

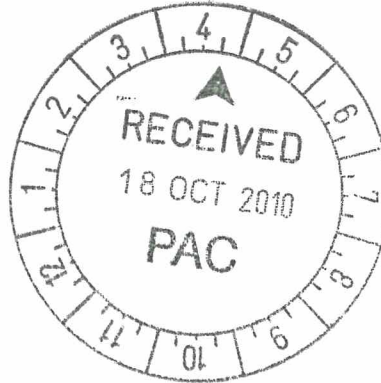


The Hon Linda Burney MP

Minister for the State Plan
Minister for Community Services

PAC-300
C11/1

Mr Russell Keith
Committee Manager
Public Accounts Committee
Parliament of NSW
Macquarie Street
Sydney NSW 2000



14 OCT 2010

Dear Mr Keith

**NSW Government Response to the Public Accounts Committee's Inquiry in
State Plan Performance Reporting**

Thank you for the opportunity to respond to the Public Accounts Committee report. Please find attached a copy of the Government's response to the Committee's recommendations (attachment A)

As you are aware the NSW Government released the 2010 State Plan in March and the recommendations of the Committee influenced the review and content of the final document. I have attached a copy of the 2010 State Plan for your perusal (attachment B).

Should you have any enquiries on this matter they can be directed to Brendan O'Reilly, Director General, Department of Premier and Cabinet on 9228 3172.

Yours sincerely

Linda Burney MP
Minister for the State Plan
Minister for Community Services

NSW Government Response to the Public Accounts Committee's Inquiry into State Plan Performance Reporting

2010 NSW State Plan

The NSW State Plan sets out the priorities for Government over the next 10 years and how we intend to deliver better results for the community from public sector services.

When the State Plan was launched in 2006, we committed to review it every three years to ensure the Plan reflects current priorities and meets the changing needs of the State.

The attached 2010 State Plan reflects the new opportunities and challenges facing NSW.

The State Plan has been updated to:

- respond to the economic downturn and promote economic growth;
- incorporate the new targets and actions agreed by the Council of Australian Governments (COAG);
- reflect new commitments by the NSW Government:
 - *Metropolitan Transport Plan – Connecting the City of Cities* and the integration of land use and transport planning in the *Sydney Metropolitan Plan* to be released later in 2010
 - *Keep them Safe*, the Government's response to the Wood Special Commission of Inquiry into Child Protection Services;
 - the NSW Jobs Summits at which industry identified critical actions to support jobs in NSW;
 - *Caring Together*, the Government's response to the Garling Inquiry into the Health system;
- align with the new super agency structure.

Local communities and other stakeholders have provided their views on the priorities that are facing our State during consultation conducted in 2009.

The community consultation process included:

- community meetings held around NSW, hosted by the Premier and Ministers, and attended by 1,600 people representative of their community (including young families, Aboriginal community members and school students) and community leaders (including Local Government, business, and interest groups).
- a State Plan website visited by more than 2,000 citizens who were able to participate in independently moderated forums.
- a Stakeholder Forum, hosted by the Premier and the 13 Directors General, and attended by more than 100 of the State's peak groups
- targeted consultation with young people and women's groups.

NSW Government Response to the Public Accounts Committee's Inquiry into State Plan Performance Reporting

Response to Recommendations

Recommendation 1

Government provide regional reporting of State Plan targets, progress and priority delivery outcomes so that all communities can see what progress has been achieved locally.

Recommendation 2

Government strengthen local reporting by electorate as a focus of the State Plan review.

Recommendation 3

Localised performance data be provided and kept up to date on the NSW government website in a readily accessible and searchable form.

Recommendation 12

Government include a review process for setting regional targets for State Plan priorities.

Response and action:

The Government supports the measurement and reporting of key indicators and actions at regional and local levels so communities can see what progress has been achieved locally.

The revised State Plan document identifies the potential breakdowns for each target and regional or localised information will be reported where possible.

During the State Plan review, performance measures and targets were selected with a preference given to data sets that allowed a regional breakdown, independently collected, already in use and allowed for interstate and international comparisons.

A total of 11 Local Action Plans were prepared as part of the State Plan review. The Plans respond to issues raised by the community during the consultation period and are available on the NSW State Plan website - <http://www.nsw.gov.au/stateplan>. These documents follow on from the *Regional Delivery Updates and Performance Dashboards* created in mid 2008 that outlined regional level performance data, where available, and progress in delivery of the regional plans. The reports allow communities to see what is happening in their regions and progress against targets in their areas, and to hold Government accountable locally.

It is important to note that some State wide performance measures are not statistically reliable when disaggregated, and some performance measures are defined by services delivery or geography and can not be readily reported by local area or electorate boundaries, for example, catchment management areas.

The State Plan website is currently under review and a new more user friendly and interactive site will be launched in late 2010.

Recommendation 4

The Premier's Delivery Unit establish active and passive practices to facilitate feedback from Members of Parliament, and to assist them to engage with their constituents regarding the setting of targets and reporting State Plan performance.

Response and action:

The State Plan consultation draft was made public for comment and members of Parliament were able to use this document to conduct their own forums in local electorates to provide input into the revised State Plan. In addition, the State Plan website is a public website containing performance information that members of Parliament can access and use as the basis for ongoing discussions..

Recommendation 5

Government include the improvement of service delivery to people with more acute needs for deliberation in reviews of the State Plan.

Response and action:

The NSW Government supports this recommendation.

The 2006 and 2010 State Plans link to a series of related Government plans and strategies to improve outcomes for disadvantaged sectors of our community including:

- *State Health Plan*
- *Metropolitan Transport Plan – Linking the city of cities*
- *NSW: A new direction for Mental Health*
- *Two Ways Together Report - Aboriginal Affairs Plan*
- *Stronger Together - new Direction for Disability Services*
- *NSW homelessness Action Plan*

Recommendation 6

Government review the number and quality of targets to ensure they prioritise the urgent and important rather than elevating the routine.

Response and action:

The Government supports this recommendation. The revised State Plan remains focussed on priority areas for the NSW community. The revised document has:

- aligned the State Plan targets to new Council of Australian Governments (COAG) targets and directions where appropriate, and
- incorporated recommendations and targets from the *Metropolitan Transport Plan; Investing in a Better Future* (NSW Government Responses to the NSW Jobs Summit) and Regional Jobs Summits.

Recommendation 7

Government continue to refer the State Plan Annual Report to the Auditor-General.

Response and action:

The Government supports this recommendation. The first State Plan Annual Report was provided to the Auditor General. The most recent Annual Performance Report was released in March 2010 and is available on the State Plan website. The Auditor General was invited by the Premier to review performance material relating to the *Supporting business and jobs* chapter of the next Annual Performance Report to be released in late 2010.

In addition, the Government engaged additional experts to review particular areas of the State Plan Annual Report in which they have specific knowledge.

Recommendation 8

Government ask the Auditor-General to consider and compare complementary data from NGOs to indicate if government information sources are reflecting the experience of service recipients. Further, the Government should ensure that the Auditor-General is provided with adequate resources to do this.

Response and action:

The Government supports using targets and performance information that best reflect the experience of service users in NSW. The revision of the State Plan included consultation with key stakeholders, including NGO's, on both the content and targets. The revised State Plan includes targets that are most appropriate to particular groups and sectors.

Recommendation 9

Government table the State Plan Annual Report in Parliament.

Recommendation 10

On the tabling of the Auditor-General's report on the State Plan Annual Report, the Government move a motion for the Legislative Assembly to:

- request the Public Accounts Committee to examine the Auditor-General's report and associated State Plan Annual Report; and

- take note of the Committee's report on its tabling, together with the State Plan Annual Report and Auditor-General's report as an item of Government Business.

Response and action:

The Government will table the 2010 State Plan Annual Report in Parliament. The 2008 State Plan Annual Report and the Auditor General's report are available on the State Plan website.

Recommendation 11

The 2009 review of the State Plan include:

- citizens' juries within all State Plan regions to determine what issues are of community concern, both across the State and within the region, and on which areas of the Plan the community would most like to provide further input;*
- public meetings to discuss the State Plan, encourage participation and generate an interest in the outcome;*
- a 21st century town meeting live on the internet to engage those who cannot attend the public meetings; and*
- innovative participation methods that capture the opinions of population groups that would otherwise be excluded, enabling the Government to incorporate the views of a broad cross-section of the community.*

Recommendation 13

Government make a plan for State-wide and online community engagement prior to the review so citizens can review and improve the Plan.

Response and action:

In mid 2009 the Premier released the State Plan consultation draft for the review by the community and key stakeholders including Local Government and key interest groups. Over the course of July and August, the community, Local Government, stakeholders and key interest groups were invited to comment on the consultation draft. The extensive consultation process included:

- community meetings held around NSW, hosted by the Premier and Ministers, and attended by 1,600 people representative of their community (including young families, Aboriginal community members and school students) and community leaders (including Local Government, business, and interest groups).
- a State Plan website visited by more than 2,000 citizens who were able to participate in independently moderated forums.
- a Stakeholder Forum, hosted by the Premier and the 13 Directors General, and attended by more than 100 of the State's peak groups
- consultation with young people and women's groups.

Members of Parliament were free to host their own forums in their electorates and provide consolidated advice from their local communities as part of the State Plan review process.

When the State Plan is updated in the future, consideration will be given to using technology to engage people to participate and provide feedback along with other consultation techniques and tools such as those outlined in the recommendation.

Recommendation 14

Government appoint an expert in community engagement who is not a Government employee to assist in planning and implementing the review.

Recommendation 15

Government commission a formal evaluation of its engagement processes to assess their effectiveness and ensure continuous improvement.

Response and action:

The review of the State Plan was coordinated by the Department of Premier & Cabinet and overseen by a high level Steering Committee that provided advice on the methods and extent of the review process. The Chair of the Public Accounts Committee and current Independent Advisors on State Plan Performance provided initial input into these processes.