

Queensland Audit Office

Strategic Plan 2009-2013





Auditor-General's message

QAO's Strategic Plan is the foundation of our activities. It identifies our vision of what we want to achieve and is supported by four objectives which outline the impact we plan to have within the Queensland public sector. These objectives, together with our strategies, show our path to achieving our vision.

QAO contributes to the ambitions of Queenslanders through our actions as a public sector entity and the outcomes of our audits by providing Parliament with assurance over the financial management activities of public sector entities.

The Queensland Government has outlined its commitment to delivering improved outcomes for the community in Toward Q2: Tomorrow's Queensland. The directions established in Toward Q2: Tomorrow's Queensland have been considered throughout our planning process.

Four key challenges emerging from the environmental scan of the factors with the potential to impact on our future operations are integrated into this plan.

To ensure the accountability of my office, QAO's achievements will be reported in our Annual Report where we will compare our achievements against expected targets.

I commend this strategic plan to you.

A handwritten signature in black ink, appearing to read 'Glenn Poole', with a horizontal line underneath.

Glenn Poole
Auditor-General

Our vision

Excellence in enhancing public sector accountability.

Our purpose

To provide Parliament with independent assurance of public sector accountability and performance.

Our values

People and relationships

We respect and support each other to set and achieve mutual objectives.

Professionalism

We ensure an open, transparent environment to enhance our independent professional standing.

Service to the Queensland community

We strive to enhance public sector accountability and will actively share better practice.

Growing our capability

We work smarter in a constantly changing environment.

Strategic Plan

Looking forward

Under the *Auditor-General Act 2009*, the Auditor-General is required to audit the Queensland consolidated fund and the financial statements and performance management systems of Queensland public sector entities. The results of all audits are reported to Parliament.

Strategic risks

Our strategic risks are reviewed annually as part of our risk management framework. Registers for strategic and operational risks are maintained, monitored and evaluated. Risks for QAO have been identified in relation to the attraction and retention of appropriately qualified staff, and the development and maintenance of effective internal relationships and business systems to deliver our services.

Challenges

Areas of audit emphasis are identified from an ongoing scan of the Queensland public sector environment. Potential audit areas are determined on the basis of criteria including risk, materiality, public interest, potential for improvement to accountability and financial management. The key challenges highlighted for examination in 2009-2013 are outlined below. Our annual planning process identifies specific topics for audit under these challenges each year.

Financial management	How public sector entities have implemented the government's stated financial legislation, policies and guidelines.
Sustainability	How public sector entities ensure sustainability of environmental, social and economic infrastructure.
Governance	How public sector entities and their resources are controlled and regulated.
Service delivery	How government services provided for the benefit of the community are delivered.

Our outcome

Strategic governance - Accountable public sector performance.

Our service

Independent public sector auditing services and reporting.

Objectives, including strategies, and key performance indicators (KPIs)

Parliament

Objective → We meet the needs of Parliament.

We will provide independent assurance on the stewardship of public moneys and assets and report to Parliament on audit recommendations, emerging issues and other matters of significance.

Performance Indicator → The Parliament and Public Accounts and Public Works Committee utilise reports from the Auditor-General.

Value

Objective → We add value to public sector entities.

We will deliver high quality audit services and develop strong professional relationships to benefit public sector entities.

Performance Indicator → Our audit clients value our services.

Business

Objective → Our business is efficient, effective and sustainable.

We will build quality systems and procedures and measure and report our business and audit performance.

Performance Indicator → Key business metrics demonstrate efficient use of resources to deliver service requirements.

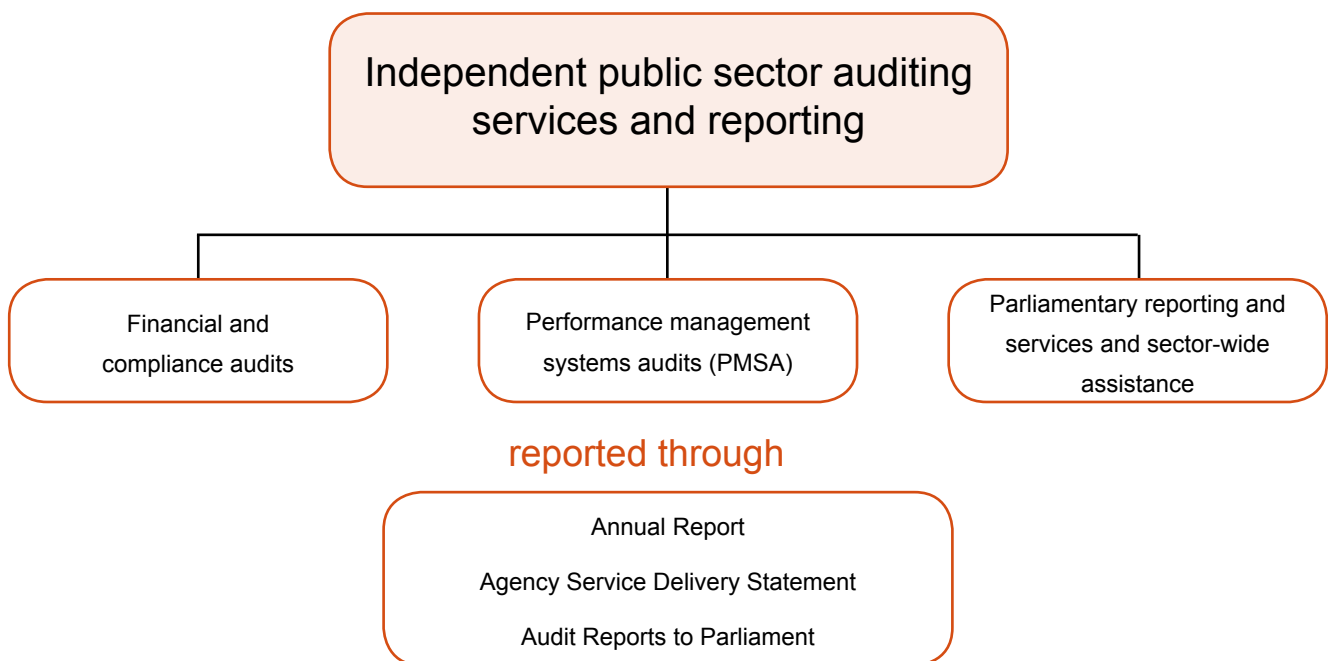
Capability

Objective → Our staff are motivated and capable.

We will develop staff to ensure a contemporary, innovative professional service organisation and empower staff to develop and deliver quality services.

Performance Indicator → We have motivated and skilled staff to meet our service expectations.

Our service delivery framework



Our performance framework

