

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Implementation of SDR – review by KPMG

Question reference number: HS 4

Senator: Siewert

Type of question: Hansard page 124

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Number of pages: 1

Question:

Mr Rimmer: Under the service delivery reform program there is a contract with a consulting firm, KPMG, that provides some kind of assurance to the organisation that service delivery reform is being implemented effectively.

Ms Campbell: Service delivery reform is a suite of measures announced in the 2011-12 budget that was the integration of the department and the modernisation.

Senator SIEWERT: So in other words, in implementing that, which this has been a part of, KPMG has been reviewing all of it?

Ms Campbell: KPMG is looking at the full suite of measures to ensure that we are on track to deliver those measures.

Senator SIEWERT: That sounds like it has not been done yet. It is underway, is it?

Ms Campbell: They are constantly providing feedback on that and constantly assessing the benefits realisation from those measures.

Mr Rimmer: It is an ongoing program.

Senator SIEWERT: Are there reports being produced by that process and are they publicly available?

Mr Rimmer: I would have to take that on notice.

Answer:

As part of independent assurance oversight with the Service Delivery Reform Programme, the department engaged an external assurance provider (KPMG) to conduct reviews from time to time of different aspects of the programme.

The assurance reports are not, as a matter of course, made publicly available.