

**Submission  
No 7**

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

**Organisation:** Department of Customer Service

**Date Received:** 26 February 2020



**Customer  
Service**

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**Office of the Secretary**

*Our reference: COR-00435-2020*

Mr Greg Piper MP  
Chair  
Legislative Assembly  
Public Accounts Committee  
By email: [pac@parliament.nsw.gov.au](mailto:pac@parliament.nsw.gov.au)

Dear Mr Piper

Thank you for your correspondence to Mr Tim Reardon, Secretary, Department of Premier and Cabinet about an update to the Public Accounts Committee on the Auditor General's Performance Audit on Government Advertising 2017-18 report, tabled 18 November 2019. I am providing a response on his behalf, as the team responsible for reviewing government campaigns in accordance with the *Government Advertising Act 2011 (Act)* is now part of Department of Customer Service (DCS).

As you would be aware, the report acknowledged that the two campaigns assessed complied with the requirements of the Act, the Regulation and the Guidelines and made no recommendations for action.

DCS is committed to delivering first-class customer experiences to the people of NSW by driving more impactful, cost-efficient and integrated communications. Our leadership and guidance to all agencies enables effective governance and implementation of government advertising including branding, peer reviews and evaluation of campaigns.

If you have any further queries, please contact [REDACTED]

Yours sincerely

A handwritten signature in black ink, appearing to read 'Emma Hogan'.

Emma Hogan  
**Secretary**

Date: 25/02/20