



Office of the Secretary

SECO 18/200
Your Reference: File Ref: D18/21233

30 August 2018

Mr Bruce Notley-Smith MP
Chair, Public Accounts Committee
Legislative Assembly
Parliament of New South Wales
Macquarie Street
SYDNEY NSW 2000

Dear Mr Notley-Smith

**Response to Recommendation 5 of Auditor-General's performance audit report –
Contingent Workforce: Procurement & Management**

I write in response to your letter of 27 July 2018 on behalf of the Public Accounts Committee requesting that the department provide the Committee with a submission outlining the department's response to Recommendation 4 of the Auditor-General's report *Contingent Workforce Procurement & Management, Attachment D*.

Please note that the letter received from the Chair states Recommendation 4 is to be addressed however the only recommendation that was marked as "Delayed", in our initial submission dated 14 May 2018 (Ref: SECO 18/96), was Recommendation 5.

This letter is addressing Recommendation 5 ("assess and centrally document the performance of their contingent workforce to ensure that services are delivered as contracted.")

In order to address Recommendation 5, the Department has implemented a Worker Evaluation Module within the Contingent Worker procurement system.

The Worker Evaluation Module now appears as an off boarding item and becomes visible five days before the end of the contractor engagement expires. The hiring manager see the work item in their user account within the Fieldglass system and are required to complete the module providing information on the quality of the workers performance in relation to the engagement.

Questions contained in the Contingent Worker Evaluation off boarding item are:

1. *On a scale of 1 to 5, how satisfied are you with the performance of the contingent worker? (Rate 1 - 5, 5 being very satisfied)*
2. *Did the contingent worker meet (or fulfil) the requirements of the engagement? (Yes / No)*
3. *Would you support the re-hire of this contingent worker should a suitable position become available? (Yes / No)*

This off boarding item was added to all new work orders created after 24 April 2018. On 2 July the off boarding item was attached to all existing work orders.

All of the Auditor-General's recommendations have now been actioned and completed by the Department with delivery timing of one of the recommendations completed by July 2018.

Thank you for the opportunity to provide a response and to update the Committee with our progress in responding to and implementing the recommendations of the performance audit.

Should your officials wish to discuss the submission further, please [REDACTED]

Yours sincerely

A handwritten signature in red ink, appearing to be 'SD', written over a faint blue grid background.

Simon Draper
Secretary