)
<b>Priority Action</b>	Improve debt management	<b>Debt management</b>	Director SDRO and COO



## Systems and processes

<b>Priority Action</b>	Implement a unified fines system	<b>Unified fines system</b>	Chief Information Officer (CIO)
<b>Priority Action</b>	Modernise the RECOUPS system and processes	<b>RECOUPS modernisation</b>	CIO



## Clients

<b>Priority Action</b>	Conduct targeted red tape reduction reviews	<b>Red tape reduction</b>	Director SDRO and COO
<b>Priority Action</b>	Expand cross-jurisdiction harmonisation	<b>Cross-jurisdictional harmonisation</b>	COO and Director SDRO



## Stakeholders

<b>Priority Actions</b>	Implement a stakeholder management framework Deliver partnership initiatives that improve services	<b>Cross-agency projects</b>	Director RAS
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## People and technical excellence

<b>Priority Action</b>	Create greater workforce flexibility and capability in areas of changing needs	<b>Flexible workforce</b>	Director MSD
<b>Priority Actions</b>	Shape the organisational culture to underpin fair and progressive services Implement knowledge management systems across the business	<b>Expanding our capabilities</b>	Director MSD

Deliverables	Outcomes
<ul style="list-style-type: none"> <li>identify opportunities and barriers to improve up-front compliance</li> <li>implement compliance improvement initiatives (eg land rich, interstate fines)</li> <li>deliver targeted communication and education to client segments</li> </ul>	<ul style="list-style-type: none"> <li>increased voluntary compliance</li> <li>increased compliance effectiveness</li> </ul>
<ul style="list-style-type: none"> <li>implement recommendations from the OSR debt management review</li> </ul>	<ul style="list-style-type: none"> <li>effective debt management strategies leading to reduced debt</li> </ul>
<ul style="list-style-type: none"> <li>prepare business case for a unified fines system</li> <li>review and assess the effectiveness of current fines processes (for OSR and clients)</li> <li>commence planning for implementation of a unified fines system</li> </ul>	<ul style="list-style-type: none"> <li>successful business case</li> <li>increased processing efficiencies leading to lower cost of collection</li> </ul>
<ul style="list-style-type: none"> <li>review and assess the effectiveness of current RECOUPS processes (for OSR and clients)</li> <li>implement system and process enhancements</li> </ul>	<ul style="list-style-type: none"> <li>improved internal and external client service by providing online interfaces fully integrated with RECOUPS</li> <li>increased useful life of RECOUPS system</li> <li>increased processing efficiencies leading to lower cost of collection</li> </ul>
<ul style="list-style-type: none"> <li>identify and prioritise opportunities to reduce red tape</li> <li>pilot and conduct high priority red tape reduction reviews, including Standard Business Reporting</li> <li>reduce red tape through participation in national e-conveyancing project</li> </ul>	<ul style="list-style-type: none"> <li>measurable reductions in red tape in targeted areas</li> <li>increased client satisfaction</li> </ul>
<ul style="list-style-type: none"> <li>continue payroll tax legislative and administrative harmonisation</li> <li>identify further opportunities to harmonise state taxes</li> <li>pursue cross-jurisdictional fine enforcement</li> </ul>	<ul style="list-style-type: none"> <li>measurable payroll tax red tape reductions</li> <li>increased client satisfaction</li> <li>further harmonisation opportunities identified</li> <li>effective cross-border enforcement</li> </ul>
<ul style="list-style-type: none"> <li>develop a stakeholder management framework and prioritise opportunities to partner with stakeholders to improve public value</li> <li>implement priorities identified in stakeholder management framework</li> </ul>	<ul style="list-style-type: none"> <li>alignment of OSR and stakeholder effort to deliver public value in targeted areas</li> </ul>
<ul style="list-style-type: none"> <li>identify current and emerging areas of changing business needs (eg duties abolition)</li> <li>develop targeted actions to ensure HR practices support greater workforce flexibility</li> </ul>	<ul style="list-style-type: none"> <li>greater workforce flexibility and capability in targeted areas</li> </ul>
<ul style="list-style-type: none"> <li>improve skills and behaviours in fair and balanced decision making</li> <li>conduct staff survey</li> <li>implement framework, systems and tools to support knowledge management</li> </ul>	<ul style="list-style-type: none"> <li>staff recognise OSR's culture supports fair and progressive services</li> <li>critical knowledge effectively captured</li> <li>systems to access and apply knowledge are in place</li> </ul>