



Appendix one – Response from agency



Office of Local Government

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Our Reference: A578553
Your Reference:
Contact: Sonja Hammond
Phone: 02 4428 4143

Ms Margaret Crawford
Auditor-General of NSW
Level 15
1 Margaret Street
SYDNEY NSW 2000

Dear Ms Crawford

Thank you for your letter of 21 December 2017, providing a copy of the report "*Council Reporting on Service Delivery 2017*" following the performance audit of NSW councils' annual reports. The Office of Local Government (OLG) appreciates the opportunity to respond to the report and notes the findings and recommendations in relation to reporting on service delivery by NSW councils.

Since the implementation of the Integrated Planning and Reporting (IP&R) framework in 2010, councils have reached a level of maturity in the area of preparing plans and working with their communities. OLG acknowledges that it is now timely to focus on efficient reporting.

To this end, the revised IP&R Guidelines will strengthen the requirements for councils relating to reporting on service delivery. When released, the revised IP&R Manual will provide further guidance and support to councils that will address the first recommendation in the report regarding reporting on performance against targets, outcomes, over-time and efficiency, and cost effectiveness of service delivery.

Work to implement a single state-wide database to assist individual councils meet their compliance requirements will be considered as part of the Government's response to the Independent Pricing and Regulatory Tribunal report into reporting and compliance burdens.

OLG is working on the Performance Measurement Framework for councils in NSW, incorporating appropriate performance indicators. This will assist in consistent sector-wide performance reporting.

It is acknowledged that the reporting capabilities of rural councils could be enhanced, and OLG will look at working with those councils, either individually or through Joint Organisations that will be established later in 2018.

Thank you again for the opportunity to respond to the report and for engaging with OLG throughout the audit process.

Yours sincerely

Tim Hurst
Acting Chief Executive
Office of Local Government

24/1/18

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