Appendix C:
Review scope and method

Scope of this review

Who we examined

We examined the following agencies:

Agency	Their key responsibilities
All departments	Delivering goods and services to the community or another external stakeholder

Our review objective

Have departments met their service delivery performance targets?

What we examined

We examined the service delivery performance of:

- all departments and outputs in 2024–25
- selected outputs and performance measures between 2020–21 and 2024–25.

Why we did this review

DTF delivers department performance statements in May each year. These statements:

- outline the goods and services that the government will deliver
- contain performance measures and targets, which show a department's expected service delivery performance.

Departments additionally table annual reports in Parliament each year. These reports provide an overview of a department's performance and operations for the financial year, including the extent to which they have met their service delivery performance targets. Performance information in these reports provides users with an understanding of departmental performance and serves a number of purposes.

It is important that performance information is clear, accessible and allows users to identify how well the government is delivering its services.

This report adds another level of scrutiny to increase the transparency of public reporting and accountability of government for spending public money.

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 review we focused on the following aspects:

Economy	Effectiveness	Efficiency	Compliance
Not assessed	Primary focus	Not assessed	Not assessed

Key:

- Primary focus
- Secondary focus
- Not assessed

Conducting this review

Assessing performance

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

Line of inquiry		Criteria	
1.	Have departments met their service delivery performance targets?	1.1	Departments have delivered their goods and/or services (i.e. outputs) in line with their output performance targets.

Our methods

As part of the review, we analysed data in:

- the 2024–25 departmental annual reports
- departments' output performance reports
- Departmental Performance Statements.

We:

- calculated the:
  - number and percentage of performance targets met in 2024–25
  - number and percentage of performance targets not met by less than a 5 per cent or $50 million variance in 2024–25
  - number and percentage of performance targets not met by more than a 5 per cent or $50 million variance in 2024–25
- conducted a time series analysis from 2020–21 to 2024–25 for our selected outputs and performance measures to find:
  - if performance targets have been met over time
  - if performance targets have not been met by more than a 5 per cent variance over time
  - any performance trends
- analysed commentary provided in departmental annual reports, and departments' output performance reports.

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 review in accordance with the *Audit Act 1994* and ASAE 3500 *Performance Engagements* to obtain limited 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 review and preparation of this report was $451,041.

The duration of the review was 6.5 months from initiation to tabling.