

Report on a page

The Queensland Audit Office makes recommendations to state and local government entities to support better delivery of public services and make a difference to the lives of Queenslanders.

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

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

What did we examine?



What did we find?

Entities reported the following progress with implementing our recommendations:



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

Insights from entities' responses

1. Entities need to strengthen their governance and oversight arrangements. We made 56 governance-related recommendations in 2018–19 and 2019–20. These were the most common type of recommendations that entities failed to implement.
2. Entities need to continue to enhance their performance monitoring and reporting practices. These were the most common type of recommendations we made over this period, and they had the second-highest number of outstanding recommendations.
3. Entities are keeping better track of the recommendations we make. However, some still do not have adequate processes or systems to monitor and report their progress. This limits their ability to drive improvement. Audit committees should oversee how entities are tracking progress and hold them to account.