

The Ministry of Business Innovation and Employment (MBIE) is leading a programme across all government agencies and SOEs to achieve better public services for business.

A long term goal is for business to have a one-stop-shop for all government advice and support. This should provide

- Faster online services
- Better integration of services across agencies
- Services designed for business

The work is identifying challenges business faces in the compliance area (regulatory, support, doing business, policy development/change), what this means for business (time, cost, effort, impact), and what this means for the delivery of government services (range of services provided, performance indicators, costs and changes).

So far, the work has found that many businesses find it difficult to report the costs, time and effort they spend on compliance. One door manufacturer however, has quantified this costs/time/effort in the number of doors it does **not** manufacture, because it must meet a range of government compliance requirements, and of course this has implications for productivity!

Business so far has identified issues with business tax, ACC, PAYE, similar information requirements across different agencies, agencies not sharing information, the time agencies take to make decisions and the consistency of those decisions, approvals processes, regulation inhibiting international development and government procurement.

The MBIE work has implications for MoT and CAA. We are participating in this MBIE work, especially through our Business New Zealand relationships. This therefore, puts our interaction with MoT and CAA into a broader government context.