

ANNUAL ACCOUNTABILITY 2017–18 SURVEY RESULTS

For child and family, community building, domestic and family violence, and homelessness programs

SERVICE PROVIDERS

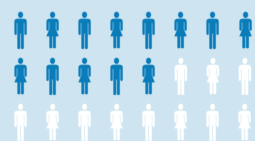
PARTICIPATION

OUR CONTRACT MANAGERS



618 invited to participate
204 respondents

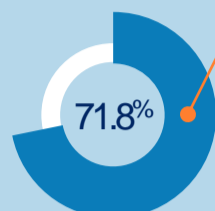
33% response rate
↓11% from 2016–17



136 invited to participate
75 respondents

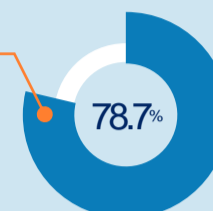
55% response rate
↑35% from 2016–17

THE PROCESS

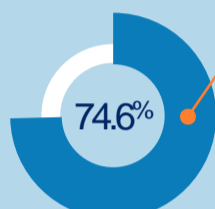


Most respondents found the process easy to follow

85% of service provider and 93% of our contract manager respondents were satisfied their feedback in the 2016–17 survey had been taken into account for the 2017–18 process.



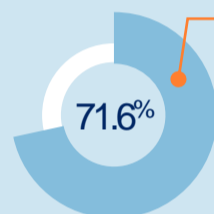
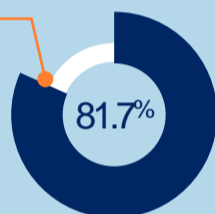
OUR COMMUNICATION



Most respondents said the process was well communicated and an improvement on 2016–17

Most respondents said their contract manager had sufficient knowledge to answer their questions.

A small number said that inconsistent information was being provided.



Most respondents said they felt confident helping service provider staff.

A small number asked for the focus areas to be communicated earlier to assist with their preparation.

AVAILABLE RESOURCES, TRAINING AND SUPPORT

The comprehensive yet easy-to-use resources were well received by respondents



The most frequently used **and** most helpful resources for service providers were the:

- *Guide to reporting annual accountability 2017–18*
- *Annual accountability overview and process description.*



However, 13.5% of respondents weren't aware any annual accountability resources were available, and 6.3% of respondents didn't use any resources despite being aware of them.

In addition, several resources requested by respondents already existed.

Notably, 67.4% of respondents didn't participate in the webinar training offered in support of the annual accountability process, compared to 31.6% of respondents in 2016–17.



The most frequently used **and** most helpful resources for contract managers were the:

- Financial Health Calculator
- *Guide to annual accountability 2017–18.*

Many respondents also used the:

- checklists for accepting service provider submissions
- guide for dealing with unspent funds
- guides for assessing performance criteria.

These resources contain specific requirements for each year's process. They're designed to ensure consistency in the way service providers are dealt with and the way their performance is assessed.

IMPROVEMENTS WE'RE MAKING



Communication

- ➔ Ensure timely, clear and consistent communication about annual accountability.
- ➔ Communicate timeframes regularly and widely.
- ➔ Promote the benefits of using the annual accountability resources.



Resources

- ➔ Encourage use of the resources, as they make the process and tools easier to understand and use, and foster consistent and up-to-date practice.
- ➔ Promote the availability and benefit of webinars.



Training and support

- ➔ Offer refresher financial training for our contract managers prior to commencement of the annual accountability period.
- ➔ Promote the support offered by the Procurement and Funding Administration, and Prudential Oversight teams.
- ➔ Support our contract managers to continue to provide consistent advice to service providers.