



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QToN No. 1

STANDING COMMITTEE ON PUBLIC ACCOUNTS
Mrs Elizabeth Kikkert MLA (Chair), Mr Michael Pettersson MLA
(Deputy Chair), Mr Andrew Braddock MLA (Member)

Inquiry into Auditor - General's Performance Audit Reports January - June
2023

Question Taken on Notice (Committee)

Asked by: Mrs Elizabeth Kikkert MLA

Addressed to: Ms McNeil

Reference: UPT p 30 Hearing Date: 08/11/2023

In relation to: AG Performance Report No 3/2023 and Meetings between JCS and PTG and Discussion of issues revealed by the audit

Question Lodgement Date: 08/11/2023

THE CHAIR: You also mentioned that some of the things discussed in those meetings would be complaints, and how some things will be running, good or bad. Were you aware of any of these issues that the Auditor General discovered prior to his investigation in any of the meetings that you had with the PTG?

Ms McNeill: I was aware of some individual complaints that had come in. I had not turned my mind to whether a designated complaint handling officer would assist in resolving those. My experience with those complaints was that there were generally senior staff, either on the guardianship or the trustee side of the business, who were very instrumental in attending to those complaints and seeing them resolved, so in general terms, I was not aware of and did not turn my mind to how refreshed the policies were that were supporting the work of the office.

THE CHAIR: What about any of the other findings that the Auditor General discovered during his report? You just mentioned about complaint. What about the other findings?

Ms McNeill: Such as?

THE CHAIR: Such as failing to adhere to subsection 27AA of the GMP Act; that no person was considered for consultation during the protected person's income, expenses and assets and liabilities. Those are a few of the findings that the Auditor General found.

Ms McNeill: That is a surprising finding to me, because I am aware of individual situations where there was consideration and budgeting undertaken in relation to individuals.

THE CHAIR: He does not say all of it, but he did say there were some in his findings.

Ms McNeill: Yes. No, I do not know about all the matters that the PTG was dealing with. No.

THE CHAIR: If you could take on notice, please, if you could go through the key findings in the report and let the committee know if you had any discussion with the previous PTG about any of the key findings, that would be great.

Ms McNeill: Very well.

THE CHAIR: I am sure it will be in your minutes or something.

Ms McNeill: I do not keep minutes of the meetings—they are informal discussions—but I can respond to the best of my recollection.

Jennifer McNeill, Deputy Director General Justice, answers the Chair's question as follows:

As the Auditor General's findings were made after the appointment of the current PTG, I did not discuss any of the actual findings made with the previous PTG.

However, with respect to the general subject matter of those findings:

- I do not recall discussing with the previous PTG:
 - the Financial Management Services Unit Manual (FMSU Manual)
 - the review cycles for the PTG's fraud, corruption and risk mitigation strategy, the PTG's risk register or the PTG's conflicts of interest policy.
- I do recall discussing with the previous PTG:
 - the PTG's approach to risk and its risk register
 - the instance of potential employee misconduct, in respect of which the previous PTG undertook a preliminary assessment
 - feedback provided and complaints made to the PTG
 - the PTG's ICT infrastructure and projects
 - the PTG's examination of accounts filed by private managers, and the respective roles of the PTG and ACT Civil and Administrative Tribunal in relation to private managers.

Approved for circulation to the Standing Committee on Public Accounts



Signature:

Date: 20 November 2023

By Jennifer McNeill, Deputy Director-General, Justice