

Video transcript:

Fair Presentation of Service Delivery Performance 2022

Review objective

In this review, we assessed whether the public sector's performance statements comply with the Department of Treasury and Finance's Resource Management Framework.

Who and what we examined

We assessed new performance measures that 9 Victorian government departments added in the last 2 years.

In 2021–22, departments added 100 measures in Budget Paper No. 3, which outlines the government's priorities for delivering goods and services.

In 2022–23, they added another 110 measures.

To get a deeper understanding of departments' performance measures, this year we assessed the Department of Education and Training's presentation of 104 school performance measures.

What we concluded

We concluded that:

- service delivery performance is not clearly visible to Parliament and the community
- departments do not fully follow the requirements of the Resource Management Framework
- and Budget Paper No. 3 includes information not relevant to service delivery.

Why this review is important

The government uses public money to deliver goods and services to the community.

Without accurate and fair reporting of the performance of those services, Parliament and the community cannot hold the government to account.

Background

For service delivery performance information to be fairly presented it must represent what it aims to represent.

That means each measure:

- is a measure of outputs
- is useful to inform government decision-making
- is attributable to the department or agency
- is relevant to the department's objectives
- and clearly identifies what the agency intends to achieve.

Performance information is fairly presented when it is capable of measurement.

Measurements taken at different times are comparable and can be used to track performance.

Performance information is fairly presented when it is accurate, reliable and auditable. This means the department has clear processes in place to define measures, how they are calculated and how they set targets.

What we found

We found that:

- 37 per cent of departments' new measures did not measure outputs
- 53 per cent were not useful for strategic decision-making
- 40 per cent could not be attributed to the action or responsibility of the department
- 27 per cent were not relevant to departmental objectives
- 22 per cent were not written clearly
- and 50 per cent were not comparable over time.

What we recommended

We made 3 recommendations to the Department of Treasury and Finance about providing departments with more guidance on defining measures, showing departments how to develop a data dictionary and reviewing Budget papers to make sure departments explain why they change their objectives.

More information

To read our full report and explore our Budget Paper No. 3 service delivery dashboard, go to audit.vic.gov.au.