

**EXAMINATION OF THE AUDITOR-GENERAL'S
PERFORMANCE AUDIT REPORTS FEBRUARY 2016
– SEPTEMBER 2016**

Organisation: Service NSW
Name: Mr Andrew McMaster
Date Received: 21 April 2017

Ref: D17/6440

21 April 2017

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

Dear Mr Notley-Smith,

Performance Audit report: Realising the benefits of the Service NSW initiative

We recently provided a status update to the Public Accounts Committee on 14 March 2017 in relation to the above Performance Audit report issued by the Audit Office of NSW in February 2016.

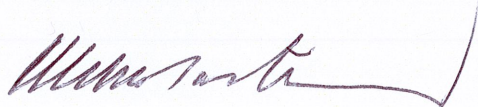
The status update noted that an integrated Benefits Realisation Framework for the Service NSW initiative together with an assessment of benefits realised to 30 June 2017 is required to be tabled with the Expenditure Review Committee of Cabinet (ERC) as part of a report back by the NSW Transactional Services Board (TSB). The report back will also address the recommendations of the Performance Audit report by the Audit Office of NSW.

In our letter to you of 14 March 2017, we noted that this report back to ERC was scheduled for May 2017.

We have been advised by the Central Policy Office of the Department of Finance, Services and Innovation (DFSI) that this report back is now scheduled for October 2017 as part of the DFSI Cluster budget update. Accordingly, the benefits assessment report back will reflect actual results and outcomes to 30 June 2017.

Please do not hesitate to contact the undersigned if you require any further information in relation to this matter.

Yours sincerely,



Andrew McMaster
Acting Chief Executive Officer
Service NSW

cc: Ms Margaret Crawford, Auditor-General, Audit Office of New South Wales