

**2023**

**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**TENTH ASSEMBLY**

**ACT AUDITOR-GENERAL'S INFORMATION REPORT - REPORT NO 9 OF 2022 - ACT  
EMERGENCY SERVICES AGENCY CLEANING SERVICES ARRANGEMENTS -  
GOVERNMENT RESPONSE**

**Presented by  
Mick Gentleman MLA  
Minister for Police and Emergency Services  
February 2023**



## Introduction

On 14 December 2022, the Auditor-General tabled an Information Report titled '*Emergency Services Agency Cleaning Services Arrangements*'.

The purpose of the Information Report was to provide transparency and insights on the ESA cleaning arrangements, which was in response to findings in the performance audit tabled by the Audit office in June 2021 called Performance Audit Report No 7/2021 – *Procurement Exemptions and Value for Money*. The Government thanks the Auditor-General for this Report.

The key findings identified significant issues in relation to management and administrative arrangements, which are largely historical and have been rectified by the delivery of the Integrated Facilities Management Services contract established in December 2021. This single service provider contract provides cleaning services to 36 ESA facilities across Canberra which provides a safe environment for employees, volunteers and members of the community so that ESA can support Canberrans with critical emergency services.

The Justice and Community Safety Directorate and ESA take their obligations under the *Government Procurement Act 2001* seriously and have invested in improving procurement and contract management compliance, processes and education across the Directorate, including the ACT Emergency Services Agency. These reforms commenced prior to the Information Report and form part of the continued improvement practices across the Government.

The *JACS Procurement and Contract Management Framework* was implemented in April 2021. This Framework incorporated training to improve organisational awareness of obligations under the *Government Procurement Act 2001*.

ESA established an executive role in January 2020 which has reviewed and improved procurement and contract management. The Integrated Facilities Management Services contract was transferred to this position in July 2020. This strategic investment is providing a greater level of assurance and continues to improve compliance with the Act within the ESA.

JACS Corporate Services Group has also established a temporary procurement and contract management capability to deliver fit-for-purpose procurement and contract management training and is also working with Procurement ACT on the current Procurement Reform Program.