Australian Government

Department of Health

National Industrial Chemicals
Notification and Assessment Scheme

National Industrial Chemicals Notification and Assessment Scheme

Regulator Performance Framework

Self-Assessment Report
2016-17

Contents

Glossary

AICS	Australian Inventory of Chemical Substances
APEC	Asia Pacific Economic Cooperation
IATA	Integrated Approach to Testing & Assessment
ICNA Act	Industrial Chemicals (Notification and Assessment) Act 1989
IMAP	Inventory Multi-tiered Assessment and Prioritisation
Level C registrants	Introduction value from $500,000-$4,999,999
Level D registrants	Introduction value of $5,000,000+
NICNAS	The National Industrial Chemicals Notification and Assessment Scheme
OCS	The Office of Chemical Safety (in the Department of Health)
OECD	Organisation for Economic Cooperation and Development
PEC	Priority Existing Chemical
QSAR	Quantitative structure-activity relationship
RPF	Regulator Performance Framework
SCC	Strategic Consultative Committee
UNEP	United Nations Environment Program

1   Introduction

1.1   National Industrial Chemicals Notification and Assessment Scheme

The National Industrial Chemicals Notification and Assessment Scheme (NICNAS) is a statutory scheme established under the *Industrial Chemicals (Notification and Assessment) Act 1989* (ICNA Act) and administered by the Office of Chemical Safety (OCS) within the Department of Health. NICNAS aids in the protection of the Australian people and the environment by assessing the risks of industrial chemicals. NICNAS assessments inform decisions made by a wide range of Commonwealth, state and territory government agencies involved in regulating the control, use, release and disposal of industrial chemicals.

As part of the 2015-16 Budget, the Australian Government announced a range of reforms to the regulation of industrial chemicals so that the assessment effort would be more proportionate to the risks posed by industrial chemicals, while also maintaining Australia's robust health and safety standards.

An important benefit of realigning regulatory effort towards chemicals with a higher risk profile is that the costs to businesses and consumers using lower risk chemicals will be reduced. The faster regulatory pathway to introduction of lower risk chemicals provides an incentive to introduce safer new industrial chemicals, including replacing more hazardous existing chemicals. A greater focus on post-market assessment and monitoring will assist in maintaining the protection of health and safety of consumers, workers and the environment.

1.2   The Regulator Performance Framework

The Australian Government has developed a framework comprised of six outcomes-based key performance indicators (KPIs), to demonstrate the performance of regulators, encourage accountability and transparency in the way regulators operate and minimise regulatory burden when administering regulation. OCS developed metrics to demonstrate performance against these KPIs, in consultation with the NICNAS Strategic Consultative Committee (SCC), comprised of representatives from peak national stakeholder groups.

The first self-assessment period (2015-16) was published in December 2016 (available at https://www.nicnas.gov.au/about-us/how-we-work/regulatory-performance-framework-rpf).

To remain consistent with regulators across the Department of Health, a comprehensive self-assessment report will be prepared once every three years. Shorter reports will be prepared in the interim years. Evidence metrics for OCS were updated and approved by the Minister for Health.

1.3   Methodology

The evidence presented in this report is obtained from performance statistics collected by OCS throughout the 2016-17 financial year, including information reported in the 2016-17 Department of Health Annual Report.

2 2016-2017 Performance Report

2.1 KPI 1 - Regulators do not unnecessarily impede the efficient operation of regulated entities

2.1.1 Demonstrated understanding of the operating environment of regulated entities

2016-17-Evidence	Self-Assessment Rating:
The Office of Chemical Safety (OCS) regularly engages with stakeholders to maintain an understanding of their operating environments, including activities initiated by the regulator and participation in forums organised by stakeholders. Engagement initiated by OCS included: - Two meetings of the NICNAS Strategic Consultative Committee (SCC). - NICNAS Reforms: - One meeting of an Ad-Hoc Working Group (comprised of technical experts) on Risk-based Categorisation and Assessment - Public consultation on two discussion papers, including through four public workshops (with over 170 attendees from community, industry and regulatory agencies) - Information technology - Two workshops held in Sydney and Melbourne - One industry focus group held in Melbourne to seek feedback on information system requirements for the Business Services Portal. - Engagement relating to chemical assessments 157 new chemical assessments - two secondary notification assessments of chemicals on AICS - targeted engagement with relevant stakeholders relating to assessments under the Inventory Multi-Tiered Assessment and Prioritisation (IMAP) framework. - Nine information sessions on regulatory obligations (over 400 registrants) 13 internal seminars featuring experts from Australia, US and Korean chemical sectors (eg 3M, Office of Environment and Heritage, South Korean Centre for Cosmetics Risk Assessment). OCS staff participated in 11 international meetings (participants included government, industry and civil society representatives) that focussed on issues such as current regulatory approaches, assessment methodologies and challenges in chemical assessments and regulation. These forums provide the opportunity to gain an understanding of the global chemical regulatory environment. OCS has continued to maintain active bilateral engagement with Canadian, European and US counterparts through existing cooperative arrangements	KPI 1 ~~Exceeded~~/met/~~not met~~

2.1.2 Actions taken to minimise the potential for unintended negative impacts of regulatory activities on regulated entities

2016-17-Evidence	Self-Assessment Rating:

Industry feedback has confirmed that time to market for new chemicals has a significant impact on businesses. The scheme has legislative provisions for low risk chemicals to be introduced without pre-market assessment. 10,150 chemical introductions were reported under exemption categories, by 217 introducers, in 2016-17.
 	
Timely completion of assessments provides certainty for industry and promotes the availability of new industrial chemicals to the community.
 	
• New chemicals – Any chemical not listed on the Australian Inventory of Chemical Substances (AICS) or listed on the AICS but proposed for a use outside the conditions prescribed, and otherwise ineligible for exemption from assessment under the ICNA Act, must be notified for assessment. Statutory timeframes apply to the assessment of new chemicals. In 2016-17:
   o 257 premarket assessments were completed, 99.6% within legislated timeframes (exceeding the KPI of 96 % set in the Portfolio Budget Statement).
   o 276 certificates and permits were issued.
• Secondary notifications - Introducers have a statutory obligation to advise the Director of NICNAS (the Director) if a previously assessed chemical is to be introduced under different circumstances from those assessed (a 'secondary notification inquiry'). Where re-assessment of risks of these new circumstances is warranted, a 'secondary notification assessment' is conducted and the introducers are required to provide further information to support that assessment (a 'secondary notification'). OCS calls for secondary notification only when a significant increase in risk is likely due to changed circumstances.
• In 2016-17:
   o Of 641 secondary notification inquiries, 240 were further investigated due to changed circumstances and/or new data and two were declared as requiring re-assessment.
   o One final secondary notification assessment report was published.
   o One draft secondary notification report was provided to the applicant within legislated timeframes.
• Assessment under the IMAP framework - a three-tiered approach to assess chemicals on AICS, with assessment effort increasing with each tier to provide more timely information about hazards and risks associated with the use of these industrial chemicals. In 2016-17:
   o 6,917 assessments were completed for 4,367 unique chemicals. While not a legislated approach, this framework enables stakeholders to be informed (and provide feedback) about any risk management recommendations that could potentially result in regulatory action by state/territory regulators.
	KPI 1 Exceeded/met/not met

2016-17-Evidence	Self-Assessment Rating:
The Chemical Gazette is published monthly on the NICNAS website and is the mechanism to advise stakeholders of regulatory decisions. In 2016-17, a notice was issued pursuant to Section 20AB of the ICNA Act in relation to the Trade Name Annex (TNA). Feedback received through online 'feedback' prompts resulted in the addition of an information page and online forms, to help introducers further understand the request for information and minimise the impost on industry stakeholders.	

2.1.3   Continuous improvement strategies implemented to reduce costs of compliance for regulated entities through effective contribution to international harmonisation

2016-17-Evidence	Self-Assessment Rating
International harmonisation of chemical regulation reduces the regulatory burden on industry and facilitates the availability of newer chemicals in Australia. In 2016-17, OCS actively engaged multilaterally with international regulators through mechanism such as the OECD Chemicals Committee and its key subsidiary committees (Working Party on Hazard Assessment, Working Party on Manufactured Nanomaterials and Working Party on Exposure Assessment) and activity-specific subgroups established under each of these working parties. Engagement with regional jurisdictions and their regulated entities also occurred through the Asia Pacific Economic Cooperation (APEC) Chemical Dialogue. Key outcomes from international engagement that will potentially reduce compliance costs for industry included: • Developing Integrated Approaches to Testing & Assessment (IATA) of chemicals, specifically approaches for case studies and reporting templates for chemical exposure, approaches to assessment of skin sensitisation and the use and limitations of Adverse Outcome Pathways (AOPs) in regulatory settings • Leading the drafting of an exposure module on the guidance for risks arising from combined exposure to multiple chemicals • Identifying commonalities and differences in the screening, testing and assessment of endocrine disrupters, including identification of hazards, risk assessment and priority setting • Developing enhancements and customisation of IUCLID software (developed by the European Chemicals Agency (ECHA) on behalf of the OECD) to capture, store, submit and exchange data on chemical substances, in accordance with the OECD Harmonised Templates for Reporting Chemical Test Summaries (OHTs) • Sharing outcomes from IMAP Stage One at the workshop for 'Accelerating the Pace of Chemical Risk Assessments' convened by the US Environmental Protection Agency (EPA) and at Meetings of the OECD Working Party on Exposure Assessment and Working Party on Hazard Assessment • Participating in the United Nations Environment Programme (UNEP) global project for exchanging information on	KPI 1 Exceeded/met/not met

2016-17-Evidence	Self-Assessment Rating
perfluorinated chemicals, including by attending a workshop convened by the German Environment Agency • Sharing the IMAP groupings on perfluorinated chemicals at the webinar series on alternatives to PFAS organised by the OECD/UNEP Global Perfluorinated Chemicals Group • Using read-across and other new methodologies as alternatives to animal testing • Adopting enhancements to the OECD QSAR Toolbox • Nanomaterials: Technical contributions to the Regulatory Decision Framework for the physico-chemical characterisation of manufactured nanomaterials and identifying challenges relating to exposure methods for inhalation toxicity testing and available tools and models for assessing environmental and consumer exposure • Bilateral engagement with Canada, ECHA, US EPA and NZ through participation in international meetings, emails and tele/video conferencing. Engagement focused on current approaches, methodologies and challenges in chemicals assessment and regulation • Use of 12 comparable agency assessments (2 Canadian reports, 3 US reports) including 7 foreign scheme assessments as input into NICNAS New Chemical assessments.	

2.2 KPI 2 - Communication with regulated entities is clear, targeted and effective

2.2.1 Guidance material is kept up to date and complies with government accessibility guidelines

2016-17-Evidence	Self-Assessment Rating
The new NICNAS website went live in October 2016. • A review of NICNAS website content and forms was completed • All content was revised to meet WCAG 2.0 accessibility guidelines, and the text on all guidance pages now meets the Digital Transformation Agency guidelines on plain English for Australian Government websites. • Staff training on 'writing for web" and accessibility requirements Feedback from 835 responses to website feedback prompts was addressed. Feedback indicated increased satisfaction in the following areas: 'news and events', 'notify your chemical' and 'register your business'. Negative feedback on the complexity of understanding the new AICS Trade Name Annex pages and other technical content was addressed	KPI 2 ~~Exceeded~~/met/~~not met~~

2.2.2 Targeted stakeholder consultation and engagement with regulated entities, to provide feedback as appropriate

2016-17-Evidence	Self-Assessment Rating:

Stakeholder consultation and engagement can be either through public engagement (eg consultation on documents published on the NICNAS website, public meetings etc) or targeted engagement with those stakeholders impacted by a particular issue.
 	
• In 2016-17 public comment was sought for the following:
  o NICNAS Reforms – two consultation papers from a series about the implementation of the reforms (Consultation Paper Four (CP4) and Consultation Paper Five (CP5)), were published and four stakeholder workshops (with over 170 stakeholders from community, industry and regulatory agencies) were held to facilitate stakeholder engagement with the consultation process. OCS received 31 written submissions for CP4. Submissions from CP5 were received early in 2017-18 financial year
  o Workshops were held in Sydney and Melbourne on the proposed new IT system as part of the NICNAS reforms
  o IMAP assessments – OCS sought public comments on three tranches (Tranche 19, 20 and 21) of IMAP assessment reports (6917 reports on the human health and/or environmental risks of chemicals)
  o Priority Existing Chemicals –a call for information to obtain up to date information on introduction and manufacture of the chemicals was published for TBBPA and DecaBDE.
  o Secondary notifications –two Secondary Notifications were declared, meaning that specified information was requested from stakeholders to whom the notices relate
	KPI 2 ~~Exceeded~~/met/~~not met~~

2016-17-Evidence	Self-Assessment Rating:
- o Public consultation was undertaken on one proposed deletion of a chemical listed on AICS - o The Trade Name Annex notice was published in the Chemical Gazette (refer above for details). - Targeted consultation was undertaken for the following: - o NICNAS Reforms ▪ Technical and regulatory experts from an Ad-Hoc Working Group were consulted on Risk-based Categorisation and Assessment ▪ An industry focus group held in Melbourne sought user requirements and feedback on information system requirements for modules of the Business Services Portal - o Notifiers of 157 new chemical assessments were consulted on draft assessment reports. - o One draft secondary notification assessment report was provided to the applicant for comment.	

2.2.3 Regulatory decisions and advice are consistent and provided in a timely manner

2016-17-Evidence	Self-Assessment Rating:
In 2016-17: 99.6% of new chemical assessments and secondary notification assessments were completed and published within legislated timeframes 100% of registration decisions (over 6600) were processed within the legislated timeframe of 30 days. - Timely advice on the outcomes of risk assessments was provided to risk managers – to the Secretary's Delegate for the Poisons Standard and to SafeWork Australia - No NICNAS decisions were referred to the Administrative Appeals Tribunal (AAT) for review 178 chemicals were listed on AICS, including 53 amendments or corrections due to typographical errors, inappropriate or superseded names and updates by the Chemical Abstracts Service, and one deletion. These occurred within one month of OCS ascertaining the appropriateness of the changes. 12 confidential listing applications were approved.	KPI 2 ~~Exceeded~~/met/~~not met~~

2.3 KPI 3 - Actions undertaken by regulators are proportionate to the regulatory risk being managed

2.3.1 Assessment effort is proportionate to the risk of the chemical

2016-17-Evidence	Self-Assessment Rating
Existing Chemicals: In 2016-17, OCS continued applying the IMAP framework to the assessment of chemicals listed on AICS. This framework is designed to match the assessment effort with the risk to human health and the environment from use of these chemicals. It consists of three tiers of assessment, with the assessment effort increasing with each tier. Tier I assessments are high throughput assessments against agreed criteria with high level assessment information published (6,610 Tier I assessments completed). Tier II assessments are chemical-by-chemical evaluations against agreed criteria with assessment reports published (302 Tier II assessments completed). Tier III assessments are in-depth chemical-by-chemical assessments with detail assessment reports published (5 Tier III assessments completed). IMAP Stage Two includes consideration of a large number of Tier I chemicals. Tools and approaches developed during Stage Two enabled OCS to gain efficiencies in the screening of chemicals on AICS. The large increase in chemicals published at Tier I was focused on chemicals with excluded non-industrial uses, low concern polymers, substances derived from natural products, plant extracts used in low volumes, and chemicals identified as low concern to human health by the application of expert validation rules. The identification of low risk chemicals provides valuable information to stakeholders and contributes to preparatory (pre-prioritisation) work to identify criteria for the identification of higher risk chemicals requiring assessment. **New Chemicals:** The assessment effort involved in the new chemicals assessment framework under the ICNA Act is primarily dependent on introduction volumes. Matters to be considered and statutory timeframes for various categories of new chemicals assessments are specified in the legislation, which limits OCS's ability to vary assessment steps and timeframes. The proposed approach to reforms to NICNAS will address concerns about the risk-proportionate approach to these assessments. During 2016-17, a total of 276 certificates and permits for new industrial chemicals were issued. Chemicals that can be categorised through the application of strict criteria to demonstrate that the introduction poses low risk to work health and safety, human health and the environment, may not require pre-market assessment. These introductions must comply with annual reporting and record-keeping requirements. 10,150 industrial chemicals (by 217 introducers) were reported as being exempt from pre-market assessment requirements. **Secondary notifications**: –Secondary notifications are undertaken in situations where changed circumstances of use may result in higher or changed risk from that originally assessed. The ICNA Act specifies detailed requirements for the declaration and assessment of a secondary notification. These legislative requirements are highly prescriptive and inflexible	KPI 3 ~~Exceeded~~/met/~~not met~~

2016-17-Evidence	Self-Assessment Rating
and limit OCS's ability to vary assessment steps and timeframes. The proposed approach to reforms to NICNAS will address concerns about these issues. **In 2016-17, one final secondary notification assessment report was published, one draft report was provided to applicants and two secondary notifications were declared (one for a new chemical and one for an existing chemical) from reviews of 240 instances of advice about changed circumstances.**	

2016-17-Evidence	Self-Assessment Rating
The approach to monitoring and managing compliance with the requirements of the ICNA Act is clearly articulated on the NICNAS website and is similar to the model used by other Commonwealth regulators. Compliance is achieved primarily through education and awareness-raising activities, underpinned by regular compliance monitoring. Formal compliance action was initiated in the small number of cases where efforts to achieve voluntary compliance were unsuccessful or inappropriate. All known or potential instances of non-compliance were prioritised based on published risk and enforcement framework. All third party allegations and referrals from other agencies were investigated for prima facie breaches of the ICNA Act and follow up activities prioritised based on risk. A target group of 73 introducers were required to provide information to OCS following the risk profiling and analysis of a group of 666 high level registrants (Level C and D). Based on the responses, further information was requested from 50% of the introducers to demonstrate compliance with the ICNA Act. Ten introducers were found to be non-compliant and are being case managed towards compliance. Additionally, 52 introducers were contacted about their organisation's compliance with the new chemicals introduced in cosmetic products at 1% or less (under the exemption category). 15 introducers were further selected by either random or targeted selection from this sample to provide responses to a comprehensive questionnaire about their introduction. 72 unique instances of non-compliance from this process were identified and will be case managed in the 2017-18 financial year.	KPI 3 ~~Exceeded~~/met/~~not met~~

2.4 KPI 4 - Compliance and monitoring approaches are streamlined and coordinated

2.4.1 Coordinated programs and shared information with other regulatory agencies

2016-17-Evidence	Self-Assessment Rating
OCS continued to share information with other regulatory agencies and provide advice to coordinated programs including: • Refinement of the provision of Customs Data with the Department of Immigration and Boarder Protection (DIBP) • Shared information on potential and known compliance matters relating to cosmetic products through the Cosmetic Interface Working Group (OCS/ Therapeutics Goods Administrator (TGA)/ Australian Competition and Consumer Commission (ACCC)) • Provision of advice and response to 15 requests from the Designated National Authority (Department of the Environment and Energy) on the regulatory status of chemicals subject to the Prior Informed Consent procedure under the Rotterdam Convention.	KPI 4 ~~Exceeded~~/met/~~not met~~

2.4.2 Requests for information from industry are made only when necessary. Information shared internally where appropriate.

2016-17-Evidence	Self-Assessment Rating
Requests for information are made only when information is not readily available from other sources. Some examples include: • Australian Border Force and the Australian Business Register in its compliance program, which minimises the need for businesses to provide information to OCS. • Using publicly available information and internal data, a group of 718 introducers was risk profiled by OCS Compliance Officers resulting in only 88 being asked to provide information to demonstrate compliance with section 21 of the Act. • Targeted engagement and information requests from new chemicals notifiers as required on a case-by-case basis • Public request published for information on chemicals assessed under the IMAP program • Public request gazetted for information on the declaration of two secondary notifications • Public request gazetted for information on the products in the Trade Name Annex (TNA).	KPI 4 ~~Exceeded~~/met/~~not met~~

2.5   KPI 5 - Regulators are open and transparent in their dealings with regulated entities

2.5.1   Regulatory activities are reported appropriately

2016-17- Evidence	Self-Assessment Rating
There are several processes through which OCS reports on the regulatory performance of the NICNAS. These include: • The 2016-17 Health Portfolio Budget Statement (PBS) is published to inform Parliament and stakeholders of the proposed allocation of resources to outcomes by entities within the Portfolio. Deliverables and key performance indicators were outlined under Outcome 5 (Regulation, Safety and Protection) (http://www.health.gov.au/internet/budget/publishing.nsf/content/2016-2017_health_pbs) • Cost Recovery Implementation Statement – is published in accordance with the Australian Government Cost Recovery Guidelines. The CRIS outlines the charging structure for 2016-17 (https://www.nicnas.gov.au/about-us/how-we-work/cost-recovery-implementation-statement-2016) • Department of Health Annual Report includes a report on actual results against PBS key performance indicators and a report from the Director of NICNAS on the performance of the Scheme (http://www.health.gov.au/internet/main/publishing.nsf/Content/Annual+Reports-3) • Regulator Performance Framework self-assessment report is prepared in accordance with the Government agreed framework. The framework establishes a common set of performance measures that allows for the assessment of regulator performance and their engagement with stakeholders (http://www.health.gov.au/internet/main/publishing.nsf/Content/RPT-self-assessment) • Chemical Gazette – includes regulatory decisions and is published monthly as required under the ICNA Act (https://www.nicnas.gov.au/news-and-events/chemical-gazette).	KPI 5 ~~Exceed~~/met/~~not met~~

2.5.2   Industry workshops and training activities are conducted

2016-17- Evidence	Self-Assessment Rating:
In 2016-17, OCS conducted the following industry workshops and training activities: • Nine information sessions on regulatory obligations (over 400 attendees) • One information session for a group of safety professionals (Western Sydney OHS) was conducted in Sydney (28 attendees) • Four public consultation workshops on the NICNAS reforms (Sydney and Melbourne, over 175 attendees) • An industry focus group in Melbourne on information system requirements for modules of the Business Services to be	KPI 5 ~~Exceed~~/met/~~not met~~

2016-17- Evidence	Self-Assessment Rating:
delivered under the IT Reforms.	

2016-17- Evidence	Self-Assessment Rating
The NICNAS Service Charter sets out service standards that stakeholders can expect from OCS staff and how complaints will be handled (https://www.nicnas.gov.au/about-nicnas/our-service-charter). Formal and informal feedback from our stakeholders provides regular and ongoing feedback on the manner in which OCS responds to requests from regulated entities. No formal complaints were received in 2016-17. In 2016-17, OCS responded to over 40 distinct stakeholder queries relating to the NICNAS Reforms and related issues. OCS responded to over 240 requests from bona fide introducers for searches on the confidential section of the AICS, over 640 inquires of changed circumstances relating to potential secondary notifications, and over 120 inquiries on products in the Trade name Annex. OCS also responded to several enquiries from a range of stakeholders in relation to New Chemicals, IMAP and Priority Existing Chemical (PEC) assessments.	KPI 5 ~~Exceed~~/met/~~not met~~

2.5.4   Risk based frameworks are published and available in a format that is clear, understandable and accessible

2016-17- Evidence	Self-Assessment Rating

Risk-based compliance and assessment frameworks are published on the NICNAS website. Relevant documents include:
 	
• Our compliance style (https://www.nicnas.gov.au/about-us/compliance-strategy)
• Inventory Multi-tiered Assessment and Prioritisation (IMAP) framework (https://www.nicnas.gov.au/chemical-information/imap-assessments/what-is-imap)
• Reform consultation papers (https://www.nicnas.gov.au/reforms)
• Guidance on the website on meeting legal obligations when importing or manufacturing industrial chemicals including:
  o Registration with NICNAS if you import and/or manufacture relevant industrial chemicals for commercial purposes (https://www.nicnas.gov.au/register-your-business)
  o Restrictions and conditions of use from chemicals on AICS including secondary notifications (https://www.nicnas.gov.au/chemical-inventory-AICS/restrictions-and-conditions-on-aics)
	KPI 5 ~~Exceed~~/met/~~not met~~

2016-17- Evidence	Self-Assessment Rating
o [Restrictions for the import or manufacture of an industrial chemical that is not listed on AICS](#), or is listed but subject to a condition of use (https://www.nicnas.gov.au/notify-your-chemical).	

2.6 KPI 6 - Regulators actively contribute to the continuous improvement of regulatory frameworks

2.6.1 Cooperative and collaborative relationships with regulated entities established to improve the efficiency and effectiveness of the regulatory framework and to develop mechanisms to reduce the regulatory burden and compliance costs where appropriate to do so.

2016-17 Evidence	Self-Assessment Rating

Business improvements undertaken in 2016-17 included:
 	
• User acceptance testing of the Business Services portal with a small group of registrants. Online registration was released in August with over 70% of known introducers self-registering through the portal
• An industry focus group of frequent chemical notifiers (Melbourne) to seek feedback on information system and user requirements for modules of the Business Services portal developed for the NICNAS reforms
• Online submissions forms created for industry to provide information on products in the Trade Name Annex
• A joint workshop was conducted with the Department of the Environment and Energy to identify opportunities to collaborate and streamline business processes within the new IT system relating to chemical assessments under the NICNAS reforms
• Redevelopment and upgrade of the current NICNAS website with improved navigation, usability, search performance and design. A feedback prompt with rating scale was incorporated on all web pages. Feedback from 835 responses were received demonstrated increased satisfaction in the following areas:
  o News and events
  o Notify your chemical
  o Register your business
All comments relating to website issues were actioned and overall user satisfaction rose by almost a third
• A stakeholder engagement strategy was developed to efficiently respond to incoming stakeholder queries.
 	
Feedback from regulated entities on OCS's consultative processes is obtained through:
 	
• The NICNAS Strategic Consultative Committee (two meetings in 2016-17).
• Feedback obtained from stakeholder input into the IMAP review and published on the NICNAS website indicated overall satisfaction with the consultative process used during Stage One.
	KPI 6 ~~Exceeded~~/met/~~not met~~

2.6.2 Participate in regulators' forums

2016-17 Evidence	Self-Assessment Rating
The Director and staff participated in (Australian government) regulators' forums including: • Community of Practice (CoP) for Commonwealth Regulators (two meetings).	KPI 6 ~~Exceeded~~/met/~~not met~~

2.6.3 Effectively liaison with relevant policy agencies

2016-17 Evidence	Self-Assessment Rating
OCS works cooperatively with the Best Practice Regulation Branch within the Department's Strategic Policy and Innovation Group, which carries policy responsibility for the ICNA Act and the NICNAS reforms. Administrative engagement for the purposes of the PGPA Act is with the Department's Health Benefits Group. Two NICNAS Reforms Steering Committees (for policy and IT issues) were established with membership drawn from senior officers from the Best Practice Regulation Branch, Information technology Division (ITD) and OCS. Two policy steering committee meetings were held in 2016-17 after which time the committee was replaced by more frequent and ongoing liaison with the Best Practice Regulation Branch. The IT steering committee met 10 times in 2016-17.	KPI 6 ~~Exceeded~~/met/~~not met~~

2.6.4 Effective engagement with risk management agencies

2016-17 Evidence	Self-Assessment Rating

Continued interaction with risk management agencies in 2016-17 included:
 	
 • SafeWork Australia:
    o technical input to the review of exposure standards,
    o 190 risk management recommendations from IMAP
    o one risk management recommendation from a secondary notification assessment
 • Poisons Scheduling:
    o technical input to the review of Poisons Standard
    o 43 industrial chemicals recommended for poisons scheduling (public health controls) as a result of IMAP, new chemicals and secondary notification assessments
	KPI 6 ~~Exceeded~~/met/~~not met~~

2016-17 Evidence	Self-Assessment Rating
• Australian Competition and Consumer Commission: o No chemicals were referred to the ACCC for risk management action, but OCS staff met regularly with ACCC staff, particularly relating to the regulation of cosmetic products. • Technical input was provided for the development of the National Standard for Environment Risk Management of Industrial Chemicals by the Department of the Environment and Energy. • Advice to international and national risk management agencies on the release of IMAP assessments and recommendations	