

Appendix C:

Audit scope and method

Scope of this audit

Who we examined

We examined the following agencies:

Agency	Their key responsibilities
the department	Planning, building and maintaining the bus network, including managing contracts for the delivery of bus services
CDC	Delivering contracted bus services
Dysons	Delivering contracted bus services
Kinetic	Delivering contracted bus services
Ventura	Delivering contracted bus services

Our audit objective

Are Melbourne's bus services meeting the needs of transport users?

What we examined

We examined:

- the department's planning and delivery of *Victoria's Bus Plan*
- if Melbourne's bus services are meeting the needs of transport users.

Aspects of performance examined

Our mandate for performance audits and reviews includes the assessment of economy, effectiveness, efficiency and compliance (often referred to as the '3Es + C').

In this audit we focused on the following aspects:

Economy	Effectiveness	Efficiency	Compliance
○	●	○	○

Key:

- Primary focus
- Secondary focus
- Not assessed

Conducting this audit

Assessing performance

To form a conclusion against our objective we used the following lines of inquiry and associated evaluation criteria.

Line of inquiry	Criteria
1. Does the department, through its Bus Plan, ensure that Melbourne's bus network is planned and delivered in a way that meets transport users' needs?	1.1 Does the department, through its Bus Plan, ensure that Melbourne's bus network is planned and delivered in a way that meets transport users' needs?
	1.2 The department (1) monitors and reports on bus service performance and progress against Bus Plan objectives, (2) collates and uses data to inform future planning and decision-making.
2. Are Melbourne's bus services meeting the needs of transport users?	2.1 Bus services are punctual and reliable.
	2.2 Bus services are integrated with other transport modes.
	2.3 Bus services are accessible to all transport users.
	2.4 Users are satisfied with bus services.

Our methods

As part of the audit we:

- reviewed documents
- analysed operational data provided by the department and bus operators.

Level of assurance

In an assurance review, we primarily rely on the agency's representations and internally generated information to form our conclusions. By contrast, in a performance audit, we typically gather evidence from an array of internal and external sources, which we analyse and substantiate using various methods. Therefore, an assurance review obtains a lower level of assurance than a performance audit (meaning we have slightly less confidence in the accuracy of our conclusion).

Compliance

We conducted our audit in accordance with the *Audit Act 1994* and *ASAE 3500 Performance Engagements* to obtain reasonable assurance to provide a basis for our conclusion.

We complied with the independence and other relevant ethical requirements related to assurance engagements.

Cost and time

The full cost of the audit and preparation of this report was \$720,000.

The duration of the audit was 11 months from initiation to tabling.