

A. Entity responses

As mandated in s. 64 of the *Auditor-General Act 2009*, the Queensland Audit Office gave a copy of this report with an invitation to comment to:

- the Premier and Minister for the Olympic and Paralympic Games
- chief executive officers of the 98 audited entities
- respective ministers for the 98 audited entities.

This appendix contains the responses we received.

The heads of the entities are responsible for the accuracy, fairness, and balance of their comments.



Comments received from Director-General, Department of Education



Office of the
Director-General

Department of
Education

17 NOV 2023

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
Email: gao@gao.qld.gov.au

Dear Mr Worrall

Thank you for your email dated 30 October 2023 providing a copy of the proposed report to Parliament titled *2023 status of Auditor-General's recommendations* (the report).

I appreciate the opportunity to review and provide feedback on the proposed report and I thank you and your team for your collaborative approach. I understand that feedback has previously been provided on specific wording included in Appendix B, Implementation of recommendations by report, relevant to the Department of Education (DoE), and acknowledge that this feedback has been incorporated into the final report.

I note that as this is a point in time status update, the Queensland Audit Office (QAO) is unable to reflect in the final report to Parliament any updated status from DoE's initial assessment. However, I request an adjustment to the following:

Enabling digital learning (Report 1: 2021–22), recommendation 1, to align with DoE's *Annual Report 2022–23*.

Department of Education (DoE) partnered with Telstra to deliver increased bandwidth over 2 stages. As at 30 June 2023, 92.5 per cent of students had received a Stage 1 upgrade to 1 Mbps per student. Stage 2 will deliver an increase to an average of 5 Mbps per student by the end of 2026, contingent on required technical improvements.

Enabling digital learning, (Report 1: 2021–22), recommendation 7 to align with DoE's *Equity and Excellence: realising the potential of every student strategy*.

DoE is developing a Digital Capability Program to support school leaders and teaching teams enhance digital teaching and learning. The program will include a strategic planning component so that school leaders are supported to include a clear digital component in their school strategic plans. It will also include support and resources for monitoring and reviewing the effective delivery of actions that relate to digital components of their school strategic plan.

I also acknowledge that you intend to publish the results of entities' self-reported progress in an interactive dashboard on the QAO website, as per Appendix B.

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The report has provided insights on recommendations and responses across all agencies highlighting trends, challenges and shared learnings about how entities implement the QAO audit recommendations.

Should your office wish to discuss this matter further, I invite your officers to contact

Yours sincerely



MICHAEL DE'ATH
Director-General

Ref. 23/894367



Comments received from Acting Director-General, Department of Health



Queensland Health

Enquires to:

Telephone:
Our ref:

Mr Brendan Worrall
Auditor-General
Queensland Audit Office

Email: gao@qao.qld.gov.au

Dear Mr Worrall

I refer to your email dated 30 October 2023, which provided an opportunity to consider and respond to the proposed Queensland Audit Office report to Parliament *2023 status of Auditor-General's recommendations*.

I note this is the third year the Queensland Audit Office has reported on entities' self-assessed progress in implementing performance audit recommendations.

This report makes specific comments in relation to the status of recommendations from the *Planning for sustainable health services* (Report 16:2020-2021). These comments are noted and I can confirm that significant progress is being made to fully implement the recommendations from this report.

For the Department of Health, I am pleased to note that 98 per cent (41 out of 42 recommendations) were self-assessed as either fully or partially implemented with only one recommendation remaining outstanding. I also note positive progress regarding the implementation of audit recommendations for the Hospital and Health Services with 96 per cent of recommendations self-assessed (137 out of 143 recommendations) as either fully or partially implemented, three per cent (4 recommendations) were not implemented and one per cent (2 recommendations) were no longer applicable.

I would like to acknowledge the valuable insights, important work undertaken and the continued assistance provided by your team to the Hospital and Health Service and Department of Health personnel regarding this process.

Yours sincerely

A handwritten signature in black ink, appearing to read "M Walsh".

Michael Walsh
A/Director-General
21/11/2023

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Comments received from Acting Director-General, Department of Transport and Main Roads



Our ref: DG45480
Your ref: PRJ03899

Office of the
Director-General
Department of
Transport and Main Roads

10 November 2023

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
qao@qao.qld.gov.au

Dear Mr Worrall

Thank you for your email of 30 October 2023 regarding the Queensland Audit Office's (QAO) proposed report to Parliament titled 2023 Status of Auditor-General's recommendations.

In your proposed report, you state the key themes you have raised that include good regulatory practices needing to be risk-based and intelligence-led, measuring and reporting performance being essential to making informed decisions and that effective audit committees are a cornerstone of good governance. The Department of Transport and Main Roads (TMR) is focused on continuously improving its control environment in these areas as well as other areas where it operates.

Recommendations raised by the QAO in performance reports as well as the end of year financial statement report are recorded in TMR's audit database and are then followed up by TMR's Internal Audit team to ensure that they are fully implemented in a timely manner, along with internal audit recommendations and any recommendations raised in other assurance reports. The results of this follow up are reported to the TMR Audit and Risk Committee, which the QAO has a standing invitation to attend.

The recent machinery-of-Government change in May 2023 meant that TMR is now responsible for some of the recommendations raised for the former Department of Communities, Housing and Digital Economy. These recommendations are being addressed in line with TMR's governance processes outlined above.

I appreciate the opportunity to work with the QAO in improving TMR's processes and control environment.

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If you require further information please contact [REDACTED]

I trust this information is of assistance.

Yours sincerely



Sally Stannard
Acting Director-General
Department of Transport and Main Roads

