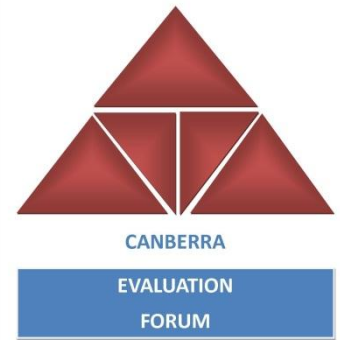




Ms Tamara Cutcliffe
CEF Facilitation Group Member
and
Executive Director
IPAA ACT



PPGPA – Proposed Performance Framework

- 1. Conceptualise**
- 2. Plan**
- 3. Measure & Assess**
- 4. Report – Annual Report & Annual Performance Statement**
- 5. Quality Assurance & Support - provided by Finance**
- 6. Adjust – Avenues to address concerns with Agency Performance**

**Handouts of the PGPA Proposed Performance Framework here today
GPA – Proposed Performance Framework**

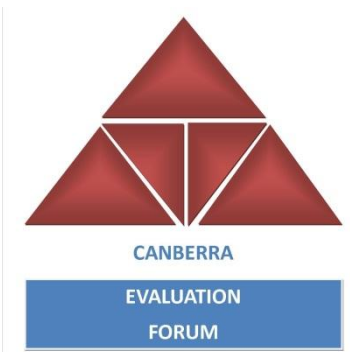
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Announcements from the floor?

Do we really ‘get it’ – perspectives from the Pilot Project to Audit KPIs

Mr. Steve Chapman

Deputy Auditor-General

Australian National Audit Office

Why measure performance?

“While measuring government performance has long been recognised as playing an important role in increasing the effectiveness and efficiency of the public administration, following the economic crisis and fiscal tightening in many member countries, good indicators are needed more than ever to help governments make informed decision regarding tough choices and help restore confidence in government institutions.”

Organisation for Economic Co-operation and Development

What is a KPI?

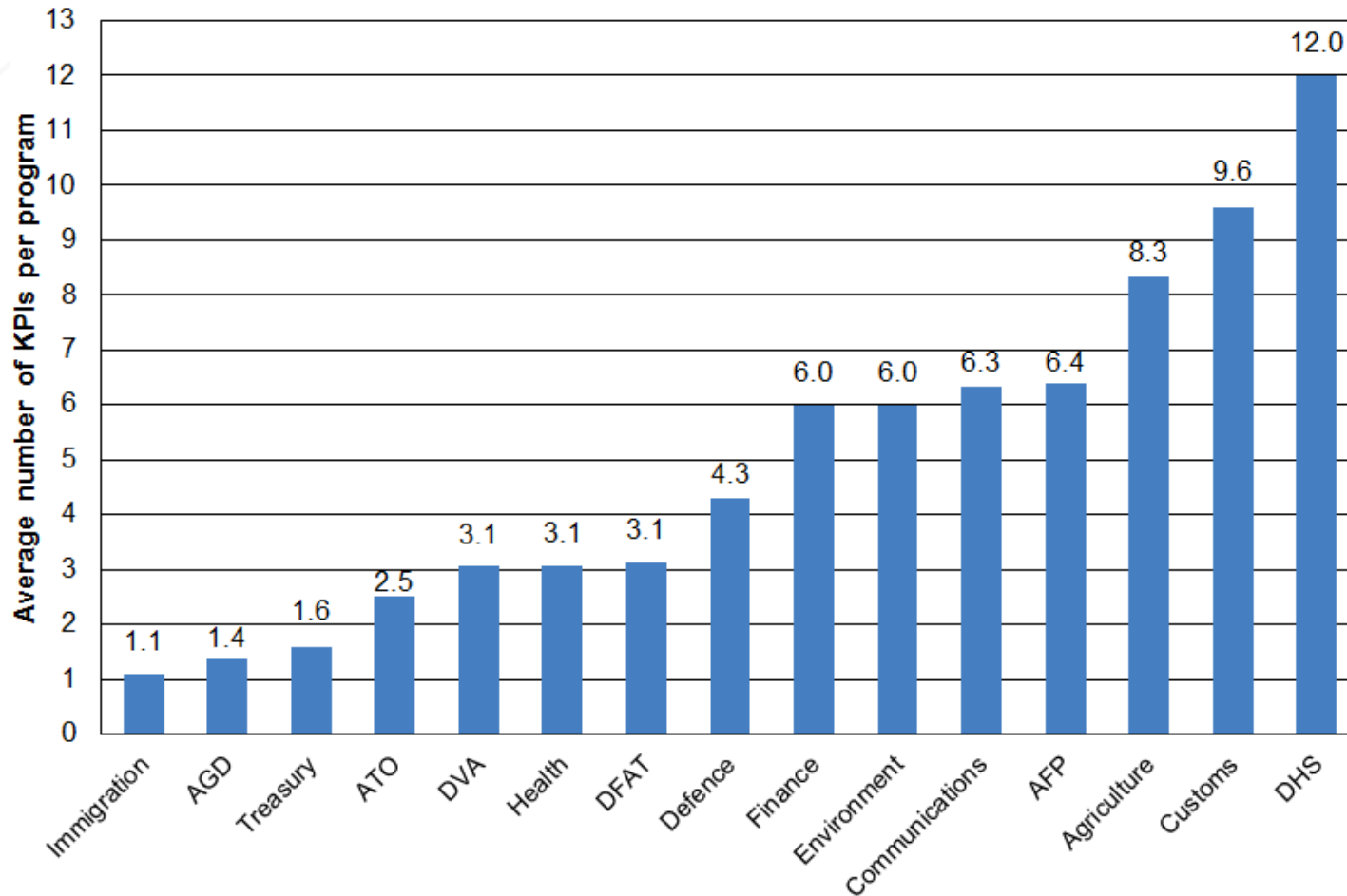
- A KPI is an indicator of the effectiveness of programmes in achieving objectives in support of respective outcomes.
- KPIs are an important tool in external accountability for government agencies.

Pilot Project Conclusion

- The Pilot:
 - observed little change within Finance guidance and key findings previously made by the ANAO and the JCPAA remain largely unaddressed; and
 - confirmed that the implementation of performance measurement and reporting requires more focused attention by agencies.

Pilot Project Conclusion

Figure 3.3 Average number of KPIs per program



Challenges for agencies

- Framework doesn't account for the variety of government operations and agencies.
- Maintaining a consistent focus on outcomes amongst shifting political and public interests.
- Developing the systems necessary to adequately measure performance.

How to move forward

- Finance guidance – shield versus a sword.
- Leadership – asking the right question, rather than just ticking the boxes.

PGPA Act 2013

Introduces new performance reporting requirements including:

- corporate plans;
- annual performance statements (to be included in agencies' annual reports); and
- the Auditor-General may examine and report on the agency's annual performance statement (the report is to be tabled in Parliament).

Where to from here?

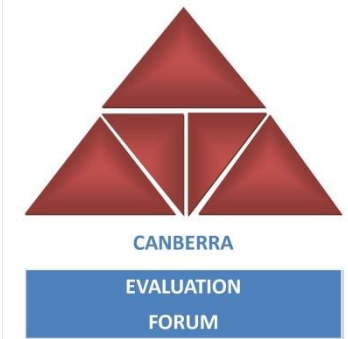
- KPIs – understand their purpose, and undertake your own assessment.
- Programmes – ensure there is a strong link to the outcome and KPIs
- Internal versus external information – minimise the inefficiencies

Measuring Programme Performance

Questions?



IPAA Future Events



- 10 April** CEF seminar; Ombudsman
Complaints Management
(The Lobby – 9:00am-10:30am)
- 16 April** ***YPN – Networking for the Future***
(ANU Common Room – 7:00pm-9:00pm)
- 29 April** **IPAA ACT Monthly seminar:**
***Doing More with Less; Discussing
Procurement and Policy Professional Competencies***
(Theatre, 50 Marcus Clarke St – 9:30am-11:30am))
- 29 April** ***Rising Above Cliches – Q & A Round 2***
(Agriculture Conference Centre – 6:00pm-7:30pm)

For more information www.act.ipaa.org.au