

**Submission
No 4**

**EXAMINATION OF AUDITOR-GENERAL'S PERFORMANCE AUDIT
REPORTS AUGUST 2018 - JANUARY 2019**

Organisation: Department of Premier and Cabinet

Date Received: 13 February 2020



Premier & Cabinet

Ref. A3143252

Greg Piper MP
Chair
Public Accounts Committee
Email: PublicAccountsCommittee.PAC@parliament.nsw.gov.au

Dear Mr Piper

Re: Auditor-General's Performance Audit Report – *Progress and measurement of the Premier's Priorities*

I refer to your letter dated 3 September 2019, and the request for information regarding the Department of Premier and Cabinet's response to the Audit Office recommendations in *Progress and measurement of the Premier's Priorities*.

The Premier's Implementation Unit has worked closely with agencies to implement the four recommendations outlined in the Report. I enclose a more detailed update on the PAC's template as suggested.

The Premier's Implementation Unit strongly supports the opportunity for continuous improvement and looks forward to continued collaboration with agencies to sustain these important recommendations.

Yours sincerely

Tim Reardon
Secretary

19 September 2019

IMPLEMENTATION OF RECOMMENDATIONS

Department of Premier and Cabinet

Progress and measurement of the Premier's Priorities

RECOMMENDATION	ACCEPTED OR REJECTED	ACTIONS TO BE TAKEN	DUE DATE	STATUS (completed, on track, delayed) and COMMENT	RESPONSIBILITY (Section of agency responsible for implementation)
<p>1 By December 2018, the Department of Premier and Cabinet should:</p> <p>Improve transparency of public reporting by:</p> <ul style="list-style-type: none"> • providing information about limitations of reported data and associated performance • clarifying the relationship between the Premier's Priorities performance targets and broader government objectives. 	Accepted	To enhance communication to the public, the PIU updated the 2015-2019 Premiers Priority website to include additional information about the targets, metrics, inclusions, exclusions and limitations across all 12 Priorities. The text of each Priority page was updated to provide clear context as to the role of the Priority target in the achievement of the government's objective.	December 2018	<p>Completed. The PIU implemented this recommendation in November 2018.</p> <p>The PIU also ensured this recommendation was considered in the development of the new 2019 Premiers Priority website, which includes available information about targets, metrics, inclusions, exclusions and limitations across all 14 new Priorities. The website will be updated as further information becomes available.</p>	PIU

2	Ensure that processes to check and verify data are in place for all agency data sources	Accepted	<p>In November 2018, the Deputy Secretary sent letters to all Agency Priority Leads, informing them about the findings of the Audit Office Report. These letters specifically requested that process be in place to check and verify data. Following this letter, the PIU met with relevant Agency teams to support them to implement this recommendation.</p> <p>A separate letter was also sent to Deputy Secretary, Department of Planning, Industry and Environment, regarding the recommendation to improve the quality of relevant housing related data and a subsequent meeting was held in November to support these improvements.</p>	December 2018	<p>Completed. The PIU implemented this recommendation in November 2018.</p> <p>The PIU also worked closely with Agency leads on the development of the 2019 set of Premiers Priorities, and processes are in place to ensure data is checked and verified across all 14 new Priorities before release.</p>	PIU
3	Encourage agencies to develop and implement additional supporting indicators for all Premier's Priority performance measures to	Accepted	<p>Included in the letters sent in November 2018 that informed all Agency Priority Leads about the findings of the Audit Report, was a request for agencies to develop and implement supporting indicators.</p> <p>In addition, the PIU met with relevant Agency teams to assist in the development of</p>	December 2018	<p>Completed. The PIU is also in the process of working with Lead Agencies responsible for the 2019 set of Premiers Priorities to develop supporting indicators where possible.</p>	PIU

	prevent and detect unintended consequences or misuse of data.		supporting indicators where required.			
4	<p>By June 2019, the Department of Premier and Cabinet should: Establish routine collection of feedback about PIU performance including:</p> <ul style="list-style-type: none"> • Independent assurance of PIU performance • Opportunity for agencies to provide confidential feedback. 	Accepted	<p>The PIU engages Delivery Associates, the organisation founded by Sir Michael Barber and international leaders in the Deliverology approach, to provide 6-monthly independent quality assurance of PIU's performance. Delivery Associates conducts interviews with PIU team members and key stakeholders, reviews teams processes and products, and draws on its experience working with delivery units globally to provide recommendations to PIU to improve performance.</p> <p>In addition to this, the PIU developed a short anonymous online survey to Agency Leads and delivery teams in December 2018, seeking feedback on PIU performance, engagement and suggestions for improvement.</p> <p>Following the survey, the PIU commissioned Elton Consulting</p>	June 2019	Completed. The PIU has established a process for obtaining regular independent assessment of PIU performance and will continue to use a blend of surveys and deep dive interviews to obtain feedback.	PIU

			to collate the feedback and conduct further interviews with key Agency stakeholders. Elton Consulting prepared a report outlining findings and made additional recommendations to enhance and improve PIU performance, the majority of which were accepted and implemented by PIU.			
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