

# Video transcript: Fair Presentation of Service Delivery Performance 2023

## About this review

In this review we assessed if government departments are fair in the way they present information on how they deliver services.

We looked at whether their reporting complies with the government's *Resource Management Framework*.

We also looked at how well the Department of Energy, Environment and Climate Action (or DEECA) reports on its environmental sustainability.

The government uses public money to deliver its services. But Parliament and the community can't hold it to account without accurate and fair performance reporting.

Reporting is fair when it:

- represents what it says it represents
- can be measured
- and is accurate, reliable and auditable.

## What we concluded

We found the departments aren't consistently presenting their performance information fairly and DEECA's environmental sustainability reporting needs improving.

We made 3 key findings.

### Key finding 1

First, many of the performance measures departments introduced this year aren't consistent with the *Resource Management Framework*.

For example, we found that:

- only 58 per cent of new measures are outputs
- and 44 per cent don't help strategic decision-making.

### Key finding 2

Second, departments don't consistently explain changes to their performance information.

For example, we found:

- departments proposed to drop 14 measures without explaining why
- and 5 departments didn't properly justify changes to objectives.

### Key finding 3

Third, we couldn't be sure that DEECA's environmental sustainability performance reporting is accurate and reliable.

While DEECA does align its reporting with international standards, we found data quality issues in 75 per cent of its measures and couldn't replicate its results for 59 per cent.

### What we recommended

To address these issues, we made 4 recommendations to the Department of Treasury and Finance about reviewing *Resource Management Framework* criteria and improving guidance for departments.

We made 3 recommendations to DEECA about its environmental sustainability measures and data-handling processes.

### More information

Interested in finding out more? See the full report on our website.