

2025

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

ELEVENTH ASSEMBLY

**ACT AUDITOR-GENERAL'S REPORT NO 14 OF 2024 – FACILITIES MANAGEMENT AND
SUPPLY SERVICES FOR ACT COURTS**

GOVERNMENT RESPONSE

**Presented by
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Attorney-General
April 2025**

Introduction

On 20 December 2024, the ACT Auditor-General tabled Report No 14 of 2024 – Facilities management and support service of ACT Courts. The audit objective was to assess the effectiveness of the Justice and Community Safety Directorate's (JACS) management of the facilities management and support services component of the ACT Courts Public Private Partnership (PPP). The audit scope covered:

- the governance arrangements to manage the Agreement and ensure the effective delivery of services and outcomes;
- the arrangements put in place by JACS to ensure the quality, timeliness, and effectiveness of the services to be delivered;
- the assurance arrangements that had been implemented to ensure quality, timely and effective services are provided by Juris; and
- the performance management system that had been implemented to ensure quality, timely and effective services are provided by Juris.

The audit found that ACT Courts and Tribunal (ACTCT) within JACS has developed a range of governance arrangements for the management of the Agreement and oversight of services to be delivered as well as generally robust arrangements for payments to Juris for its services.

The audit also found there is a lack of documentation and guidance on quality assurance processes and poor documentation on the outcomes of quality assurance activities. 12 recommendations were made to address the findings.

The ACT Government agrees with all recommendations.

Recommendation 1

ACTCT, in conjunction with ACT Treasury and Juris, should:

- a) review and confirm the role and responsibilities of the Senior Representatives Group; and
- b) update its Terms of Reference to establish a regular meeting frequency that enables it to fulfill its role and responsibilities.

Agreed

A draft Terms of Reference addressing recommendations has been completed and will be tabled for approval at the Senior Representative Group meeting scheduled in April 2025.

Recommendation 2

ACTCT should review and update the Terms of Reference of the Project Control Group to clarify its communication and reporting responsibilities, including with respect to the Senior Representatives Group.

Agreed

ACTCT has reviewed and updated the Terms of Reference for the Project Control Group to clarify its communication and reporting requirements. The draft Terms of Reference will be tabled at the Senior Representative Group meeting scheduled in April 2025.

Recommendation 3

ACTCT should improve its risk management framework by ensuring that all operational risks associated with the management of the Agreement have been appropriately identified, assessed, allocated and mitigated.

Agreed

ACTCT will review operational risks associated with the management of the Agreement to ensure they have been appropriately identified, assessed, allocated and mitigated. ACTCT will incorporate more detailed instructions into the Standard Operating Procedure and will then update the ACTCT Risk Register to reflect any operational risks by 30th April 2025.

Recommendation 4

ACTCT should develop a process for the formal review and acceptance of annual Services Phase Plans from Programmed. The process should clearly document, in the Plans themselves, ACTCT's review and acceptance.

Agreed

ACTCT is currently reviewing and updating Standard Operating Procedure to ensure it provides for documented review and acceptance by ACTCT of the plans by 30th April 2025.

Recommendation 5

ACTCT, in cooperation with Programmed, should develop processes that allows ACTCT to:

- a) record and track all service requests that are submitted to Programmed; and
- b) record and track Extension Request Time submissions (including those that are rejected).

Agreed

ACTCT is currently reviewing and updating Standard Operating Procedure for the recording and tracking of service requests and Extension Request Time submissions by 30th April 2025.

Recommendation 6

ACTCT should:

- a) review Daily Reports as required under its draft Standard Operating Procedures; and
- b) formally document the outcomes of the review.

Agreed

ACTCT has implemented review of Daily Reports in line with revised Standard Operating Procedure. ACTCT has commenced the development of a template to formally document the outcomes of the review of the Daily Reports and will incorporate the requirement to complete the template into an updated revision of the Standard Operating Procedure by 30th April 2025.

Recommendation 7

ACTCT should ensure that Annual Performance Reports provided by Programmed meet the reporting requirements of the Agreement and include sufficient information on proposed changes to the Services and the manner in which the Services are to be delivered.

Agreed

ACTCT is currently reviewing and updating the Standard Operating Procedure to ensure reporting requirements in the agreement are met and there is sufficient information on any proposed changes to the Services or the way the Services are to be delivered by 30th April 2025.

Recommendation 8

ACTCT should develop and maintain:

- a) guidance for the conduct of the daily quality assurance checks of the Courts Facility;
and
- b) a process for recording the daily quality assurance checks that are conducted.

Agreed

ACTCT will incorporate the requirement for the conduct of the daily quality assurance checks and a process for recording the daily quality assurance checks into the Standard Operating Procedure by 30th April 2025.

Recommendation 9

ACTCT should develop and maintain guidance for the conduct of monthly cleanliness checks, which clearly identify:

- a) the areas of the Courts Facility that are to be checked;
- b) the evidence that should be obtained to document an area's uncleanness; and
- c) requirements for the recording of monthly cleanliness checks

Agreed

ACTCT will update the guidance on cleanliness checks in the Standard Operating Procedure by 30th April 2025.

Recommendation 10

ACTCT should review and revise the scope of monthly service request reviews to:

- a) incorporate an assessment of performance against the criteria outlined in Services Phase Plans; and
- b) include a review of selected pending and in progress service requests to verify the accuracy of the status that is reported.

Agreed

ACTCT will update the scope of monthly service request reviews in the Standard Operating Procedure by 30th April 2025.

Recommendation 11

ACTCT should:

- a) ensure that it undertakes, and documents, all required annual quality assurance activities with respect to equipment using radiation; and
- b) review its quality assurance processes and procedures to allow for the documentation and recording of positive verification that there are no hazardous materials on site.

Agreed

ACTCT will reflect quality assurance recommendations in the Standard Operating Procedure by 30th April 2025.

Recommendation 12

ACTCT should strengthen its quality assurance procedures over the processing of invoice payments to ensure Variable Service Fees are accurately calculated and paid for.

Agreed

ACTCT will review and update the quality assurance process associated with invoice payments in the Standard Operating Procedure by 30th April 2025.

Conclusion

The Government Response adopts the recommendations which range across matters of governance, quality assurance, operational management and invoice processing. When implemented, the recommendations will enhance community wellbeing in the governance and institutions domain.