

Justice and Community Safety Directorate

Regulation

Updated: Wed, 11 Apr 2012 12:45:34 +1000

Printed: Thu, 14 Nov 2019 13:06:13 +1100

Revision: 11

The ACT Government has a goal to provide an integrated framework for a range of regulation and licensing activities.

In the ACT the [Office of Regulatory Services](#) (ORS) is a single office within the Justice and Community Safety Directorate that merges a host of regulatory functions from across various government agencies. These functions include compliance and enforcement/litigation, accreditation, dispute resolution, consumer and trader assistance, licensing, registration and education.

The ORS provides a single government shopfront that administers a significant range of business and occupational licensing.

These include:

- Office of Fair Trading
- Office of the Registrar-General covering:
 - Births, Deaths and Marriages registrations
 - Land Titles registrations
 - Business and Industry Licensing
- Office of Rental Bonds

The Office also regulates and enforces legislation covering:

- dangerous substances
- labour regulation
- occupational health and safety
- workers compensation

The Office has responsibility for:

- approvals and administration of a range of business activities associated with the use of public land (outdoor café approvals, Verge Parking for Motor Dealers, and hawkers licences)
- consumer complaints
- regulatory activities related to parking operations
- tobacco licensing and smoke-free area regulation
- unit titles (owners corporation manager regulation)
- workplace safety inspection

The ORS delivers:

- dispute resolution and consumer and trader assistance
- compliance and enforcement/litigation
- consumer and trader education
- licensing
- registration and accreditation