

Objectives

Satisfy the needs and expectations of Parliament, other clients and stakeholders

Ensure our processes are efficient and meet relevant standards

Have knowledgeable and satisfied people

Be financially self-sufficient

Strategies

Report on issues that best address accountability and performance, compliance and probity
Have a sound relationship with Parliament

Use effective contemporary audit methodologies
Meet quality assurance standards
Benchmark services
Provide timely and effective reports

Have sufficient capacity and suitable structure
Develop the capability of our people
Reward and recognise performance
Provide opportunities for people to achieve job satisfaction
Ensure equitable and healthy work environment
Share our knowledge

Employ appropriate cost recovery policies
Ensure sound budgetary and performance reporting processes

Measures

Parliamentarians and audit clients agree that the Office:
• facilitates greater accountability in the use of taxpayers money
• frequently addresses issues of significance.
Audit clients agree that the Office's advice improves their accountability

No. of performance audit publications per year

Timeliness:

- audit opinions
- reports to Ministers
- draft management letters
- Auditor-General's Reports to Parliament – financial audits

Cost efficiency measures:

- chargeable time
- audit costs per \$'000 of total public sector operating transactions
- average cost per performance audit publication

Maintain ISO 9001 certification

% of staff meeting or exceeding performance expectations

Sick leave per employee

Staff satisfaction index

Positive operating result

Targets

Agreement from ≥ 80 per cent of respondents

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14

90% within ten weeks of receiving financial report

90% within ten weeks of receiving financial report

90% within four weeks of audit opinion

90% of audits reported to Parliament within six months of balance date

$\geq 60\%$

$\leq \$0.30$

$\leq \$200,000$

Yes

80%

≤ 5 days

$\geq 70\%$

Yes

CORPORATE 2002-2005 plan

The Audit Office of New South Wales

Auditor-General's Foreword

The Audit Office prides itself on the professionalism with which it operates. We must demonstrate this, to our stakeholders and ourselves.

To best address the needs of our principal clients – the Parliament and audited government agencies – we must place greater emphasis on key issues relating to the accountability and performance of the State. We will report more widely in future on issues such as waste, probity and financial prudence.

To monitor our performance we will continue to survey our principal clients. Also we will further develop the benchmarking of our services against other audit offices and the private sector. Measuring the efficiency of our major activities will continue.

Internally we are examining all aspects of our organisation including the use of technology, our structure, how we develop and reward our staff and how we forge stronger relationships with our stakeholders.

This Corporate Plan is supported by branch business plans that translate the mission, vision and objectives into detailed actions. Together they should ensure our continued contribution to the State's accountability.

Bob Sendt
Auditor-General

OUR MISSION

Assist Parliament improve the accountability and performance of the State

OUR VISION

To be recognised as a centre of excellence in auditing

OUR SHARED VALUES

Independence – work without fear or favour

Equity – be fair, just and impartial

Integrity – be open, honest and reliable

Empathy – be understanding of others

Customer Focus – be courteous, professional and add value

Continuous Improvement – listen, think, challenge and work smarter

OUR BUSINESS

Deliver financial and performance audit services for the New South Wales Parliament and government agencies.