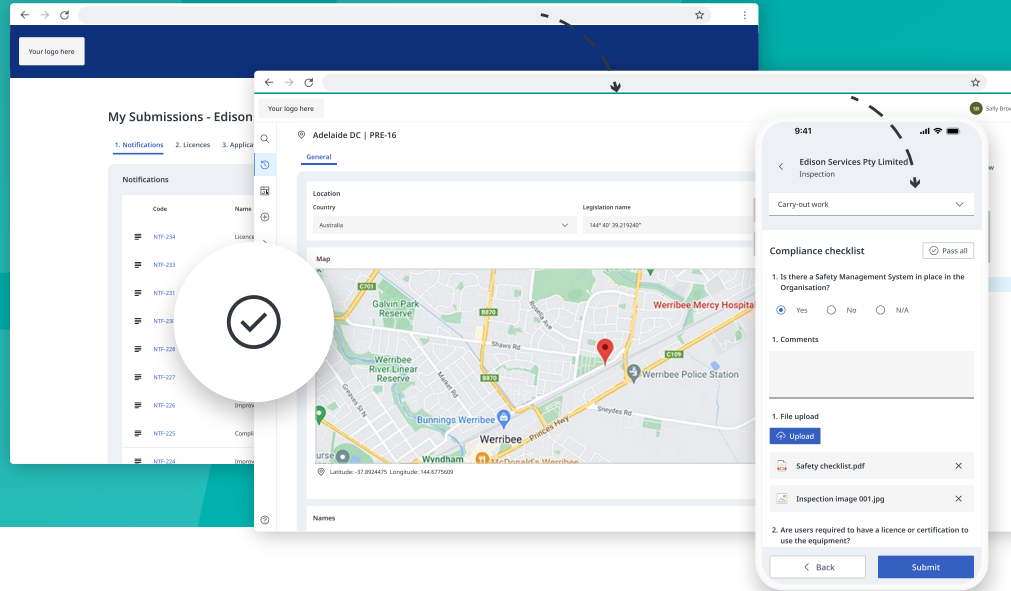


## End-to-end regulation, made simple

Data-driven regulation.



Make informed consistent decisions, increase productivity and improve safety outcomes. Become a trusted, best practice regulator.

### HIGHLIGHTS

#### Flexible end-to-end

**solution:** a single solution to cover the entire regulatory process.

**Customer focus:** Increase customer satisfaction with a seamless, integrated experience.

**Intelligent decision-making:** informed, risk-based decision-making aligned with best practice.

**Evolve with legislation:** easily adapt to change with no code or low code workflows.

**Powerful reporting:** advanced search, reporting and audit capabilities providing a 360-degree view on a person or entity.

**Automate and simplify:** automate manual tasks and establish consistent, transparent processes.

### The challenge around achieving better regulation

Effective regulation is the cornerstone of fostering fair, safe and sustainable community outcomes. It helps set standards, guide desirable behaviours and protect community interests.

But the pursuit of effective regulation is a constant challenge for government regulators.

Evolving legislation, changing community needs, and managing geographically dispersed teams create a complex environment that's overburdened by administration and difficult to manage.

For government agencies to practise ongoing, effective regulation, the ability to quickly adapt to change while maintaining quality and compliance is crucial.

### Adapt to changing legislation and meet community needs

Objective RegWorks is an end-to-end solution designed specifically for regulation, compliance and enforcement. Highly configurable and easily integrated to other core systems, it allows regulators to keep up with legislative changes and adapt business processes.

As an end-to-end solution, Objective RegWorks helps different teams across the regulatory process to work together by sharing a single view of a person or entity. With accurate data capture, inbuilt risk assessments and automation, users can find the information they need fast and increase their productivity.

Incorporating risk-based algorithms and best practice workflows, users can make informed, consistent decisions with greater efficiency and transparency. Combined with powerful reporting, auditing, and risk profiling capabilities, regulators can better manage regulatory compliance and improve community outcomes.



### Intelligent decision-making

Make consistent, informed,  
risk-based decisions

## Designed for better regulation

Objective RegWorks capitalises on 25 years of experience designing, building and implementing specialist software solutions for government regulators. Distilling extensive regulatory workflow experience in the one product, the specialist platform includes a comprehensive workflow library and a suite of intelligent features to help streamline processes and improve decision-making.

Adopted by regulators across Australia and New Zealand, Objective RegWorks can be applied across diverse sectors, with proven success in:

- work health and safety
- conservation and environment
- primary industries and biosecurity
- liquor and gambling
- aviation and maritime
- road and rail
- industrial relations
- health

## A single solution to cover the entire regulatory process

With Objective RegWorks, better regulation is built into every step of the process. From approvals and assessments, to investigations and managing enforcement actions, it enables consistent, intelligent regulatory management. It also includes a customer portal that allows the public to easily submit their requests, providing a seamless customer experience.



### One solution

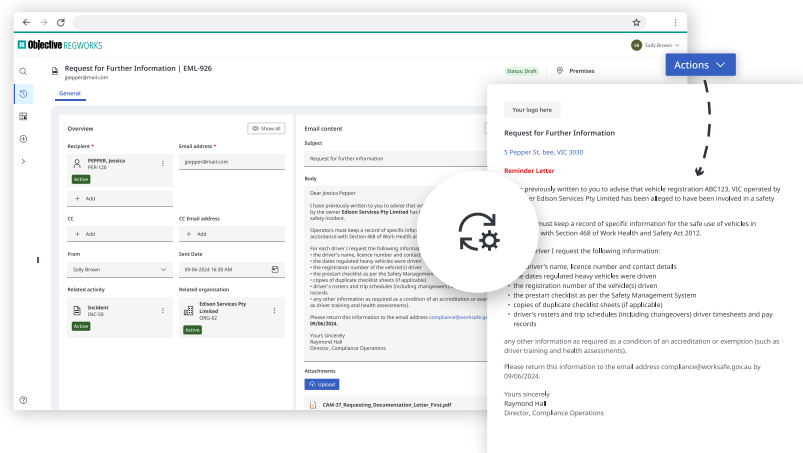
Cover the end-to-end  
regulatory process in one system

### Ensure intelligent decision-making

Establish consistency and transparency in decision-making with informed, risk-based decisions based on defined parameters and supported by specialist visualisation features. Access our best practice library for guided workflows and delegate authority responsibilities across the workforce.

### Easily integrate a single solution for regulation

Manage the entire regulatory lifecycle within the one solution that easily integrates with existing core systems. Provide a streamlined digital experience with Gateway, allowing customers to submit forms online. Empower staff in the office and in the field with access to information anywhere, thanks to mobile capability.





We were previously using a generic platform that didn't suit our purposes, so using Objective RegWorks has been a huge improvement. The team has really enjoyed using the platform from the outset, something I wasn't expecting so soon.

Robert Hortle, Commissioner, Wage Inspectorate Victoria



**Evolve with legislation**

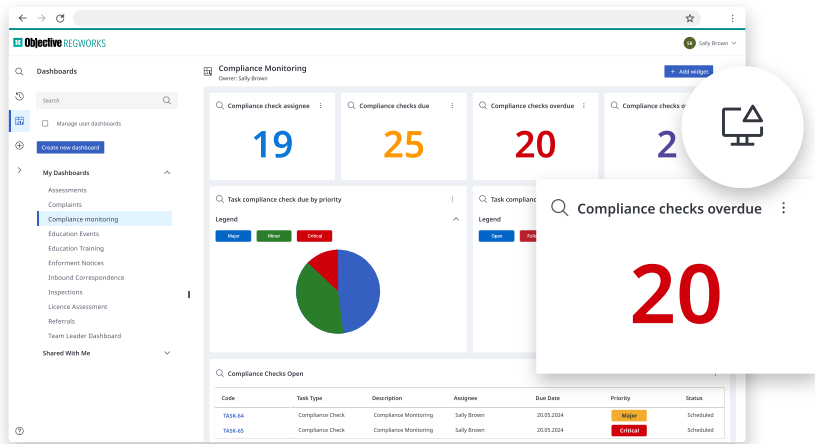
Easily adapt to changes with no-code or low-code workflows

**Adapt and evolve with changing legislation**

Be a responsive and adaptive regulator with no code or low code workflows and automations. Adapt to change without costly upgrades and enhancements while remaining compliant with quality and control processes.

**Advanced reporting to help meet important KPIs**

Access powerful dashboards for advanced intelligence and learning insights at a glance. Combining sophisticated search, full audit trails and the ability to identify high risk patterns, users can gain a 360-degree view of all entities and make better decisions.



**Increased efficiency**

thanks to real-time data captured in the field

**Automate and simplify processes**

Automate manual tasks, reminders and approval processes and see measurable improvements in approval and response times. Reduce administrative burden and human error with automatically generated documents.



## Modules

Choose the modules you need today and build your capability with the modules you'll need tomorrow. Each module comes with best practice workflows, intelligent features, and is easily configured.



**LicenseWorks:** Licensing of people and organisations made simple. Enabling regulators to manage the entire application and renewal process, review eligibility, specify conditions, give approvals and manage fees.



**AccessWorks:** Approved access to infrastructure. Manage submissions, reviews and approval of permits for restricted access to infrastructure assets such as buildings, roads, airports, ports and more.



**RegistrationWorks:** Supporting the registration of industry owned assets. Covers vessels, animal identifiers, or assets that must meet strict standards relating to integrity, safety or legislated limits.



**InfoWorks:** Manage provision of information in relation to Freedom of Information, Request for Information or ministerial requests. Track and vet requests, search and collate information, conduct internal reviews, manage approvals and responses.



**ResponseWorks:** Respond to incidents and complaints enabled by automated risk-based triage. Manage assignment, gathering information, escalation, record decisions, trigger sub-activities, progress timely resolution and monitor KPIs.



**InspectorWorks:** Give field officers access to real-time information and enable targeted enforcement. Conduct inspections and audits, detect and record offences, capture evidence and record notes.



**DecisionWorks:** Case and investigation management including entities, link chart analysis, allegations, plans, facts, offences, evidence, documents, tasks, interviews, recommendations, approvals, notices and recording outcomes.



**EnforceWorks:** Make consistent, transparent decisions using your enforcement pyramid. Manage offences, education activities, warning letters, issue notices, manage payments, produce briefs, track court proceedings and record outcomes.

With Objective RegWorks, government agencies can harness the power of a single, end-to-end solution to better manage safe, fair and sustainable outcomes and become trusted, best practice regulators.

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## Digital Government. Stronger Communities.

### We create software that makes a difference.

Using Objective software, thousands of financial services and public sector organisations are developing policies with impact, accelerating processes and delivering innovative services.

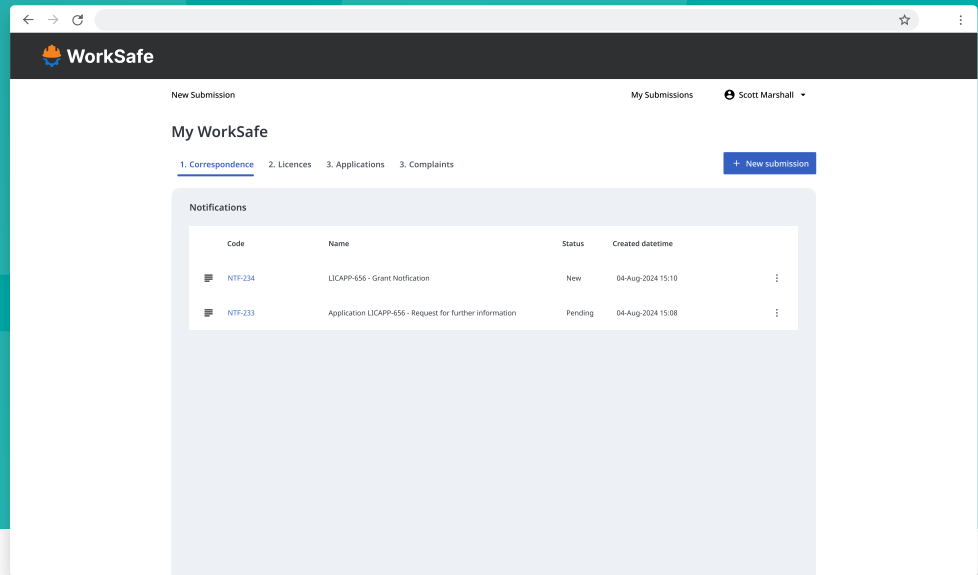
We help organisations shift to being completely digital. Where our customers can work from anywhere; with access to information, governance guaranteed, and security assured.

Innovation is our lifeblood. We invest significantly in the ongoing development of our products to deliver outstanding solutions to the public sector and regulated industries.

The result, stronger national and community outcomes; and accountability that builds trust in government.

## Deliver a seamless customer experience

Online self-service for customers.



Design services around the way your customers live and work to deliver excellent customer service and reduce the regulatory burden.

### HIGHLIGHTS

**Seamless end-to-end customer service:** give customers a single point of contact for all their service needs.

**Works directly with existing systems:** automatically create workflows for your teams to triage and process.

**Design services around your customer:** provide an intuitive digital experience that improves customer service and reduces the regulatory burden.

### Growing demand for digital services

Individuals, communities, and businesses alike are expecting more from government agencies. And as they become increasingly digitally-savvy, they need government services that improve transparency and reduce compliance costs. By designing services around the way your customers live and work, your agency can respond to customer expectations and deliver excellent customer service.

For government agencies, this means adopting solutions that:

- Reduce administrative tasks to allow staff to spend time assessing and processing.
- Enable staff to respond to requests quickly and efficiently.
- Engage customers through channels that suit them, with access available at any time.
- Streamline the way customers interact with all levels of government, reducing double handling and errors when submitting information and obtaining approvals.
- Supports agility and enables continuous improvement for your agency.
- Meets security and privacy requirements.

With the Objective RegWorks Gateway, you can adopt a solution that transforms the way you engage with customers and deliver a seamless end-to-end digital experience.

### Accelerate digital service delivery

As an extension of Objective RegWorks, the Gateway delivers a customer-centric digital experience for your regulatory workflows. Offering secure access to customer specific details, it helps improve operational efficiency with direct data capture of information from the customer. Information feeds directly into existing systems, creating automatic workflows ready for processing on your team's dashboards.

With the Gateway, customers can:

- Complete submissions such as applications, incident notifications, complaints, and data submissions online.
- Check on the status of their submissions and enquiries.
- Search for the latest information and updates from your agency.
- Upload additional information.



- Confirm dates for the next expected action.
- Access all correspondence and documentation in relation to their enquiry.
- Make payments that feed directly into existing payment systems.

## Key benefits

### Better manage customer enquiries

Agencies can use Gateway to manage customer enquiries and collect payments, helping to reduce the time spent communicating with customers.

### Design services around the customer

An intuitive digital experience that improves the customer experience and reduces the regulatory burden.

### Establish a single point of contact

Provide customers with a single point of contact for all their service needs.

### Create a seamless experience

Include your agency logo and embed into your website for a seamless look and feel for your customers.

### Adopt an end-to-end solution

Create an end-to-end business processes with submissions appearing automatically in your team's work queues. Customers are automatically kept up-to-date with your progress and responses.

### Track and improve approval times

With a 360 degree view of customer history, relevant information and any risks are presented in one place to enable faster and more transparent decisions.

### Reduce rework

Online smart forms with built-in data validation, pre-population, and automatic look-ups with other systems help capture clean data from the outset. Reduced errors and incomplete submissions help save time and money.

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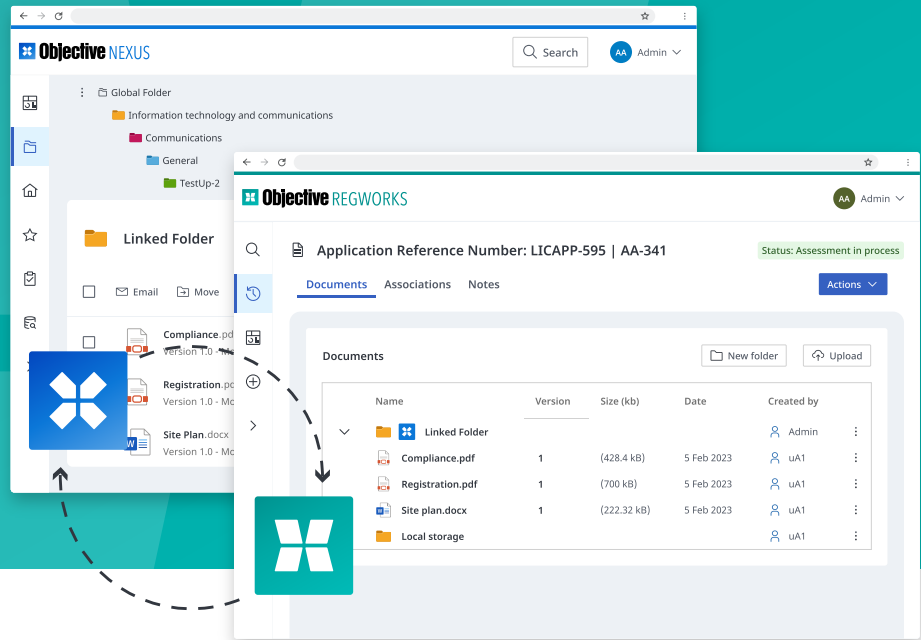
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## Objective REGWORKS

### Share files, manage documents

Integration for Objective Connect and Objective Nexus.



Objective Regworks integrates with Objective Connect and Objective Nexus enabling secure external file sharing and outstanding document management combined with an end-to-end regulatory solution.

## HIGHLIGHTS

**More than end-to-end regulation:** a single solution to cover the entire regulatory process as well as secure file sharing and document management.

**The Objective suite seamlessly integrates:** all Objective products are designed to provide a similar look and feel and familiar user experience, and many integrate seamlessly with each other.

**Secure by design:** purpose-built for government, critical infrastructure, regulated industries and teams collaborating with confidential information.

## More benefits for regulators

Effective regulation is the cornerstone of fostering fair, safe and sustainable community outcomes. It helps set standards, guide desirable behaviours and protect community interests. Evolving legislation, changing community needs, and managing geographically dispersed teams create a complex environment that can be overburdened by administration and difficult to manage.

Designed for government, Objective RegWorks natively integrates with Objective Connect and Objective Nexus to reduce administration and complexity. This seamless integration enables agencies to streamline business processes, prevent duplication and double handling of data with enhanced data security when sharing files.

## Information governance and real-time co-authoring with Objective Nexus integration

Objective Nexus provides effortless information management and powerful process automation, empowering users while protecting information with military-approved levels of security. By integrating Objective RegWorks with Objective Nexus, the end-to-end regulatory business process is streamlined which provides a seamless user experience to eliminate double handling when managing documents or other files.

Objective Nexus users can co-author documents in real-time using collaboration tools of Microsoft 365, with the latest version accessible via Objective Nexus. Now Objective RegWorks users can enjoy this benefit too when they integrate with Objective Nexus. Co-authoring documents avoids having to take turns reviewing and sharing various versions of the documents over email. Users can now access the document from the associated record in Objective RegWorks to open the document in Objective Nexus and edit collaboratively in Microsoft 365.



## External file sharing with Objective Connect integration

Objective Connect is designed specifically for government and regulated industries, delivering ultimate protection over your information when sharing it externally. File preview, edit and sharing abilities are easily configured to control user access, with every workspace interaction documented allowing you to see who did what and when.

While Objective Nexus facilitates collaboration within your team, Objective Connect is specifically designed for safe and highly secure external file-sharing.

Objective RegWorks users may need to share sensitive files with individuals and external organisations as part of their regulatory responsibilities. This may be for collaborating with other regulatory agencies, to seek legal advice or to interact with the public – this is now supported by seamless integration.

Integrating with Objective Connect means its embedded security standards are also available to Objective RegWorks users. [Learn more >](#)

Regulators can rest assured that their documents are being managed, stored and shared with secure technology designed specifically for government.

## Key Benefits

### Better document management

From your overall file plan to retention policies, manage your content wherever it resides - through a single, consistent interface.

### Eliminate double handling

Microsoft Office 365 integration enables multiple users to work together while the single source of truth is maintained.

### Increase efficiency

Capture conversations, create tasks to review and approve decisions, and mark up annotations and margin notes to keep everyone on task.

### Maintain a single source of truth

Reduce data silos and duplication while enhancing the integrity, accessibility and overall user experience of your information assets.

### Secure file sharing

Choose which documents to send externally, by sharing containers of documents directly from your existing file plan. Before any document is shared, all access controls, security levels and caveats are checked.

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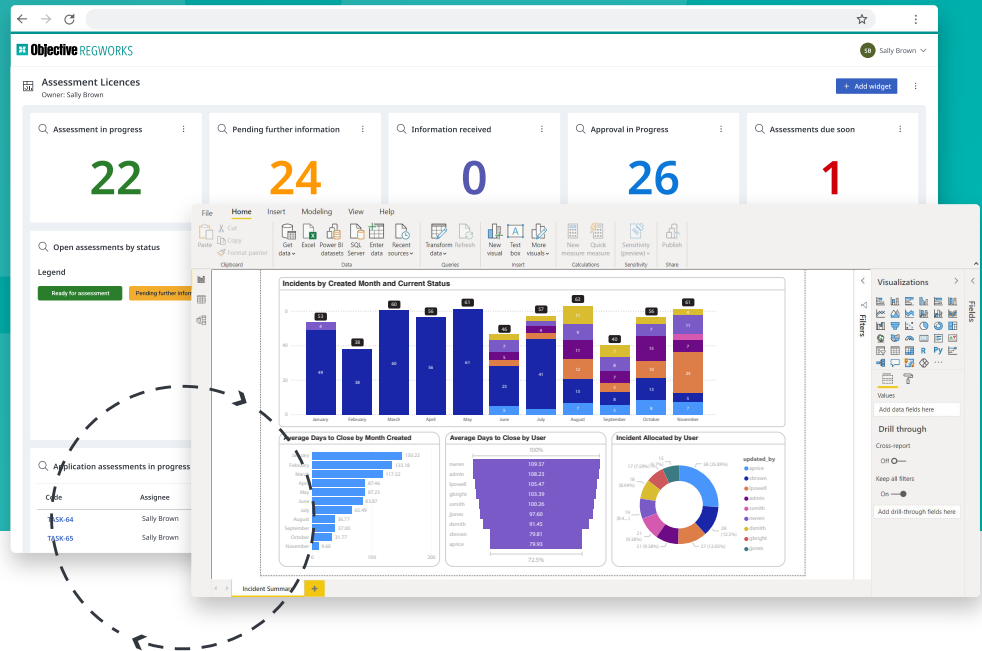
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## Become a proactive regulator

RegWorks Reporting Centre



Delivering data-driven strategic and tactical insights to enable effective and efficient decision making.

### HIGHLIGHTS

**Proactive decision-making:** link up data and see patterns emerge, then focus resources accordingly.

**Powerful dashboards:** allow stakeholders and administrators access to information they seek at a glance.

**Responsive design:** dynamically set up based on your regulatory system configuration and responsive to changes.

### Accurate reporting is essential for effective regulation

Accurate and timely reporting is crucial for government regulators to be proactive, ensure compliance, maintain consistency and transparency of decision making and uphold public trust. An effective reporting solution allows regulators to monitor activities, detect trends and anomalies, efficiently respond to reporting requirements and enforce regulations effectively.

For government agencies with regulatory functions, this means adopting solutions that help:

- Efficiently and effectively produce strategic and tactical insights based on real time regulatory data.
- Reduce time spent internally to meet reporting requirements.
- Enable a clear view of the regulated environment.
- Support a focus of increasing regulatory compliance.
- Enable you to become a truly responsive regulator, with deep insights into the regulated community.
- Provide accurate, up-to-date information to create actionable insights for strategic, operational, and tactical decisions.
- Enables you to combine your regulatory data with organisational data and other data sources to inform resource allocation.
- Provide data to inform intelligent decision making.

With the Objective RegWorks Reporting Centre, you can implement a solution that helps transform the way you engage with decision makers, key stakeholders and regulated entities and become a proactive regulator.



## Delivering data-driven strategic and tactical insights

Objective RegWorks Reporting Centre empowers your organisation with secure, readily accessible regulatory data, optimised for advanced analytics and informed decision making enabling you to be a proactive regulator.

RegWorks Reporting Centre:

- Directly integrates to business intelligence and analytics tools
- Provides access to real-time data
- Empowers data governance strategies to ensure data integrity
- Delivers flexible configuration and user control
- Is responsive and adaptable to business process changes
- Provides secure and timely access to data

## Key Benefits

### Improved visibility of the regulated community

Increased understanding of the regulated community, driven by strong data infrastructure, advanced analytics, and data-driven tactical and strategic intelligence and insights.

### Become a proactive regulator

Utilise real-time data analysis to identify trends and anomalies to be proactive in your approach to regulation.

### Effectively allocate resources

Utilise real-time reporting to enable improved capability for resource allocation.

### Improved efficiencies

Reduce time spent on creating reports, using disparate data sources and waiting for information to be generated through cumbersome manual processes. Empower continuous improvement by identifying bottlenecks and unnecessary delays in processing.

### Consistency and transparency of decision making

Make consistent decisions and be enabled to share information openly as to why a decision was made.

### Increased ability to share data

With accurate data that can easily be exported, there is more opportunity to be able to share data where appropriate.

A2798585

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