

s 22(1)(a)(ii)

From: s 22(1)(a)(ii)
Sent: Tuesday, 20 November 2018 12:06 PM
To: s 22(1)(a)(ii)
Subject: Seeking your views on AUSTRAC's RPF self-assessment - Survey due 30 November 2018 [SEC=UNCLASSIFIED]
Attachments: AUSTRAC RPF self-assessment 2017-18.pdf; AUSTRAC RPF FAQs.pdf
Security Classification: UNCLASSIFIED

UNCLASSIFIED

Dear Sir/Madam,

AUSTRAC has recently completed a self-assessment against the Government's [Regulator Performance Framework](#) (RPF) for the 2017-18 financial year and is now seeking your feedback on our performance by COB 30 November 2018.

The Australian Government established the RPF as part of its commitment to reduce red tape imposed on individuals, business and community organisations. The RPF requires regulators to undertake their functions with minimal impact necessary to achieve regulatory objectives. The RPF applies to all major commonwealth regulators, and commenced from 1 July 2015. It is a requirement of the RPF that regulators complete a self-assessment annually and that relevant stakeholders are asked to review the self-assessment.

Our self-assessment for 2017-18 is attached for your review.

The self-assessment is a description of our performance against six key performance indicators (KPIs):

- KPI 1 - Regulators do not unnecessarily impede the efficient operation of regulated entities.
- KPI 2 - Communication with regulated entities is clear, targeted and effective.
- KPI 3 - Actions undertaken by regulators are proportionate to the regulatory risk being managed.
- KPI 4 - Compliance and monitoring approaches are streamlined and coordinated.
- KPI 5 - Regulators are open and transparent in their dealings with regulated entities.
- KPI 6 - Regulators actively contribute to the continuous improvement of regulatory frameworks.

As an industry regulator, we are committed to the ongoing improvement of AUSTRAC's performance and your feedback is a key tool that will help us achieve this.

To that end, we would greatly appreciate it if you would please complete the [Stakeholder Questionnaire via Survey Monkey](#) to capture your feedback against each of the six KPIs by 30 November 2018.

We have also attached a list of frequently asked questions that provide additional information about the RPF and related process. If you have any questions, please email s 22(1)(a)(ii)

Kind regards,

s 22(1)(a)(ii)

s 22(1)(a)(ii) *Acting
National Manager*

Strategy & Communications Branch

P: s 22(1)(a)(ii)
E: s 22(1)(a)(ii)



Australian Government
AUSTRAC

UNCLASSIFIED

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Industry feedback – RPF self-assessment 2017-18

AUSTRAC received six responses to the survey requesting feedback on the self-assessment for 2017-18. Five were provided through the survey monkey link and one via email providing general comments.

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

	s 47G(1)(a), s 47E(d)
AUSTRAC's self-assessment rating against this KPI is accurate.	s 45(1), s 47E(d)
The evidence used to support the rating is sufficient.	
The case studies and activities outlined in the report demonstrate AUSTRAC's behaviour against the KPI.	
Other comments	
AUSTRAC response	

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

	s 47G(1)(a), s 47E(d)
AUSTRAC's self-assessment rating against this KPI is accurate.	s 45(1), s 47E(d)
The evidence used to support the rating is sufficient.	
The case studies and activities outlined in the report demonstrate AUSTRAC's behaviour against the KPI.	
Other comments	

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

	s 47G(1)(a), s 47E(d)
AUSTRAC's self-assessment rating against this KPI is accurate.	s 45(1), s 47E(d)
The evidence used to support the rating is sufficient.	
The case studies and activities outlined in the report demonstrate AUSTRAC's behaviour against the KPI.	
Other comments	

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KPI 4 Compliance and monitoring approaches are streamlined and coordinated.

	s 47G(1)(a), s 47E(d)
AUSTRAC's self-assessment rating against this KPI is accurate.	s 45(1), s 47E(d)
The evidence used to support the rating is sufficient.	
The case studies and activities outlined in the report demonstrate AUSTRAC's behaviour against the KPI.	
Other comments	
AUSTRAC response	

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

	s 47G(1)(a), s 47E(d)
AUSTRAC's self-assessment rating against this KPI is accurate.	s 45(1), s 47E(d)
The evidence used to support the rating is sufficient.	
The case studies and activities outlined in the report demonstrate AUSTRAC's behaviour against the KPI.	
Other comments	

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

	s 47G(1)(a), s 47E(d)
AUSTRAC's self-assessment rating against this KPI is accurate.	s 45(1), s 47E(d)
The evidence used to support the rating is sufficient.	
The case studies and activities outlined in the report demonstrate AUSTRAC's behaviour against the KPI.	
Other comments	
AUSTRAC response	

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s 47G(1)(a), s 47E(d)

General
comments

s 45(1), s 47E(d)

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s 45(1), s 47E(d)

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Survey questions - To be sent via survey monkey to stakeholder group

What is the name of your industry body?

Please respond to the questions below based on your experience and interactions with AUSTRAC in 2018-19. Please indicate the extent to which you (on behalf of your organisation) agree with the following statements:

Key: Main question Validation questions

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 1 Regulators do not unnecessarily impede the efficient operation of regulated entities.						
In general, AUSTRAC's regulatory engagements do not unnecessarily impede the efficient operation of regulated entities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 2 Communication with regulated entities is clear, targeted and effective.						
In general, AUSTRAC's communication with regulated entities is clear, targeted and effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 3 Actions undertaken by regulators are proportionate to the regulatory risk being managed.						
In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 4 Compliance and monitoring approaches are streamlined and coordinated.						
In general, AUSTRAC's compliance and monitoring approaches are streamlined and coordinated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 5 Regulators are open and transparent in their dealings with regulated entities.						
In general, AUSTRAC is open and transparent in dealings with regulated entities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 6 Regulators actively contribute to the continuous improvement of regulatory frameworks.						
In general, AUSTRAC actively contributes to the continuous improvement of regulatory frameworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

Please provide any further comments or feedback in relation to AUSTRAC's regulatory performance in 2018-19:

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To view this email as a web page, click [here](#).

Dear %%Name%%

Consistent with our practice each year, AUSTRAC has recently completed a self-assessment against the Australian Government's Regulator Performance Framework (RPF) for the 2018-19 financial year. As one of our key stakeholders, your organisation has been selected to review and validate AUSTRAC's regulatory performance as outlined in our self-assessment.

Tell us what you think of our self-assessment

Our proposed self-assessment for 2018-19 can be found [here](#) for your review.

We would appreciate your feedback against each of the six KPIs by via this short questionnaire by 5.00pm (AEDT), Friday 15 November 2019.

Following your review of our self-assessment, the questionnaire should take no more than 10 minutes to complete and will provide valuable feedback to AUSTRAC.

Go to the questionnaire: [s 22\(1\)\(a\)\(ii\)](#)

About the Regulator Performance Framework (RPF)

The Government established the RPF in 2014 as part of its commitment to reduce red tape imposed on individuals, business and community organisations. The RPF requires regulators to undertake their functions with minimal impact necessary to achieve regulatory objectives. It is a requirement of the RPF that regulators complete a self-assessment annually and that relevant stakeholders are asked to review and validate the results reported in the self-assessment. More information about the RPF can be found [here](#).

Your responses will remain confidential

The feedback you provide in response to the self-assessment will be used by AUSTRAC to inform our regulatory engagement and approach more broadly. Please note the aggregated results of the questionnaire as well as a selection of the comments provided will also appear anonymously in AUSTRAC's RPF self-assessment report 2018-19 to be published on the AUSTRAC website in December 2019.

Further information about how AUSTRAC may use your information can be found in AUSTRAC's [Privacy Policy](#) and [Privacy Statement](#).

We have also provided a list of frequently asked questions [here](#) which that may assist you in reviewing the self-assessment and completing the questionnaire. If you have any further questions, please contact us at:

[s 22\(1\)\(a\)\(ii\)](#)

Thank you for taking the time to provide valuable feedback on AUSTRAC's regulatory performance.

Yours sincerely,

Peter Soros
Deputy CEO Regulatory Strategy
AUSTRAC

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AUSTRAC – Regulator Performance Framework 2018-19

Industry feedback

AUSTRAC received six responses to its survey seeking feedback on its Regulator Performance Framework self-assessment for 2018-19. Five responses were provided through the survey link and one via email providing general comments.

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

Survey respondent	In general, AUSTRAC's regulatory engagements do not unnecessarily impede the efficient operation of regulated entities.	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	s 45(1), s 47E(d)
TOTAL %		

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

Survey respondent	In general, AUSTRAC's communication with regulated entities is clear, targeted and effective.	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	s 45(1), s 47E(d)
TOTAL %		

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

Survey respondent	In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

KPI 4 Compliance and monitoring approaches are streamlined and coordinated.

Survey respondent	In general, AUSTRAC's compliance and monitoring approaches are streamlined and coordinated	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

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

Survey respondent	In general, AUSTRAC is open and transparent in dealings with regulated entities.	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

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

Survey respondent	In general, AUSTRAC actively contributes to the continuous improvement of regulatory frameworks	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

General comments

Survey respondent	General Comments	AUSTRAC Response
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	

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Survey questions - To be sent via survey monkey to stakeholder group

What is the name of your industry body? _____

Please respond to the questions below based on your experience and interactions with AUSTRAC in 2019-20. Please indicate the extent to which you (on behalf of your organisation) agree with the following statements:

Key: Main question Validation questions

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 1 Regulators do not unnecessarily impede the efficient operation of regulated entities.						
In general, AUSTRAC’s regulatory engagements do not unnecessarily impede the efficient operation of regulated entities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2019-20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 2 Communication with regulated entities is clear, targeted and effective.						
In general, AUSTRAC’s communication with regulated entities is clear, targeted and effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2019-20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 3 Actions undertaken by regulators are proportionate to the regulatory risk being managed.						
In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2019-20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 4 Compliance and monitoring approaches are streamlined and coordinated.						
In general, AUSTRAC’s compliance and monitoring approaches are streamlined and coordinated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2019-20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 5 Regulators are open and transparent in their dealings with regulated entities.						
In general, AUSTRAC is open and transparent in dealings with regulated entities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2019-20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 6 Regulators actively contribute to the continuous improvement of regulatory frameworks.						
In general, AUSTRAC actively contributes to the continuous improvement of regulatory frameworks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2019-20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

Please provide any further comments or feedback in relation to AUSTRAC's regulatory performance in 2019-20:

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s 22(1)(a)(ii)

From: s 22(1)(a)(ii) on behalf of Peter Soros
Sent: Friday, 16 October 2020 11:01 AM
To: s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: Give your feedback about AUSTRAC's regulatory performance [SEC=OFFICIAL]
Attachments: RPF FAQs.pdf; RPF self-assessment 2019-20.pdf

Security Classification:
OFFICIAL

OFFICIAL

Good morning,

Consistent with our practice each year, AUSTRAC has recently completed a self-assessment of its performance against the Australian Government's Regulator Performance Framework (RPF) for 2019-20. As one of our key stakeholders, your organisation has been selected to review and validate AUSTRAC's regulatory performance as outlined in our self-assessment.

Tell us what you think of our self-assessment

Our proposed self-assessment for 2019-20 is attached for your review.

We would appreciate your feedback against each of the six KPIs via this short questionnaire by 5.00pm (AEDT), Friday 30 October 2020.

Following your review of our self-assessment, the questionnaire should take no more than 10 minutes to complete and will provide valuable feedback to AUSTRAC.

Go to the questionnaire: s 22(1)(a)(ii)

About the Regulator Performance Framework (RPF)

The Government established the RPF in 2014 as part of its commitment to reduce red tape imposed on individuals, business and community organisations. The RPF requires regulators to undertake their functions with minimal impact necessary to achieve regulatory objectives. It is a requirement of the RPF that regulators complete a self-assessment annually and that relevant stakeholders are asked to review and validate the results reported in the self-assessment. More information about the RPF can be found [here](#).

Your responses will remain confidential

The feedback you provide in response to the self-assessment will be used by AUSTRAC to inform our regulatory engagement and approach more broadly. Please note the aggregated results of the questionnaire as well as a selection of the comments provided will also appear anonymously in AUSTRAC's RPF self-assessment report 2019-20 to be published on the AUSTRAC website in December 2020. Further information about how AUSTRAC may use your information can be found in AUSTRAC's [Privacy Policy](#) and [Privacy Statement](#).

We have also provided a list of frequently asked questions (see attached) that may assist you in reviewing the self-assessment and completing the questionnaire. If you have any further questions, please contact us at:

s 22(1)(a)(ii)

Thank you for taking the time to provide valuable feedback on AUSTRAC's regulatory performance.

Yours sincerely

Peter Soros | Deputy CEO
Regulation, Education and Policy

P: s 22(1)(a)(ii)

E:

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AUSTRAC – Regulator Performance Framework 2019-20

Industry feedback

AUSTRAC received six responses to its survey seeking feedback on its Regulator Performance Framework self-assessment for 2019-20. Four responses were provided through the survey link and one via email providing general comments.

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

Survey respondent	In general, AUSTRAC’s regulatory engagements do not unnecessarily impede the efficient operation of regulated entities.	The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	s 45(1), s 47E(d)
TOTAL %		

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

Survey respondent	In general, AUSTRAC’s communication with regulated entities is clear, targeted and effective.	The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	s 45(1), s 47E(d)
TOTAL %		

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

Survey respondent	In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

KPI 4 Compliance and monitoring approaches are streamlined and coordinated.

Survey respondent	In general, AUSTRAC's compliance and monitoring approaches are streamlined and coordinated	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

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

Survey respondent	In general, AUSTRAC is open and transparent in dealings with regulated entities.	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

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

Survey respondent	In general, AUSTRAC actively contributes to the continuous improvement of regulatory frameworks	The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2018-19
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	
TOTAL %		

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General comments

Survey respondent	General Comments	AUSTRAC Response
s 47G(1)(a), s 47E(d)	s 45(1), s 47E(d)	-
		-

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Survey questions - To be sent via survey monkey to stakeholder group

What is the name of your industry body? _____

Please respond to the questions below based on your experience and interactions with AUSTRAC in 2020-21. Please indicate the extent to which you (on behalf of your organisation) agree with the following statements:

Key: Main question Validation questions

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 1 Regulators do not unnecessarily impede the efficient operation of regulated entities.						
In general, AUSTRAC’s regulatory engagements do not unnecessarily impede the efficient operation of regulated entities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2020-21	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 2 Communication with regulated entities is clear, targeted and effective.						
In general, AUSTRAC’s communication with regulated entities is clear, targeted and effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2020-21	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 3 Actions undertaken by regulators are proportionate to the regulatory risk being managed.						
In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2020-21	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 4 Compliance and monitoring approaches are streamlined and coordinated.						
In general, AUSTRAC’s compliance and monitoring approaches are streamlined and coordinated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC’s performance against this KPI for 2020-21	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 5 Regulators are open and transparent in their dealings with regulated entities.						
In general, AUSTRAC is open and transparent in dealings with regulated entities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
KPI 6 Regulators actively contribute to the continuous improvement of regulatory frameworks.						
In general, AUSTRAC actively contributes to the continuous improvement of regulatory frameworks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further comments:						

Please provide any further comments or feedback in relation to AUSTRAC's regulatory performance in 2020-21:

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

FROM: Peter Soros

TO: 15 stakeholders (emails provided in [document](#))

CC: s 22(1)(a)(ii)

Subject line: Give your feedback on AUSTRAC's regulatory performance

Attachments: AUSTRAC Regulator Performance Framework self-assessment report 2020-21 (attach SAFE13306422), RPF FAQ 2021 (attach SAFE13267479)

Good morning/afternoon,

AUSTRAC has recently completed a self-assessment of its performance against the Australian Government's Regulator Performance Framework (RPF) for 2020-21, as it does each year. As one of our key stakeholders, your organisation has been selected to review and validate AUSTRAC's regulatory performance as outlined in our self-assessment.

Tell us what you think of our self-assessment

Our proposed self-assessment for 2020-21 is attached for your review.

We would appreciate your feedback against each of the six KPIs via this short questionnaire by 5.00pm (AEDT), Friday 15 October 2020.

Following your review of our self-assessment, the questionnaire should take no more than 10 minutes to complete and will provide valuable feedback to AUSTRAC.

Go to the questionnaire: s 22(1)(a)(ii)

About the Regulator Performance Framework (RPF)

Since 2014, the Government has required regulators complete a self-assessment annually and validate their results with key stakeholders. With the Government's release of new expectations of regulatory performance, there will be some changes in how AUSTRAC (and other Commonwealth regulators) assess and report on their performance. More information can be found [here](#).

Your responses will remain confidential

The feedback you provide in response to the self-assessment will be used by AUSTRAC to inform our regulatory engagement and approach more broadly. Please note the aggregated results of the questionnaire as well as a selection of the comments provided will also appear anonymously in AUSTRAC's RPF self-assessment report 2020-21 to be published on the AUSTRAC website in December 2021. Further information about how AUSTRAC may use your information can be found in AUSTRAC's [Privacy Policy](#) and [Privacy Statement](#).

We have also provided a list of frequently asked questions (see attached) that may assist you in reviewing the self-assessment and completing the questionnaire. If you have any further questions, please contact us at:

s 22(1)(a)(ii)

Thank you for taking the time to provide valuable feedback on AUSTRAC's regulatory performance.

Yours sincerely

Peter Soros



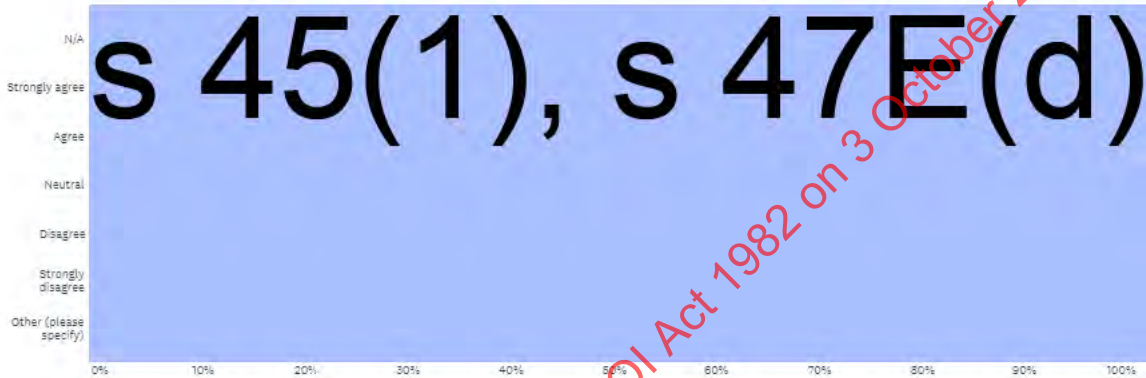
AUSTRAC Regulator Performance Framework 2020-21

Survey results

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

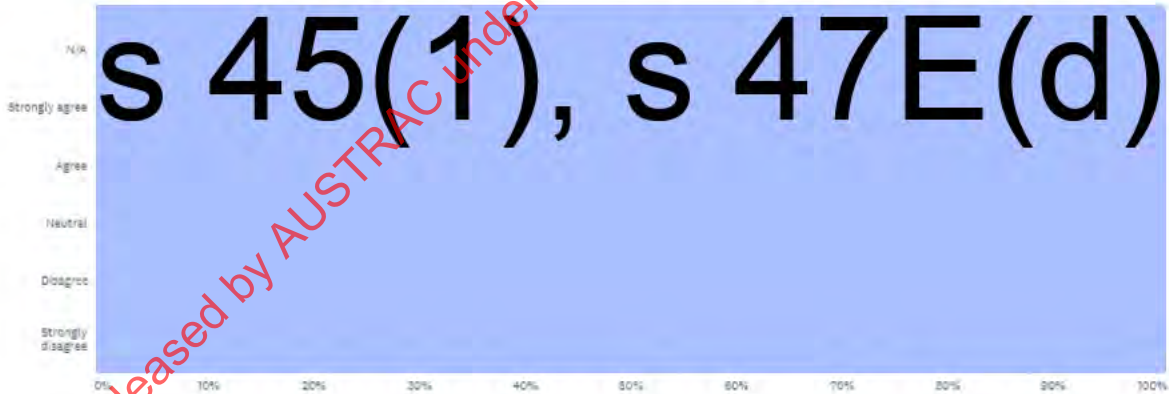
In general, AUSTRAC's regulatory engagements do not unnecessarily impede the efficient operation of regulated entities.

Answered: 9 Skipped: 0



The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.

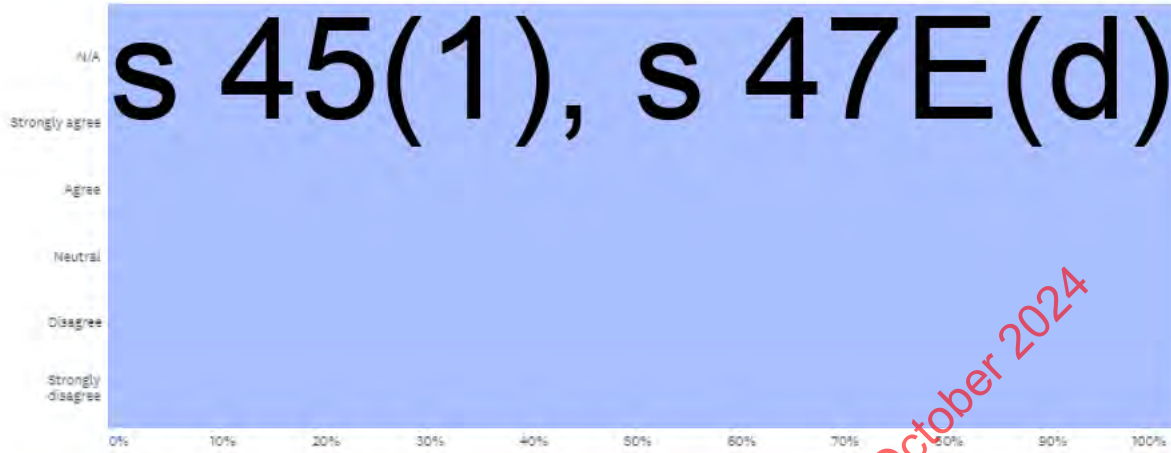
Answered: 9 Skipped: 0



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

In general, AUSTRAC's communication with regulated entities is clear, targeted and effective.

Answered: 9 Skipped: 0



The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.

Answered: 9 Skipped: 0



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

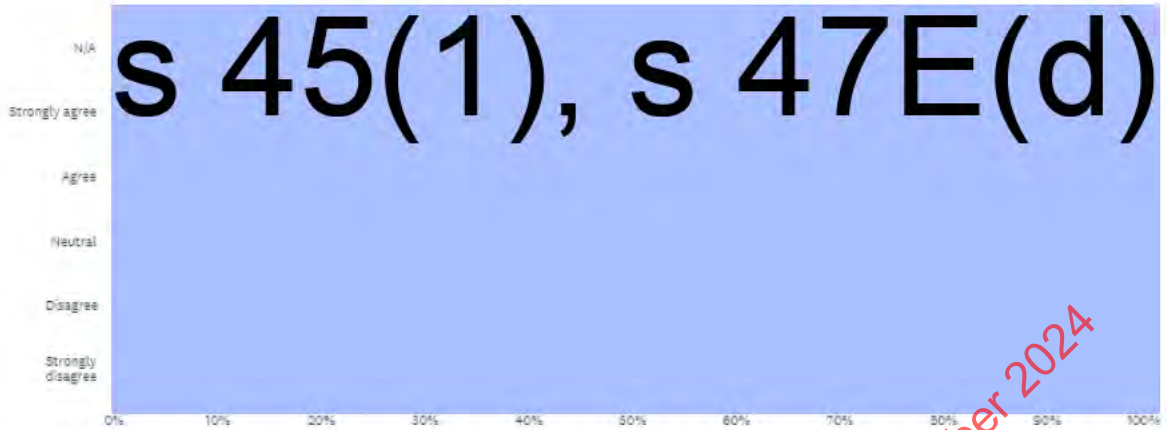
In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed.

Answered: 9 Skipped: 0



The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.

Answered: 9 Skipped: 0



KPI 4 Compliance and monitoring approaches are streamlined and coordinated.

In general, AUSTRAC's compliance and monitoring approaches are streamlined and coordinated.

Answered: 9 Skipped: 0



The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.

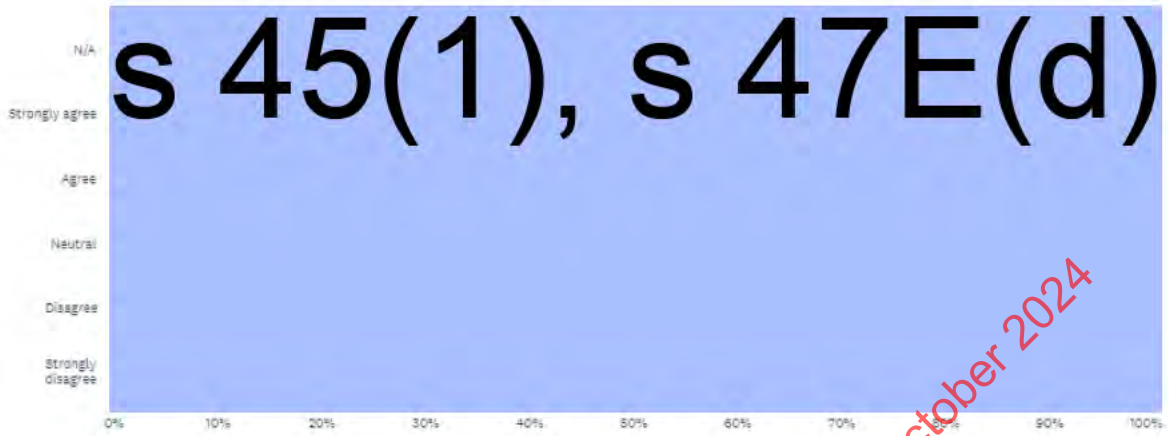
Answered: 9 Skipped: 0



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

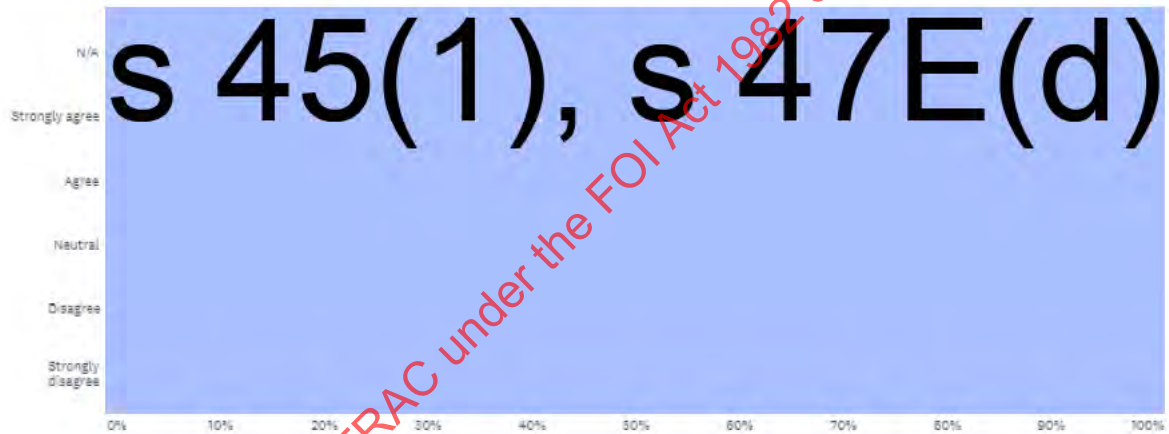
In general, AUSTRAC is open and transparent in dealings with regulated entities.

Answered: 9 Skipped: 0



The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.

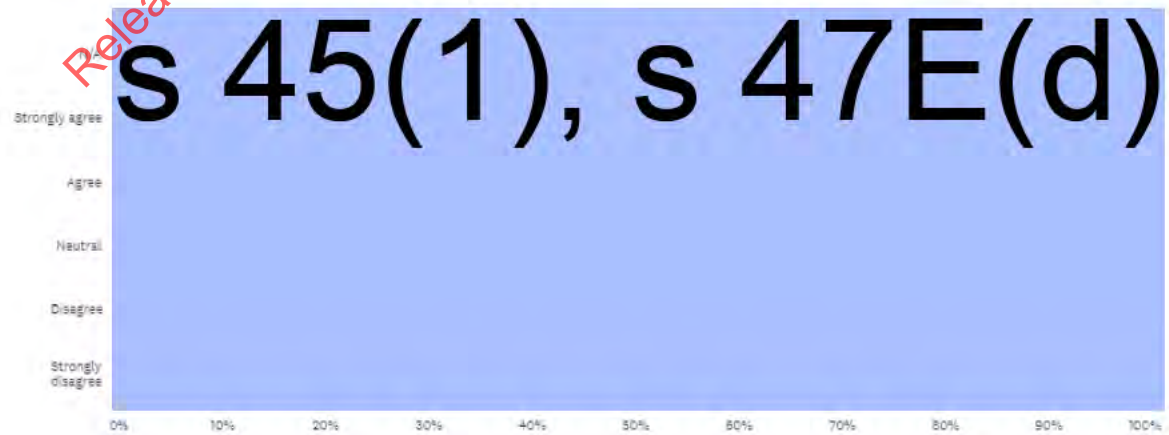
Answered: 9 Skipped: 0



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

In general, AUSTRAC actively contributes to the continuous improvement of regulatory frameworks.

Answered: 9 Skipped: 0



The self-assessment report accurately represents AUSTRAC's performance against this KPI for 2020-21.

Answered: 9 Skipped: 0



General feedback

s 45(1), s 47E(d)

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Regulation, Education and Policy Division Stakeholder Feedback: Research Report

Prepared for the Australian Transaction
Reports and Analysis Centre (AUSTRAC)

June 2022



Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Background, objectives and methodology

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024



Background and objectives

AUSTRAC (Australian Transaction Reports and Analysis Centre) is the Australian Government agency responsible for detecting, deterring and disrupting criminal abuse of the financial system to protect the community from serious and organised crime.

AUSTRAC has a requirement to report on non-financial performance each financial year. Stakeholder feedback constitutes one of the key measures of AUSTRAC's performance in the 2021/2022 financial year.

To this end, AUSTRAC commissioned JWS Research to obtain stakeholder feedback from **industry associations who represent reporting entities** on AUSTRAC's performance on set measures and targets as identified in the agency's Corporate Plan.

Research objectives

The performance measures pertaining to the Regulation, Education and Policy Division stakeholders as set out in the 2021-25 AUSTRAC Corporate Plan, evaluated in this research, comprise:

- Measure 2.3: Percentage of industry associations representing AUSTRAC's reporting entities report a **s 45(1), s 47E(d)** rating on the usefulness of AUSTRAC's guidance materials, annually.
- Measure 3.4: Percentage of industry associations representing AUSTRAC's reporting entities assess AUSTRAC's level of collaboration in the development of AML/CTF Rules and policy settings to be **s 45(1), s 47E(d)** annually.
- Measure 3.5: Percentage of industry associations representing AUSTRAC's reporting entities believe reporting entities have a **s 45(1), s 47E(d)** level of trust in AUSTRAC as a result of AUSTRAC's efforts to harden the industry against ML/TF and other crime risks, annually.

Released by AUSTRAC under the FOIA Act 1982 on 2 October 2024

Research methodology

Quantitative research: Online survey



AUSTRAC emailed a link to the survey to n=18 industry associations (with multiple contacts selected in some instances). The industry associations surveyed cover AUSTRAC's reporting entity (RE) stakeholders in both breadth and depth.

n=8 industry association stakeholders took part in the survey, providing a response rate of 26%. *Note that one respondent did not answer all of the demographic questions.*

- AUSTRAC sent reminder emails to maximise participation in the survey, noting that these were sent to all industry associations as AUSTRAC does not obtain any details identifying which stakeholders have completed the survey.
- Responses were provided directly to JWS Research via the online survey portal.
- 8 to 10 minutes in length.

Conducted from the 30th May to the 15th June 2022.

Corporate Plan performance measures

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024



Corporate Plan Measure: Guidance materials



Target: 70% of industry associations representing AUSTRAC’s reporting entities report a **MODERATELY (or higher)** rating on the usefulness of AUSTRAC’s guidance materials.

	Target	2022 result
Total moderately useful or higher	70%	s 45(1), s 47E(d)

Usefulness of AUSTRAC’s guidance materials
(number of respondents)

s 45(1), s 47E(d)

■ Extremely useful ■ Very useful ■ Moderately useful ■ Neutral ■ Slight usefulness ■ Low usefulness ■ Not at all useful

s 45(1), s 47E(d)

Q4 How would you rate the usefulness of AUSTRAC’s guidance materials?

s 45(1), s 47E(d)



Corporate Plan Measure: Collaboration



Target: 70% of industry associations representing AUSTRAC's reporting entities assess AUSTRAC's level of collaboration in the development of AML/CTF Rules and policy settings to be USUALLY collaborative (or higher).

	Target	2022 result
Total usually collaborative or higher	70%	s 45(1), s 47E(d)

AUSTRAC's level of collaboration in the development of AML/CTF Rules and policy settings (number of respondents)

s 45(1), s 47E(d)

- Always collaborative
- Usually collaborative
- Sometimes collaborative
- Neutral
- Occasionally collaborative
- Rarely collaborative
- Never collaborative

s 45(1), s 47E(d)

Q6 How would you rate the level of **collaboration** from AUSTRAC in the development of Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) rules and policy settings?



Corporate Plan Measure: Trust



Target: 70% of industry associations representing AUSTRAC’s reporting entities believe reporting entities have a **MODERATE (or higher) level of trust in AUSTRAC** as a result of AUSTRAC’s efforts to harden the industry against ML/TF and other crime risks.

	Target	2022 result
Total moderate trust or higher	70%	s 45(1), s 47E(d)

Level of trust in AUSTRAC as a result of AUSTRAC’s efforts to harden the industry against ML/TF and other crime risks
(number of respondents)

s 45(1), s 47E(d)

■ High trust ■ Significant trust ■ Moderate trust ■ Neutral ■ Slight trust ■ Low trust ■ No trust

s 45(1), s 47E(d)

Q8 What level of trust do you believe reporting entities have in AUSTRAC as a result of AUSTRAC’s efforts to harden the industry against money laundering, terrorism financing and other crime risks?

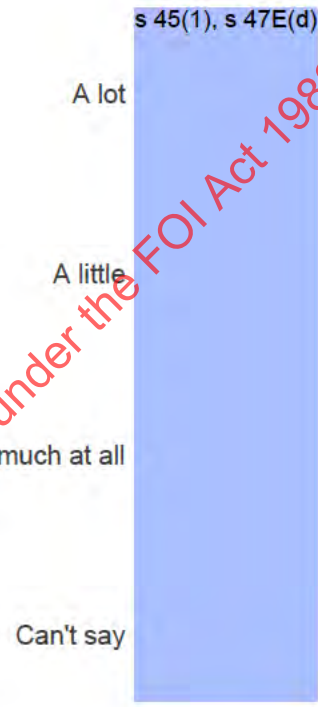
Detailed findings

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Industry associations claim to know ‘a lot’ about AUSTRAC, their role and what they do



Knowledge and understanding of AUSTRAC
(number of respondents)



Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Industry associations are satisfied with AUSTRAC in their role as the AML and CTF regulator



Satisfaction with AUSTRAC
(number of respondents)

s 45(1), s 47E(d)

■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied ■ Can't say

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Engagement with the sector and the quality of information contributes to satisfaction with AUSTRAC as a regulator



*Verbatim feedback
(among those who provided a response)*

s 45(1), s 47E(d)

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Industry associations are generally positive in their assessment of AUSTRAC’s approach and operations



Agreement with statements regarding AUSTRAC
(number of respondents)

In general, AUSTRAC is responsive to industry issues and actively continues to improve its processes

In general, AUSTRAC's compliance and monitoring approaches are streamlined and coordinated

In general, AUSTRAC's communication with reporting entities is clear, targeted and effective

In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed

In general, AUSTRAC's regulatory engagements do not impede the efficient operation of reporting entities

In general, AUSTRAC is open and transparent in dealings with reporting entities

s 45(1), s 47E(d)

■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Industry associations typically engage with AUSTRAC at least every four to six months



Frequency of engagement with AUSTRAC over the last 12 months
(number of respondents)



Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Q11. How frequently has your organisation engaged with AUSTRAC over the last 12 months in relation to regulatory processes or policy issues?



Additional, individual feedback from industry associations

At the conclusion of the survey, industry associations were invited to contribute feedback or comment on any issue, be that positive or negative. More than half of the respondents had no further comment to make.

Verbatim feedback
(among those who provided a response)

s 45(1), s 47E(d)

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Q13. Do you have any other feedback or comments for AUSTRAC that you would like to add that have not been covered in this survey today?

Please feel free to comment on any issue, whether that be positive or negative feedback.

s 45(1), s 47E(d)



Demographics

Time spent dealing with AUSTRAC
(number of respondents)



Industry represented
(number of respondents)



Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Q12. How long have you been dealing with AUSTRAC?
Q14. Finally, which of the following best describes the industry you represent?

THERE ARE MORE THAN 30 INDUSTRY ASSOCIATIONS...

FIND OUT WHAT THEY'RE THINKING.

 **Contact us**
s 22(1)(a)(ii)

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John Scales
Founder

s 22(1)(a)(ii)

Mark Zuker
Managing Director

s 22(1)(a)(ii)

Katrina Cox
Director of Client Services

s 22(1)(a)(ii)

Issued: 28th June 2022



J W S R E S E A R C H

Released by FOSTRAC under the FOI Act 1982 on 3 October 2024

Regulation and Reform Division Stakeholder Feedback: Research Report

Prepared for the Australian Transaction
Reports and Analysis Centre (AUSTRAC)

July 2023



Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Background, objectives and methodology

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024



Background and objectives

AUSTRAC (Australian Transaction Reports and Analysis Centre) is the Australian Government agency responsible for detecting, deterring and disrupting criminal abuse of the financial system to protect the community from serious and organised crime.

AUSTRAC has a requirement to report on non-financial performance each financial year. Stakeholder feedback constitutes one of the key measures of AUSTRAC's performance in the 2022/2023 financial year.

To this end, AUSTRAC commissioned JWS Research to obtain stakeholder feedback from **industry associations who represent reporting entities** on AUSTRAC's performance on set measures and targets as identified in the agency's Corporate Plan.

Research objectives

The performance measures pertaining to the Regulation and Reform Division stakeholders as set out in the 2022-26 AUSTRAC Corporate Plan, evaluated in this research, comprise:

- Measure 2.3: Percentage of industry associations representing AUSTRAC's reporting entities report a **s 45(1), s 47E(d)** rating on the usefulness of AUSTRAC's guidance materials, annually.
- Measure 3.4: Percentage of industry associations representing AUSTRAC's reporting entities assess AUSTRAC's level of collaboration in the development of AML/CTF Rules and policy settings to be **s 45(1), s 47E(d)** annually.
- Measure 3.5: Percentage of industry associations representing AUSTRAC's reporting entities believe reporting entities have a **s 45(1), s 47E(d)** level of trust in AUSTRAC as a result of AUSTRAC's efforts to harden the industry against ML/TF and other crime risks, annually.

Released by AUSTRAC under the FOIA on 2 October 2024

Research methodology

Quantitative research: Online survey



AUSTRAC emailed a link to the survey to n=33 industry associations (with multiple contacts selected in some instances). Five of these emails were undeliverable. The industry associations surveyed cover AUSTRAC's reporting entity (RE) stakeholders in both breadth and depth.

n=9 industry association stakeholders took part in the survey, providing a response rate of 32% (of the delivered emails). *Note a small number of respondents did not answer all of the demographic questions.*

AUSTRAC sent reminder emails to maximise participation in the survey, noting that these were sent to all industry associations as AUSTRAC does not obtain any details identifying which stakeholders have completed the survey.

Follow-up survey invitations were made by telephone, by AUSTRAC staff, in early July 2023.

- Responses were provided directly to JWS Research via the online survey portal.
- 8 to 10 minutes in length.

Conducted from the 29th of May to the 17th of July 2023.

Corporate Plan performance measures

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024



Corporate Plan Measure 2.3: Guidance materials



Target: 72% of industry associations representing AUSTRAC’s reporting entities report a MODERATELY (or higher) rating on the usefulness of AUSTRAC’s guidance materials.

	Target	2023 result
Total moderately useful or higher	72%	s 45(1), s 47E(d)

Usefulness of AUSTRAC’s guidance materials
(number of respondents)

s 45(1), s 47E(d)

Extremely useful
 Very useful
 Moderately useful
 Neutral
 Slight usefulness
 Low usefulness
 Not at all useful

s 45(1), s 47E(d)



Corporate Plan Measure 3.4: Collaboration



Target: 72% of industry associations representing AUSTRAC’s reporting entities assess AUSTRAC’s level of collaboration in the development of AML/CTF Rules and policy settings to be USUALLY collaborative (or higher).

	Target	2023 result
Total usually collaborative or higher	72%	s 45(1), s 47E(d)

AUSTRAC’s level of collaboration in the development of AML/CTF Rules and policy settings (number of respondents)

s 45(1), s 47E(d)

- Always collaborative
- Usually collaborative
- Sometimes collaborative
- Neutral
- Occasionally collaborative
- Rarely collaborative
- Never collaborative

s 45(1), s 47E(d)



Corporate Plan Measure 3.5: Trust



Target: 72% of industry associations representing AUSTRAC’s reporting entities believe reporting entities have a **MODERATE (or higher) level of trust in AUSTRAC** as a result of AUSTRAC’s efforts to harden the industry against ML/TF and other crime risks.

	Target	2023 result
Total moderate trust or higher	72%	s 45(1), s 47E(d)

Level of trust in AUSTRAC as a result of AUSTRAC’s efforts to harden the industry against ML/TF and other crime risks
(number of respondents)

s 45(1), s 47E(d)

■ High trust
 ■ Significant trust
 ■ Moderate trust
 ■ Neutral
 ■ Slight trust
 ■ Low trust
 ■ No trust

s 45(1), s 47E(d)

Q8 What level of **trust** do you believe reporting entities have in AUSTRAC as a result of AUSTRAC’s efforts to harden the industry against money laundering, terrorism financing and other crime risks?

s 45(1), s 47E(d)

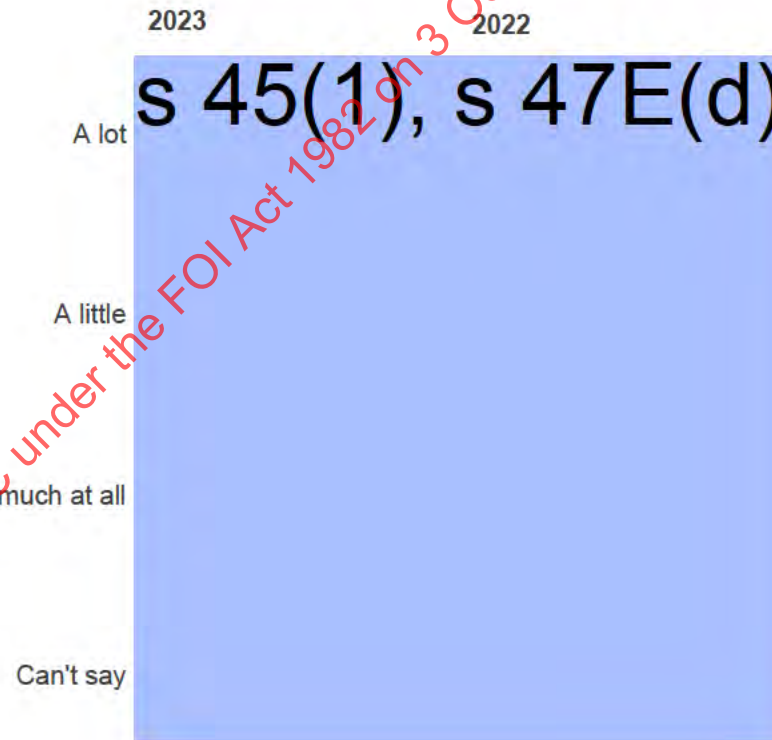
Detailed findings

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Industry associations claim to know and understand ‘a lot’ or ‘a little’ about AUSTRAC’s role and what they do



Knowledge and understanding of AUSTRAC
(number of respondents)

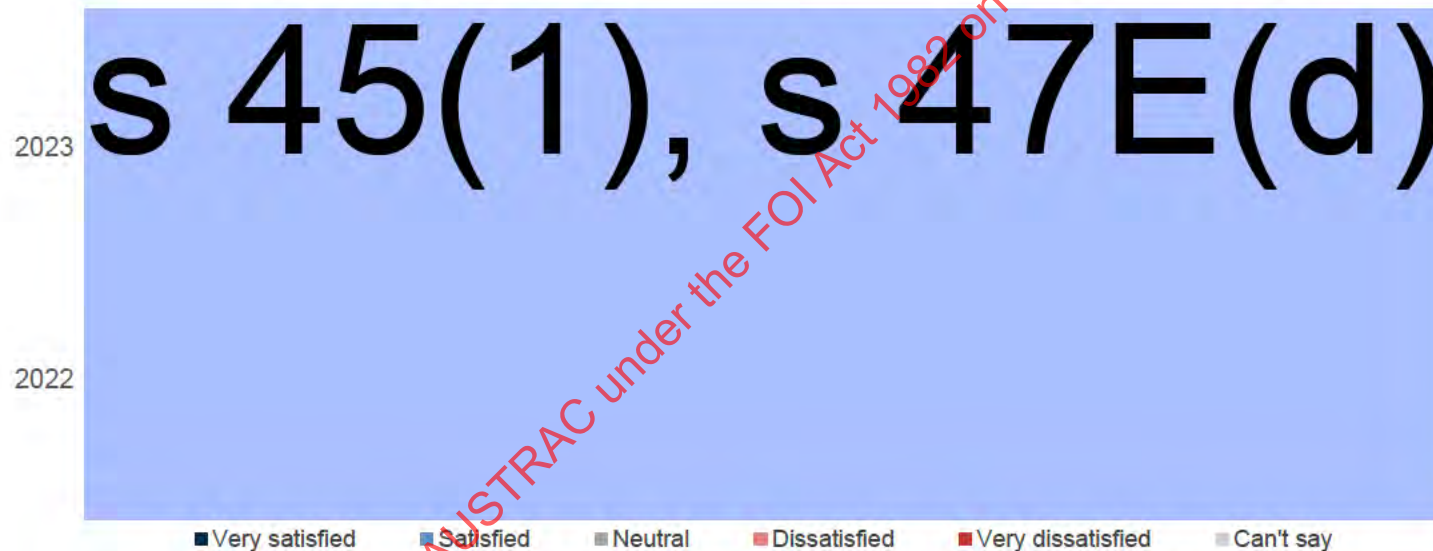


Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Satisfaction with AUSTRAC in their role as the AML/CTF regulator has weakened compared to last year



Satisfaction with AUSTRAC
(number of respondents)



Engagement with the sector is a contributor to satisfaction with AUSTRAC as a regulator



Verbatim feedback
(among those who provided a response)

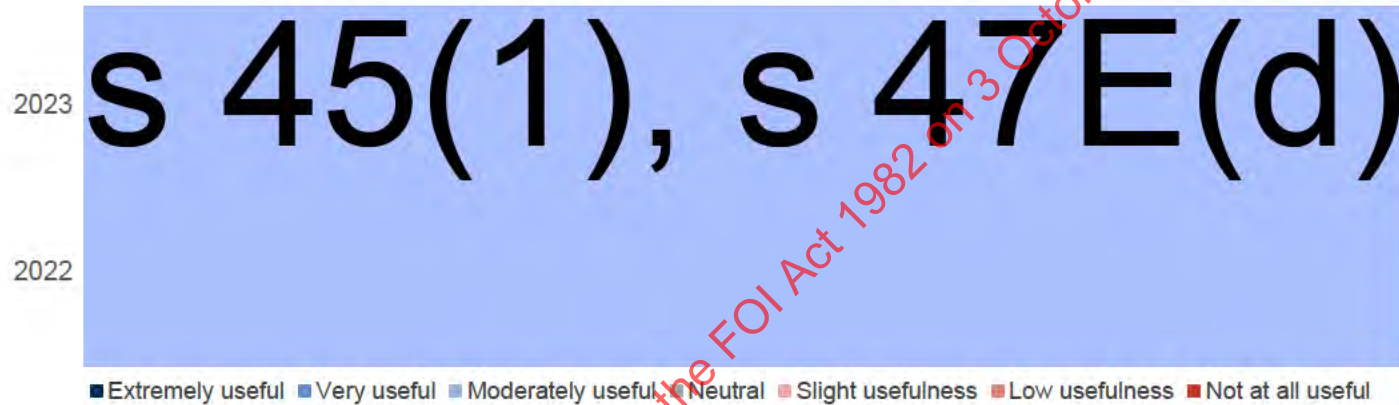
s 45(1), s 47E(d)

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Two thirds of industry associations find guidance materials at least ‘moderately’ useful



Usefulness of AUSTRAC’s guidance materials
(number of respondents)



2023 verbatim feedback
(among those who provided a response of ‘neutral’ to ‘not at all useful’)

s 45(1), s 47E(d)

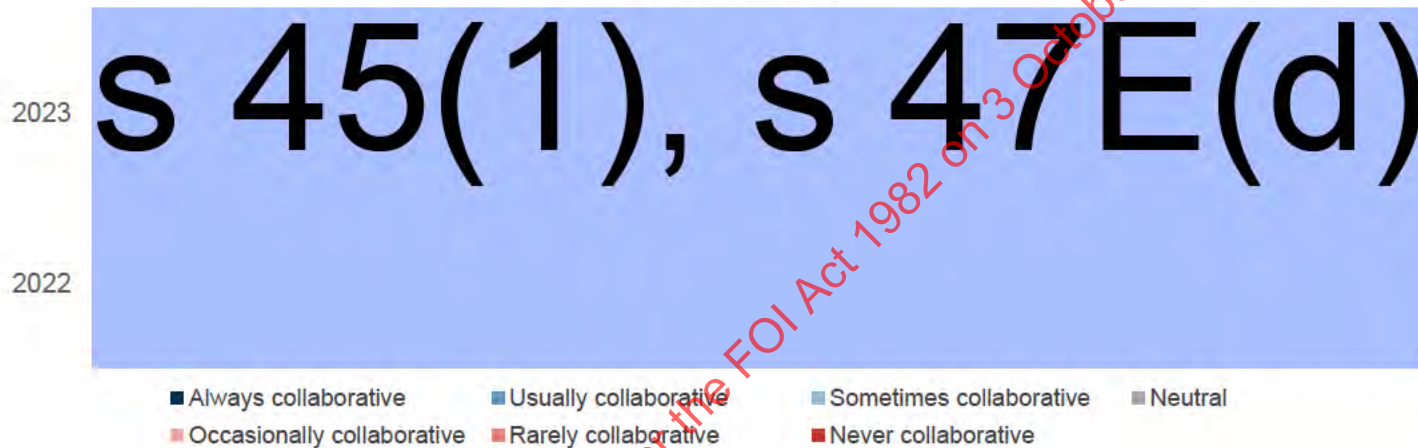
Q4. How would you rate the usefulness of AUSTRAC’s guidance materials? / Q5. Can you tell us why you gave the rating of [INSERT RESPONSE FROM Q4] for usefulness of guidance materials? What could AUSTRAC do differently for you to give them a higher rating?

s 45(1), s 47E(d)

In developing AML/CTF rules and policy settings, industry associations generally consider AUSTRAC collaborative



AUSTRAC's level of collaboration in the development of AML/CTF rules and policy settings
(number of respondents)



2023 verbatim feedback
(among those who provided a response of 'sometimes' to 'never collaborative')

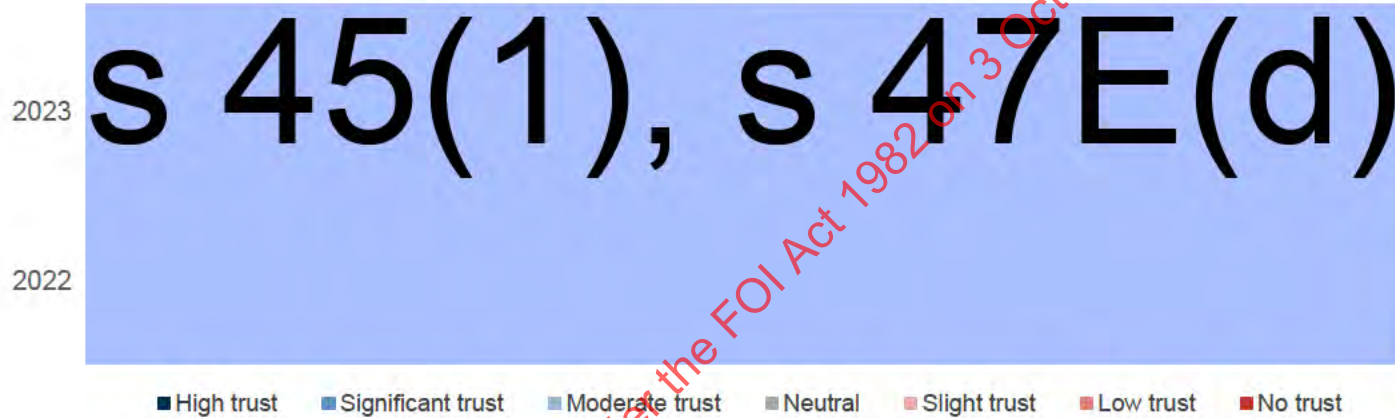
s 45(1), s 47E(d)

Q6 How would you rate the level of collaboration from AUSTRAC in the development of Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) rules and policy settings? / Q7. Can you tell us why you gave the rating of [INSERT RESPONSE FROM Q6] for collaboration? What could AUSTRAC do differently for you to give them a higher rating?

Two in three industry associations have significant trust in AUSTRAC as a result of their efforts against ML/TF



Level of trust in AUSTRAC as a result of AUSTRAC's efforts to harden the industry against ML/TF and other crime risks
(number of respondents)



2023 verbatim feedback
(among those who provided a response of 'neutral')

s 45(1), s 47E(d)

Q8 What level of trust do you believe reporting entities have in AUSTRAC as a result of AUSTRAC's efforts to harden the industry against money laundering, terrorism financing and other crime risks? / Q9. Can you tell us why you gave the rating of [INSERT RESPONSE FROM Q8] for the level of trust held by reporting entities? What could AUSTRAC do differently for you to give them a higher rating?

s 45(1), s 47E(d)

Industry associations are on balance mostly positive in their assessment of AUSTRAC’s approach and operations



Agreement with statements regarding AUSTRAC (2023)
(number of respondents)

Total ‘strongly agree’ + ‘agree’

2023 2022

- In general, actions taken by AUSTRAC are proportionate to the regulatory risk being managed
- In general, AUSTRAC’s communication with reporting entities is clear, targeted and effective
- In general, AUSTRAC’s regulatory engagements do not impede the efficient operation of reporting entities
- In general, AUSTRAC is responsive to industry issues and actively continues to improve its processes
- In general, AUSTRAC’s compliance and monitoring approaches are streamlined and coordinated
- In general, AUSTRAC is open and transparent in dealings with reporting entities

s 45(1), s 47E(d)

■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Engagement with AUSTRAC among industry associations is typically every two to six months



Frequency of engagement with AUSTRAC over the last 12 months (2023)
(number of respondents)



Released by AUSTRAC under the FOI Act 1982 on 3 October 2024



Additional, individual feedback from industry associations

At the conclusion of the survey, industry associations were invited to contribute feedback or comment on any issue, be that positive or negative. More than half of the respondents had no further comment to make.

Verbatim feedback
(among those who provided a response)

s 45(1), s 47E(d)

Released by AUSTRAC under the FOI Act 1992 on 3 October 2024



Demographics

Time spent dealing with AUSTRAC
(number of respondents)



Industry represented
(number of respondents)



Released by AUSTRAC under the FOI Act 1982 on 3 October 2024

Q12. How long have you been dealing with AUSTRAC?
Q14. Finally, which of the following best describes the industry you represent?
s 45(1), s 47E(d)

THERE ARE MORE THAN 30 INDUSTRY ASSOCIATIONS...

FIND OUT WHAT THEY'RE THINKING.

Contact us
s 22(1)(a)(ii)

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John Scales
Founder
s 22(1)(a)(ii)

Mark Zuker
Managing Director
s 22(1)(a)(ii)

Katrina Cox
Director of Client Services
s 22(1)(a)(ii)

Issued: 10th August 2023

 JWSRESEARCH

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