

QAO – Our commitment to quality

For almost 150 years, the Audit-General's Office has monitored Queensland public sector organisations, and assisted them to enhance their efficiency and work practices. The Queensland Audit Office (QAO) is now one of the largest audit offices in Australia, and this strong base of experience enables QAO to ensure its vision of providing excellence in enhancing public sector accountability now and into the future.

QAO strives to provide professional high quality, value for money auditing assistance to all of our clients by ensuring responsive and high quality service.

Our aim:

To provide responsive service:

- We answer to all queries in a timely and efficient manner
- We liaise with clients to develop audit strategies and key milestones
- We discuss findings with client management before finalising audit report
- We provide a management report at the completion of the audit process.

To ensure a high quality service:

- We assign an audit team who have the appropriate capability and understanding of the client's operations.
- We advise client audit committee/executive managers of any changes to the key members of the QAO audit team
- We provide a fee estimate and discuss with clients any impacting factors as they arise
- We provide cost effective recommendations to enhance audit outcomes
- We provide expert advice in relation to accounting standards, legislative requirements and accountability issues while maintaining our role as an independent auditor
- We maintain contact with client senior management throughout the audit process
- We provide services compliant with relevant auditing standards and legislation
- We have a quality assurance program to ensure high standards of our work.

How you can assist us in the audit process:

At QAO we value your assistance and involvement in the audit process. To minimise any disruption to your work practice, and ensure the greatest outcome from the audit we encourage your assistance in the following areas:

- Provide clear, concise and accurate documentation
- Ensure key staff are available for QAO auditors
- Provide financial statements and necessary documentation in accordance with the timetable agreed between management and the Auditor-General
- Respond to audit inquiries in a timely manner.

Your feedback:

To ensure QAO maintain our high standards we encourage you to discuss any feedback or comments on the services we provide with the QAO engagement leader.

More information on QAO is available on our website www.qao.qld.gov.au

