

ENTER DEPARTMENT NAME

**20YY-YY Annual Report**

ENTER DEPARTMENT NAME

Enter full street and postal address

Enter agency website address

Contact phone number: enter phone number

Contact email: enter email

ISSN: enter ISSN

Date presented to Minister: enter date

**Note to drafters (remove this page)**

The light font in this template is a prompt to add your data. All text is to be in normal black font. To enable accessibility requirements, we have removed the ‘text boxes’ previously used, resulting in you requiring to manually amend the font.

In preparing their annual reports, agencies should refer specifically to the requirements of the *Public Sector Act 2009* (Act) (Part 3, s12) and the *Public Sector Regulations 2010* (Regulations) (Part 2, s7).

**Summary of content requirements from the Act and Regulations**

The public sector agency must ensure that the report is accurate, comprehensive, deals with all significant issues affecting the agency and is written and presented in a manner that aids ready comprehension.

The report must contain the information required by the regulations or by any directions issued by the Premier.

A public sector agency's annual report to the agency's Minister must contain information (including relevant statistics) with respect to the following:

(a) the functions and objectives of the agency;

(b) the legislation administered by the agency;

(c) the organisation of the agency;

(d) the agency's relationship to other agencies within the Minister's area of responsibility;

(e) the agency's operations and initiatives (including an assessment of their effectiveness and efficiency);

(f) the agency's strategic plans and the relationship of the plans to Government objectives;

(g) executive employment in the agency;

(h) employment opportunity programs;

(i) the agency's performance management and development systems (including an assessment of their effectiveness and efficiency);

(j) the number of instances and nature of fraud detected in the agency and the strategies implemented to control and prevent fraud;

(k) the number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the \**Whistleblowers Protection Act 1993 (\* replaced by the Public Interest Disclosure Act 2018)*;

(l) the financial performance of the agency including—

(i) audited financial statements prepared in accordance with the Treasurer's instructions and the report of the Auditor-General on the financial statements; and

(ii) any other financial information in respect of the agency's operations required to be reported to Parliament under another Act;

(m) the occupational health, safety and rehabilitation programs of the agency (including an evaluation of the programs and their effectiveness);

(n) the extent to which external consultants have been engaged by the agency, the nature of the work undertaken by the consultants and the total cost to the agency of the consultancies.

To:

Enter name of Minister MP

Enter Minister’s portfolios (list)

This annual report will be presented to Parliament to meet the statutory reporting requirements of *(insert relevant acts and regulations)* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the AGENCY NAME by:

Full name of authorised person

Position

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reason for late submission, if applicable (delete line if not applicable)

**From the Chief Executive**

Consider including a photo

Enter the Chief Executive’s commentary

*(Signature)*

Chief Executive name

**Chief Executive**

Department name

Contents [Overview: about the agency 7](#_Toc65081726)

[Our strategic focus 7](#_Toc65081727)

[Our organisational structure 7](#_Toc65081728)

[Changes to the agency 7](#_Toc65081729)

[Our Minister 7](#_Toc65081730)

[Our Executive team 8](#_Toc65081731)

[Legislation administered by the agency 8](#_Toc65081732)

[Other related agencies (within the Minister’s area/s of responsibility) 8](#_Toc65081733)

[The agency’s performance 9](#_Toc65081734)

[Performance at a glance 9](#_Toc65081735)

[Agency response to COVID-19 9](#_Toc65081736)

[Agency contribution to whole of Government objectives 9](#_Toc65081737)

[Agency specific objectives and performance 9](#_Toc65081738)

[Corporate performance summary 10](#_Toc65081739)

[Employment opportunity programs 10](#_Toc65081740)

[Agency performance management and development systems 11](#_Toc65081741)

[Work health, safety and return to work programs 11](#_Toc65081742)

[Executive employment in the agency 12](#_Toc65081743)

[Financial performance 13](#_Toc65081744)

[Financial performance at a glance 13](#_Toc65081745)

[Consultants disclosure 13](#_Toc65081746)

[Contractors disclosure 14](#_Toc65081747)

[Other financial information 15](#_Toc65081748)

[Other information 15](#_Toc65081749)

[Risk management 16](#_Toc65081750)

[Risk and audit at a glance 16](#_Toc65081751)

[Fraud detected in the agency 16](#_Toc65081752)

[Strategies implemented to control and prevent fraud 16](#_Toc65081753)

[Public interest disclosure 16](#_Toc65081754)

[Reporting required under any other act or regulation 17](#_Toc65081755)

[Reporting required under the *Carers’ Recognition Act* 2005 17](#_Toc65081756)

[Public complaints 18](#_Toc65081757)

[Number of public complaints reported 18](#_Toc65081758)

[Additional Metrics 19](#_Toc65081759)

[Service Improvements 20](#_Toc65081760)

[Compliance Statement 20](#_Toc65081761)

[Appendix: Audited financial statements YYYY-YY 21](#_Toc65081762)

# Overview: about the agency

## Our strategic focus

|  |  |
| --- | --- |
| **Our Purpose** | List purpose |
| **Our Vision** | List vision |
| **Our Values** | List values |
| **Our functions, objectives and deliverables** | List functions, objectives and deliverables |

This table is an example only. Agencies can use this as a template or can include their own graphic in line with their strategic plan.

If using an alternative format, it must meet the mandatory accessibility guidelines which include adequate colour contrast and alt text.

This section should make reference to the functions and objectives of the agency in line with section 7(a) of the Regulations.

Our organisational structure

Insert organisational chart.

The section should reflect the structure of the agency as at 30 June of the relevant financial year.

### Changes to the agency

During YYYY-YY there were (no / the following) changes to the agency’s structure and objectives as a result of internal reviews or machinery of government changes.

(list any discontinued, transferred operations)



## **Our Minister**

Consider including a photo and short description of Minister’s responsibilities.

Example: “The Hon (name) MP is the Minister for (portfolio). The Minister oversees the (list responsibilities).

## **Our Executive team**

Consider including a photo and short description for each key executive’s responsibilities.

Example: “(Executive name) is the (position title), responsible for leading the (list responsibilities)”.

## Legislation administered by the agency

List each piece of legislation in a separate row. Use italic font.

## Other related agencies (within the Minister’s area/s of responsibility)

Detail other agencies related to this agency. Delete heading if not required.

# The agency’s performance

## Performance at a glance

Provide a performance overview. Use key performance measures, graphics/graphs to summarise performance highlights.

## Agency response to COVID-19

If your agency had significant or strategic input into the response relating to COVID-19, include relevant outcomes and initiatives. If not applicable, please remove this heading.

## **Agency contribution to whole of Government objectives**

Include a brief summary of the agency’s high-level contributions to the Government’s objectives.

| **Key objective** | **Agency’s contribution** |
| --- | --- |
| More jobs | Related objectives, strategies, programs, initiatives etc. |
| Lower costs | Related objectives, strategies, programs, initiatives etc. |
| Better Services | Related objectives, strategies, programs, initiatives etc. |

## Agency specific objectives and performance

List the agency’s objectives, indicators and performance. These should be aligned with the agency’s budget targets as well as other key programs.

| **Agency objectives** | **Indicators** | **Performance** |
| --- | --- | --- |
| Should be linked to the agency’s operations and initiatives | Relevant indicators or effectiveness to measure agency objective. | Summary of progress against each indicator (consider efficiency and effectiveness) or link to evaluation report etc. |
| Should be linked to the agency’s operations and initiatives | Relevant indicators or effectiveness to measure agency objective. | Summary of progress against each indicator (consider efficiency and effectiveness) or link to evaluation report etc. |
| Should be linked to the agency’s operations and initiatives | Relevant indicators or effectiveness to measure agency objective. | Summary of progress against each indicator (consider efficiency and effectiveness) or link to evaluation report etc. |

## Corporate performance summary

Provide a summary of operational performance. Use key performance measures, graphics/graphs to summarise performance highlights.

## Employment opportunity programs

| **Program name** | **Performance** |
| --- | --- |
| Program name | Summary of results of the program |
| Program name | Summary of results of the program |
| Program name | Summary of results of the program |

## Agency performance management and development systems

| **Performance management and development system** | **Performance** |
| --- | --- |
| Name and brief description including how compliance is measured | Summary of results of the program including compliance as X% of employee headcount |
| Name and brief description including how compliance is measured | Summary of results of the program including compliance as X% of employee headcount |

## Work health, safety and return to work programs

| **Program name** | **Performance** |
| --- | --- |
| Program name | Summary of results of the program |
| Program name | Summary of results of the program |
| Program name | Summary of results of the program |

| **Workplace injury claims** | Current year  YYYY-YY | Past year  YYYY-YY | % Change (+ / -) |
| --- | --- | --- | --- |
| Total new workplace injury claims | Number | Number | +/-Xx% |
| Fatalities | Number | Number | +/-Xx% |
| Seriously injured workers\* | Number | Number | +/-Xx% |
| Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE) | Number | Number | +/-Xx% |

*\*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)*

| **Work health and safety regulations** | Current year YYYY-YY | Past year  YYYY-YY | % Change (+ / -) |
| --- | --- | --- | --- |
| Number of notifiable incidents (*Work Health and Safety Act 2012, Part 3)* | Number | Number | +/-Xx% |
| Number of provisional improvement, improvement and prohibition notices (*Work Health and Safety Act 2012 Sections 90, 191 and 195*) | Number | Number | +/-Xx% |

| **Return to work costs\*\*** | Current year YYYY-YY | Past year  YYYY-YY | % Change (+ / -) |
| --- | --- | --- | --- |
| Total gross workers compensation expenditure ($) | Number | Number | +/-Xx% |
| Income support payments – gross ($) | Number | Number | +/-Xx% |

*\*\*before third party recovery*

Data for previous years is available at: insert hyperlink to specific data.sa page and ensure data sources are referenced.

## Executive employment in the agency

| **Executive classification** | **Number of executives** |
| --- | --- |
| Enter classification level and/or description | Number |
| Enter classification level and/or description | Number |
| Enter classification level and/or description | Number |

Data for previous years is available at: insert hyperlink to specific data.sa page and ensure data sources are referenced.

The [Office of the Commissioner for Public Sector Employment](https://publicsector.sa.gov.au/) has a [workforce information](https://publicsector.sa.gov.au/about/office-for-the-public-sector/workforce-information/) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

# Financial performance

## Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2020-2021 are attached to this report.

Enter text, tables, charts and text information. Ensure alternative text is included for all graphics to ensure accessibility.

| **Statement of Comprehensive Income** | **YYYY-YY Budget**  **$000s** | **YYYY-YY Actual**  **$000s** | **Variation**  **$000s** | Past year  YYYY-YY **Actual**  **$000s** |
| --- | --- | --- | --- | --- |
| Total Income | 0 | 0 | 0 | 0 |
| Total Expenses | 0 | 0 | 0 | 0 |
| **Net Result** | **0** | **0** | **0** | **0** |
| **Total Comprehensive Result** | **0** | **0** | **0** | **0** |

| **Statement of Financial Position** | **YYYY-YY Budget**  **$000s** | **YYYY-YY Actual**  **$000s** | **Variation**  **$000s** | Past year  YYYY-YY **Actual**  **$000s** |
| --- | --- | --- | --- | --- |
| Current assets | 0 | 0 | 0 | 0 |
| Non-current assets | 0 | 0 | 0 | 0 |
| **Total assets** | **0** | **0** | **0** | **0** |
| Current liabilities | 0 | 0 | 0 | 0 |
| Non-current liabilities | 0 | 0 | 0 | 0 |
| **Total liabilities** | **0** | **0** | **0** | **0** |
| **Net assets** | **0** | **0** | **0** | **0** |
| **Equity** | **0** | **0** | **0** | **0** |

## Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

**Consultancies with a contract value below $10,000 each**

| **Consultancies** | **Purpose** | **$ Actual payment** |
| --- | --- | --- |
| All consultancies below $10,000 each - combined | Various | Combined total of all actual payments to consultants under $10,000 |

**Consultancies with a contract value above $10,000 each**

| **Consultancies** | **Purpose** | **$ Actual payment** |
| --- | --- | --- |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
|  | Total | $ Total Payments |

Data for previous years is available at: insert hyperlink to specific data.sa page and ensure data sources are referenced.

See also the [Consolidated Financial Report of the Department of Treasury and Finance](http://treasury.sa.gov.au/) for total value of consultancy contracts across the South Australian Public Sector.

## Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

**Contractors with a contract value below $10,000**

| **Contractors** | **Purpose** | **$ Actual payment** |
| --- | --- | --- |
| All contractors below $10,000 each - combined | Various | Combined total of all actual payments to contractors under $10,000 |

**Contractors with a contract value above $10,000 each**

| **Contractors** | **Purpose** | **$ Actual payment** |
| --- | --- | --- |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
| Business name | Purpose | $ actual payment |
|  | Total | $ Total payments |

Data for previous years is available at: insert hyperlink to specific data.sa page and ensure data sources are referenced.

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts](https://www.tenders.sa.gov.au/contract/buyerIndex).

The website also provides details of [across government contracts](https://www.tenders.sa.gov.au/contract/search?preset=organisationWide).

## Other financial information

Include any other financial information about the agency’s operations required to be reported to Parliament under another Act. Delete this sub heading if not applicable.

## Other information

This could include other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions. This should be restricted to the minimum necessary information to address mandatory reporting requirements. Independent authorities can add specific sub headings to reflect independent functions and the unique significant reporting requirements.

# Risk management

## Risk and audit at a glance

Optional summary from Audit and Risk Committee(s)

## Fraud detected in the agency

| **Category/nature of fraud** | **Number of instances** |
| --- | --- |
| Type of fraud | Number |
| Type of fraud | Number |
| Type of fraud | Number |

*NB: Fraud reported includes actual and reasonably suspected incidents of fraud.*

## Strategies implemented to control and prevent fraud

Insert summary

Data for previous years is available at: insert hyperlink to specific data.sa page and ensure data sources are referenced.

## Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018:*

*Insert number*

Data for previous years is available at: insert hyperlink to specific data.sa page and ensure data sources are referenced.

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure* *Act 2018* on 1/7/2019.

# Reporting required under any other act or regulation

| **Act or Regulation** | **Requirement** |
| --- | --- |
| Name and date of Act/Regulation | Section and summary of reporting requirement |

Include report as per requirement

| **Act or Regulation** | **Requirement** |
| --- | --- |
| Name and date of Act/Regulation | Section and summary of reporting requirement |

Include report as per requirement

| **Act or Regulation** | **Requirement** |
| --- | --- |
| Name and date of Act/Regulation | Section and summary of reporting requirement |

Include report as per requirement

## Reporting required under the *Carers’ Recognition Act* 2005

The *Carers’ Recognition Act 2005* is deemed applicable for the following: Department of Human Services, Department for Education, Department for Health and Wellbeing, Department for Innovation and Skills, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.

# Public complaints

## Number of public complaints reported

Reporting on the number of complaints received is mandated. If your agency does not have an approved set of complaint categories in place, please use the complaint categories in the table below.

| **Complaint categories** | **Sub-categories** | **Example** | **Number of Complaints**  **YYYY-YY** |
| --- | --- | --- | --- |
| Professional behaviour | Staff attitude | Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency |  |
| Professional behaviour | Staff competency | Failure to action service request; poorly informed decisions; incorrect or incomplete service provided |  |
| Professional behaviour | Staff knowledge | Lack of service specific knowledge; incomplete or out-of-date knowledge |  |
| Communication | Communication quality | Inadequate, delayed or absent communication with customer |  |
| Communication | Confidentiality | Customer’s confidentiality or privacy not respected; information shared incorrectly |  |
| Service delivery | Systems/technology | System offline; inaccessible to customer; incorrect result/information provided; poor system design |  |
| Service delivery | Access to services | Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities |  |
| Service delivery | Process | Processing error; incorrect process used; delay in processing application; process not customer responsive |  |
| Policy | Policy application | Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given |  |
| Policy | Policy content | Policy content difficult to understand; policy unreasonable or disadvantages customer |  |
| Service quality | Information | Incorrect, incomplete, out dated or inadequate information; not fit for purpose |  |
| Service quality | Access to information | Information difficult to understand, hard to find or difficult to use; not plain English |  |
| Service quality | Timeliness | Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met |  |
| Service quality | Safety | Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness |  |
| Service quality | Service responsiveness | Service design doesn’t meet customer needs; poor service fit with customer expectations |  |
| No case to answer | No case to answer | Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate |  |
|  |  | **Total** |  |

| Additional Metrics | **Total** |
| --- | --- |
| Number of positive feedback comments |  |
| Number of negative feedback comments |  |
| Total number of feedback comments |  |
| % complaints resolved within policy timeframes |  |

Data for previous years is available at: insert hyperlink to specific data.sa page and ensure data sources are referenced.

|  |
| --- |
| In line with PC039- *Complaint Management in the South Australian Public Sector*, agencies are required to assess and monitor the performance of their Complaint Management System annually. Identifying trends, measuring customer service quality and make service improvements.  Report on how your organisation has improved its complaints management system, set new KPI’s or updated system features.  Also include service improvements resulting from complaints or consumer suggestions over xxxx-xx (current year) |

## Service Improvements

## Compliance Statement

|  |  |
| --- | --- |
| [Name of Agency] is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector | Y/N |
| [Name of Agency] has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees. | Y/N |

# Appendix: Audited financial statements YYYY-YY