

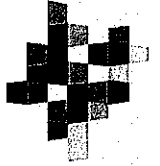
**Submission  
No 4**

**EXAMINATION OF AUDITOR-GENERAL'S PERFORMANCE AUDIT  
REPORTS FEBRUARY 2019 - JULY 2019**

**Organisation:** Queanbeyan-Palerang Regional Council

**Date Received:** 25 May 2020

**QPRC**



File: 52.5.2-01

21 May 2020

Mr Greg Piper MP  
Chair  
Public Accounts Committee  
Parliament of NSW  
Macquarie St  
SYDNEY NSW 2000

Email: [pac@parliament.nsw.gov.au](mailto:pac@parliament.nsw.gov.au)

Dear Mr Piper

**Auditor-General's performance audit report – *Workforce reform in three amalgamated councils***

Thank you for your letter dated 14 May 2020 in which you sought a submission from Queanbeyan-Palerang Regional Council outlining Council's response to the Auditor-General's report *Workforce reform in three amalgamated councils*, tabled on 1 May 2019.

Council has prepared the attached submission in the format provided by the Public Accounts Committee.

Yours sincerely

  
**Peter Tegart**  
Chief Executive Officer  
Queanbeyan-Palerang Regional Council

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## IMPLEMENTATION OF RECOMMENDATIONS

### Workforce reform in 3 amalgamated councils

RECOMMENDATION	ACCEPTED OR REJECTED	ACTIONS TO BE TAKEN	DUE DATE	STATUS (completed, on track, delayed) and COMMENT	RESPONSIBILITY (Section of agency responsible for implementation)
1 All three councils should establish future service offerings and service levels and ensure that organisation structures are aligned with service levels and integrated ICT systems	Accepted	a) QPRC Directive Harmonisation	May 2020	On Track: December 2020 92% of former Council's people focused directives harmonised.	Workplace & Culture Branch
		b) System - Payroll Configuration	May 2020	Completed: June 2018 Harmonised payroll system and pay cycle.	Workplace & Culture Branch
		c) System – Efficiency – Payroll Team	May 2020	Completed: March 2020 Through payroll system efficiencies the team was reduced from three to two.	Workplace & Culture Branch
		d) System – Employee Development Evaluation Module	May 2020	Completed: July 2019 New employee appraisal system configured and implemented in July 2019.	Workplace & Culture Branch
		e) System - E-Recruitment Module	May 2020	Delayed (Expected September 2020): Currently being configured to specifications of the new version.	Workplace & Culture Branch
		f) System – Accreditations Module	May 2020	Completed: December 2019 Implemented and data transferred.	Workplace & Culture Branch
		g) System - Training Module	May 2020	On Track: September 2020 Currently being configured.	Workplace & Culture Branch
		h) Training & Development Plan	May 2020	Completed: March 2020 Staff training model and plan for 2020/2021 financial year.	Workplace & Culture Branch
		i) QPRC Workforce Strategy	May 2020	Completed: December 2019 Endorsed by QPRC Executive in December 2019.	Workplace & Culture Branch

			j) Workforce Management Plan	May 2020	On Track: September 2020 In development for forecasting the workforce needs of the organisation for the new Delivery Program (21-25).	Workplace & Culture Branch
			k) ICT Strategy	March 2020	Completed: endorsed by Executive Revised 2017 ICT Plan and set new pathway and actions aligned to DP.	Digital Branch
			l) Service Reviews	May 2020	Progressing: Culture, Aquatics and Development reviews complete. Revised approach to Lean/Agile for next round (library, Performance, Tourism, Community Development).	Planning and Performance
			m) System – Property & Rating Module	May 2020	Lean/Agile development review led to some reconfiguration of TechOne P&R module, and updating processes in ProMapp.	Planning and Development
			n) System – Assets	March 2020	Asset management plans presented to Council, including asset standards and LoS Asset maturity assessment completed.	Assets
			o) Policy Harmonisation	May 2020	On track: December 2020. 80 policies have so far been reviewed and harmonised, and several new policies have been created. The project is an ongoing one.	Governance