



APVMA 2016–17 OPERATIONAL PLAN

WHAT DOES SUCCESS LOOK LIKE?

Our vision

Australians have confidence that agricultural and veterinary chemicals are safe to use.

Our mission

To protect the health and safety of Australia—its people, animals and environment—and support Australian agriculture by taking a scientific and risk-based approach to regulating agricultural and veterinary chemicals.

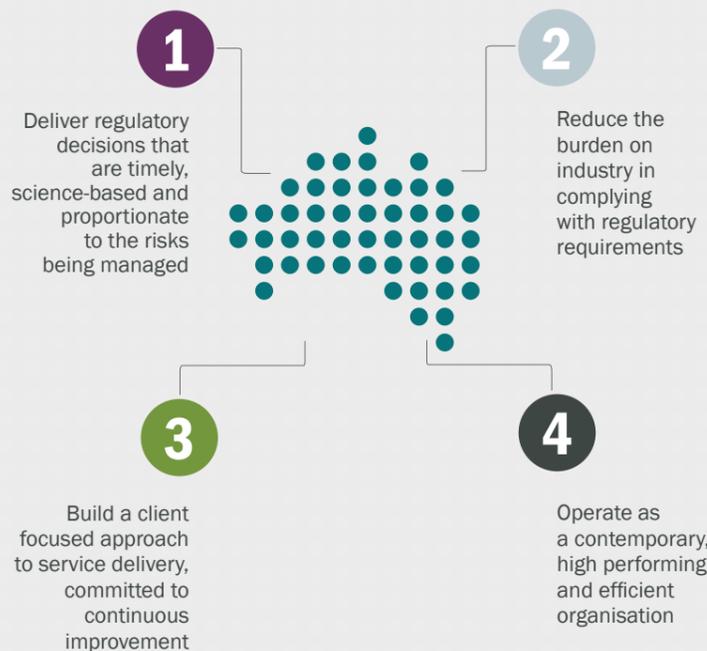
Our values

Impartial, committed to service, accountable, respectful and ethical.

Our goals

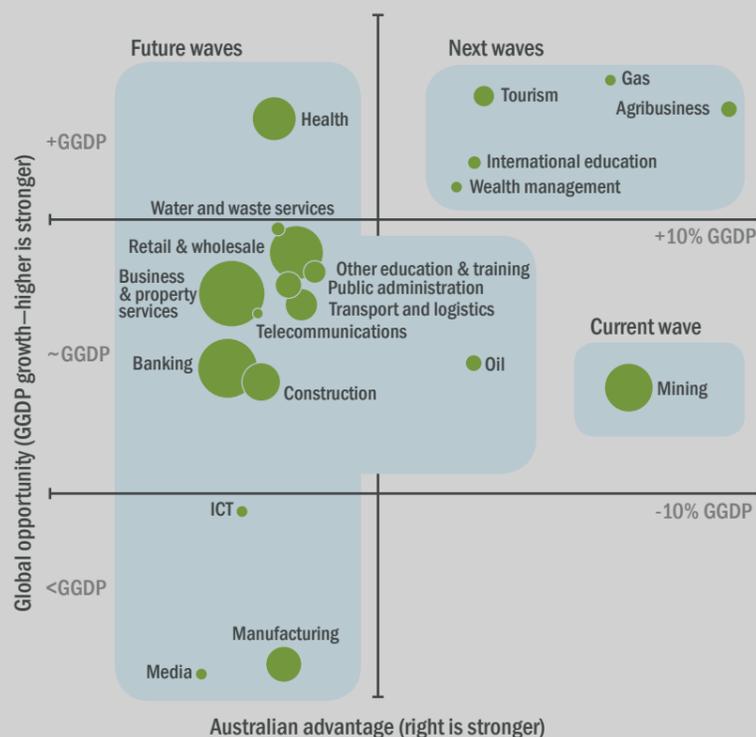
- Deliver high quality decision making.
- Provide regulatory certainty to industry so they can plan and invest with confidence.
- Minimise regulatory burden on industry.
- Be a professional and respected organisation.

Our strategies



OUR OPERATING ENVIRONMENT

Australia's current, next and future waves of growth 2013–33



Source: Deloitte Access Economics

APVMA operates in a complex regulatory, industry and technical environment. This environment and the expectations of our key stakeholders are continually changing.

Our Corporate Plan 2015–20 considers these trends, however key examples include:

- increasing competitive pressures for timely agvet chemical approvals
- diversifying nature of agvet chemicals, sources of supply and market forces
- prospects for growth in agribusiness
- continuing legislative complexity and inflexibility
- increased expectations for efficient service delivery
- broader change agenda.

MAJOR AREAS OF FOCUS 2016–17

STRATEGY 1: Decision making	1	Robust and timely regulatory decision making	Ensure the APVMA consistently meets expected decision making targets and enhance our quality assurance framework for regulatory decision making
STRATEGY 2: Regulatory burden	2	Lower regulatory approaches	Reduce the regulatory effort associated with making applications through fast tracking, defined standards and increased use of assessments from comparable regulators
STRATEGY 3: Client focus	3	Enhanced applicant experience	Improve the experience applicants have when they interact with the APVMA
STRATEGY 4: High performance and efficiency	4	Efficient business systems	Continually improve our internal efficiency and transparency in administering the registration process
	5	Digital strategy and capability	Implement a digital strategy and information systems to support the APVMA's business and the needs of its clients
	6	Organisational sustainability	Continually improve the APVMA's capability and culture and ensure budget management underpins a sustainable financial position

OUR STRATEGIES AND ACTIVITIES IN FOCUS

KEY ACTIVITIES

PERFORMANCE MEASURES

1

Robust and timely regulatory decision making

Consistently meet targets and ensure quality

- 1a) Undertake, in a timely manner, regulatory responsibilities to register products, approve actives, licence veterinary manufactures, review chemicals and ensure compliance in the marketplace
- 1b) Improve the quality and consistency of our regulatory decision making through the use of committees (registration quality, science quality and enforcement)
- 1c) Deliver and implement regulatory science projects

- 1a) Performance against legislative timeframes:
100% of statutory notices issued by compliance are gazetted in accordance with legislative requirements
GMP audit program implemented as per APVMA schedule
No applications to be overdue by more than three months from 1 January 2017
Reduce the duration of applications and average decision time by item
- 1b) Number of internal reviews and AAT applications which result in reversal of decision
- 1c) Project milestones are met
- 1d) Timeframes for chemical reviews are met and work plans published

2

Lower regulatory approaches

Reduce regulatory effort

- 2a) Develop online 'fast tracked' registration system for applications requiring lower levels of regulatory intervention
- 2b) Develop at least four standards for lower regulatory risk product types
- 2c) Increase use of assessments from comparable regulators in decision making
- 2d) Align technical guidelines and guidance material with international requirements, unless a justifiable reason not to
- 2e) Seek efficiencies in conducting assessments through more contestability
- 2f) Compliance and licensing activities are consistent with regulatory risk
- 2g) Define crop groups and provide associated guidance material to streamline registration process

- 2a) Achieve key project milestones
- 2b) Complete standards for dairy sanitisers, swimming pool products, anti-fouling paints and household insecticides
- 2c) Number of applications using data assessments, standards and decisions from comparable regulators
- 2d) International data guidelines, standards and assessments adopted to reduce effort to register agvet chemicals (RPF)
- 2e) Efficacy contestability pilot milestones are met
Proportion of assessments done by external scientific reviewers
- 2f) Risk management frameworks and policies are in place and regularly reassessed (RPF)
Lower regulatory effort is applied to activities of lower regulatory risk (RPF)
Compliance and enforcement strategies are consistent with agreed risk management policies (RPF)
Monitoring and enforcement strategies allow for a range of regulatory responses (RPF)
Compliance activities are responsive to business needs of regulated entities, where relevant (RPF)
Information requested from regulated entities is necessary and acted upon (RPF)
- 2g) Achieve key milestones

3

Enhanced applicant experience

Improve applicant interactions

- 3a) Develop a clear understanding of applicant needs and wants about the registration process
- 3b) Review communication with applicants about how to make a registration application and navigate the registration system and maintain tracking of progress
- 3c) Improve the quality and quantity of guidance information for applicants
- 3d) Monitor and act on trends in client feedback
- 3e) Provide clear information about agency performance

- 3a) Achieve key project milestones
Demonstrated understanding of the operating environment of the regulated entities (RPF)
Extent and satisfaction with APVMA consultative processes (RPF)
Level of stakeholder engagement in implementing regulatory frameworks (RPF)
Satisfaction with APVMA online systems for submitting and managing applications (RPF)
Customer service standards met (RPF)
- 3b) Level of satisfaction with information and guidance materials (RPF)
Feedback about the quality of pre-application assistance (RPF)
- 3c) 100% of correspondence provided to applicants/registrants assessed as comprehensive and easily understood (RPF)
- 3d) Feedback mechanisms are in place and used to improve services to regulated entities (RPF)
Documented procedures in place to facilitate engagement with the Department of Agriculture and Water Resources and relevant state and territory agencies (RPF)
- 3e) Performance information is published (RPF)

4

Efficient business systems

Improve efficiency and transparency

- 4a) Provision of clear work instructions and management controls
- 4b) Ensure business systems support the efficient operation of the agency
- 4c) Streamline the end-to-end registration process in line with project plan deliverables
- 4d) Complete review of GMP assessment programs

- 4a) Review internal work instructions within scheduled timeframes
- 4b) Reduction in number of legacy business systems
- 4c) Achieve key project milestones
- 4d) Review completed

5

Digital strategy and capability

Provide information systems that support the business

- 5a) Implement IT Strategic Plan to support information management, staff capability and service delivery
- 5b) Implement recommendations from PSPF review

- 5a) IT Strategic Plan milestones are met
- 5b) PSPF recommendations are implemented

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Organisational sustainability

Ensure capability, culture and financial sustainability

- 6a) Implement the APVMA people strategy
- 6b) Closely manage the APVMA budget
- 6c) Implement learning and development strategy

- 6a) Improve workforce stability
Staff engagement
No preventable WHS incidents requiring notification to the regulator/Comcare
- 6b) Maintain equity reserve targets
- 6c) Strategy milestones are met