

2019

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

**GOVERNMENT RESPONSE TO
AUDITOR GENERAL'S REPORT**

**No 3/2019
Access Canberra Business Planning and Monitoring**

**Presented by
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ACT Government Response to Auditor-General's Report: Access Canberra Business Planning and Monitoring

Introduction

The ACT Government welcomes the Auditor-General's Report No. 3 of 2019: Access Canberra business planning and monitoring (the Report) presented to the Speaker on 23 April 2019. The Audit Report contains conclusions, findings and three recommendations.

As noted in the Audit summary, *"Since its establishment Access Canberra has embarked upon a series of organisational change and governance and administrative reforms and initiatives aimed at improving organisational capability and effectiveness. In 2018 the Access Canberra Executive placed a particular focus on initiatives aimed at improving business planning and record-keeping across the organisation."* This focus on business planning and record keeping is part of the ongoing Access Canberra governance improvement process to support effective regulation.

Access Canberra makes more than 8,000 regulatory decisions a day – decisions to issue licenses or registrations, decisions to inspect or investigate matters, and decisions to exercise formal powers to enforce the law. Sound governance through effective business planning, monitoring and record keeping is central to a high performing regulator and so our community can have confidence in every one of those decisions and their impact.

Government Position on Auditor General's Recommendations

Recommendation 1

Business Planning Methodology

Access Canberra should develop, endorse and promulgate a business planning methodology that clearly identifies:

- a) what the Executive aims to achieve through the process of its business planning activity;
- b) the sequencing of the different levels of planning across the organisation and how each plan should be used to inform other plans and activities;
- c) the level of team-based planning, i.e. what teams are to participate in annual planning; and
- d) how plans are to be reviewed, agreed and finalised.

Government Position

AGREED

Access Canberra has already commenced work to implement a business planning framework. This is expected to be finalised and implemented by the end of 2019.

Recommendation 2

Plan Monitoring Framework

Access Canberra should develop, endorse and promulgate a monitoring and reporting framework for its divisional and team-based business plans that clearly identifies:

- a) expectations for the specification of performance measures, including targets that are capable of being monitored and reported against;
- b) how and when performance is to be reported; and
- c) expectations of teams with respect to the ongoing review and updating of team-based business plans.

Government Position

AGREED

Access Canberra has already commenced work to prepare and implement a monitoring and reporting framework. This is expected to be finalised and implemented by the end of 2019.

Recommendation 3

Access Canberra Records Management

Access Canberra should support its records management improvement activities by:

- a) making a clear and timely decision on whether Access Canberra intends to have its own Records Management Program and policy;
- b) determining priorities and actions for improving records management across the organisation in response to the self-assessed *Compliance Checklist Tool*;
- c) requiring records management activities and initiatives to be reflected and incorporated within team-based business plans; and
- d) progressing Project Keystone in a timely way by clearly identifying an end date for the project, appropriate resources and associated deliverables.

Government Position

AGREED

Access Canberra has already completed actions in relation to items 3a and 3d. Access Canberra has commenced work in the relation to recommendations 3b and 3c. These are expected to be completed by the end of September 2019.