

Report on a page

The Queensland Audit Office (QAO) makes recommendations to state and local government entities to support better delivery of public services and make a difference to the lives of Queenslanders. In this report, we provide an update on entities' self-assessed progress in implementing the performance audit recommendations we issued to them between 2015–16 and 2017–18. We selected these years to allow enough time for entities to act on our recommendations.

Our analysis of their reported progress against the different types of recommendations we make highlights some of the common challenges and opportunities for the public sector. We offer insights as to where all entities can improve their systems and practices.

Our recommendations focus on many different aspects of public service delivery. We always ensure they are client focused, address the root cause, and add value to the public sector.

What did we examine?



Insights from entities' responses

Entities reported the following progress for the recommendations that we issued to them:



[Appendix B](#) contains a summary of entities' self-assessed progress implementing our recommendations. The best way to explore their reported progress on each recommendation is via our interactive dashboard available on our website at www.qao.qld.gov.au.

1. The most common types of recommendations entities failed to implement were those related to performance monitoring and reporting, governance, and strategic planning.
2. Some entities are not monitoring their implementation of our recommendations. To do so, they could set up processes that hold specific positions/people accountable for this. Audit committees should play a major role in overseeing this, tracking progress, and holding management to account.
3. Some entities reported that they have not evaluated the outcomes of their implementation of the recommendations. This means they do not know whether their actions have delivered the intended results. This is a gap they need to address. Timely and robust evaluations help entities determine what works and where they can improve. This can form the basis for them embedding a continuous improvement culture.