

A. Entity responses

As mandated in s. 64 of the *Auditor-General Act 2009*, the Queensland Audit Office gave a copy of this report with an invitation to comment to:

- the Premier
- chief executive officers of the 84 entities self-assessing their progress
- respective ministers for the 84 audited entities.

This appendix contains the responses we received.

The heads of the entities are responsible for the accuracy, fairness, and balance of their comments.



Comments received from Minister for Health, Mental Health and Ambulance and Minister for Women



Minister for Health, Mental Health and Ambulance
Services
Minister for Women

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C-ECTF-24/13789

12 SEP 2024

Ms Rachel Vagg
Auditor-General
Queensland Audit Office
53 Albert Street
BRISBANE QLD 4000

Email: gao@gao.qld.gov.au

Dear Ms Vagg

Thank you for your email dated 23 August 2024, in relation to the Queensland Audit Office (QAO) proposed report to Parliament – 2024 Status of Auditor-General Recommendations and for the opportunity to provide a response to the draft report by 12 September 2024.

I understand the Director-General, Queensland Health, has provided a response to the proposed report on 11 September 2024, specifically regarding the current status and actions underway for recommendation 15 from the QAO report *Keeping people safe from domestic and family violence* (Report 5: 2022-23).

Thank you again for writing to me. Should you require any further information in relation to this matter,

Yours sincerely

A handwritten signature in black ink, appearing to read 'Shannon Fentiman'.

Shannon Fentiman MP
Minister for Health, Mental Health and Ambulance Services
Minister for Women
Member for Waterford



Comments received from Director-General, Queensland Health



Queensland Health

Enquiries to:

Telephone: [Redacted]
Our ref: C-ECTF-24/14055
Your ref: PRJ04197

Ms Rachel Vagg
Auditor-General
Queensland Audit Office
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Email: gao@gao.qld.gov.au

Dear Ms Vagg

Thank you for your email dated 23 August 2024, regarding the Queensland Audit Office (QAO) proposed report to Parliament – 2024 Status of Auditor-General Recommendations and for the opportunity to provide a response to the draft report by 12 September 2024.

Review of the QAO's proposed report to Parliament – 2024 Status of Auditor-General recommendations found all Queensland Health related responses were aligned to the information provided by the Department of Health and the Hospital and Health Services (HHSs) during the recent self-assessment of progress against QAO recommendations.

I note the current status of actions taken to address the recommendations from the QAO report - *Keeping people safe from domestic and family violence* (Report 5: 2022-2023) are included in the 2024 Status of Auditor-General recommendations report. In this report, QAO made 15 recommendations to the HHSs. In Recommendation 15, QAO recommended the delivery of face-to-face domestic and family violence training for all frontline health workers.

The 2024 Status of Auditor-General recommendations report identifies two HHSs that have not progressed or implemented recommendation 15 from the QAO report *Keeping people safe from domestic and family violence* (Report 5: 2022-2023). Specifically, the report highlights:

- Central West HHS reported that it had not progressed recommendation 15 and had not explained why.
- Torres and Cape HHS reported that it had not implemented recommendation 15 because it is waiting on the Department of Health to develop tools and an implementation plan, which it plans to adopt.

In progressing recommendation 15, the Department will contact the two identified HHSs and will work together with these HHSs to ensure recommendation 15 is adequately addressed.

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Should you require further information, [REDACTED]
[REDACTED]

Yours sincerely



Michael Walsh
Director-General
11/09/2024



Comments received from Acting Director-General, Department of Education



Office of the
Director-General

Department of
Education

04 SEP 2024

Ms Rachel Vagg
Auditor-General
Queensland Audit Office
Email: gao@qao.qld.gov.au

Dear Ms Vagg

Thank you for your email dated 23 August 2024 regarding the Queensland Audit Office's (QAO) proposed report to Parliament, 2024 status of Auditor-General's recommendations (the report).

I appreciate the opportunity to review and provide feedback on the proposed report and I thank you and your team for your collaborative approach. I understand that feedback has previously been provided on specific wording included in Appendix B, Implementation of recommendations by report, relevant to the Department of Education, and acknowledge that this feedback has been incorporated into the report.

I also acknowledge that you intend to publish the results of entities' self-reported progress in an interactive dashboard on the QAO website, as per Appendix B.

The report has provided insights on recommendations and responses across all agencies highlighting trends, challenges and shared learnings about how entities implement QAO audit recommendations.

Should your office wish to discuss this matter further, I invite your officers to contact

Yours sincerely

A handwritten signature in blue ink, appearing to read "S. Schimming".

SHARON SCHIMMING
Acting Director-General

Ref: 24/736275

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Comments received from Director-General, Department of Environment, Science and Innovation



Our Ref: CTS 16189/24
Your Ref: PRJ04197

Department of
**Environment, Science and
Innovation**

12 September 2024

Ms Rachel Vagg
Auditor-General
Queensland Audit Office
PO Box 15396
CITY EAST QLD 4002

Dear Ms Vagg

Thank you for the email of 23 August 2024 from the Queensland Audit Office (QAO) providing the QAO proposed report to Parliament on the 2024 status of Auditor-General's Recommendations.

I accept the assessment of the status of recommendations from Conserving Threatened Species audit report.

Queensland has 1075 species currently listed as threatened under the *Nature Conservation Act 1992* with many and diverse processes impacting these species posing significant challenges to those **seeking to conserve them**. The Department of Environment, Science and Innovation's (DESI) Threatened Species Program 2020-2040 outlines a strategic, collaborative and evidence-based approach to threatened species recovery.

As noted in the draft audit report to Parliament, DESI has made significant progress in addressing the seven recommendations in the Conserving Threatened Species report. Four of the recommendations can now be considered and reported as being fully implemented while the remaining three recommendations are correctly reported as partially implemented in the current draft report.

With respect to Recommendation 3: DESI has sought to increase transparency of the threatened species assessment process, with information about the Species Technical Committee (STC), the process and documents for species nomination and listing, now published online. The website is updated regularly following meetings of the STC. DESI has been examining options that would make information on future assessment processes publicly available. I anticipate that this work and therefore Recommendation 3, likely to be completed by the end of 2024.

With respect to Recommendation 5: DESI continues to invest in actions to recover Queensland's threatened species. The process of reassessing species classifications to address misalignment with Commonwealth listing is almost complete with 537 of 547 reassessments complete. This represents a significant undertaking by DESI staff, technical experts and the STC. The remaining assessments are in the final stages of review, which, once complete, will see the full implementation of Recommendation 5 in Conserving Threatened Species report.

With respect to Recommendation 7: A prioritisation tool to support strategic decision-making and investment of resources for protection and recovery, improved data collection protocols and development of a MERI (monitor, evaluate, report, improve) framework for the Threatened Species Program are investments that are enabling our ongoing implementation of Recommendation 7 of the audit report. This process will facilitate the planning, reporting, monitoring and evaluation for the duration of the Threatened Species Program 2020-2040.

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I also accept the assessment of the status of Recommendations noted for the Growing ecotourism in Queensland audit report.

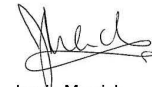
DESI is working with the Department of Tourism and Sport (DTS) and Tourism and Events Queensland to implement QAO's recommendations.

With respect to Recommendation 4: DESI continues to implement this recommendation in consultation with DTS.

Should your officers require any further information, they may contact

[Redacted contact information]

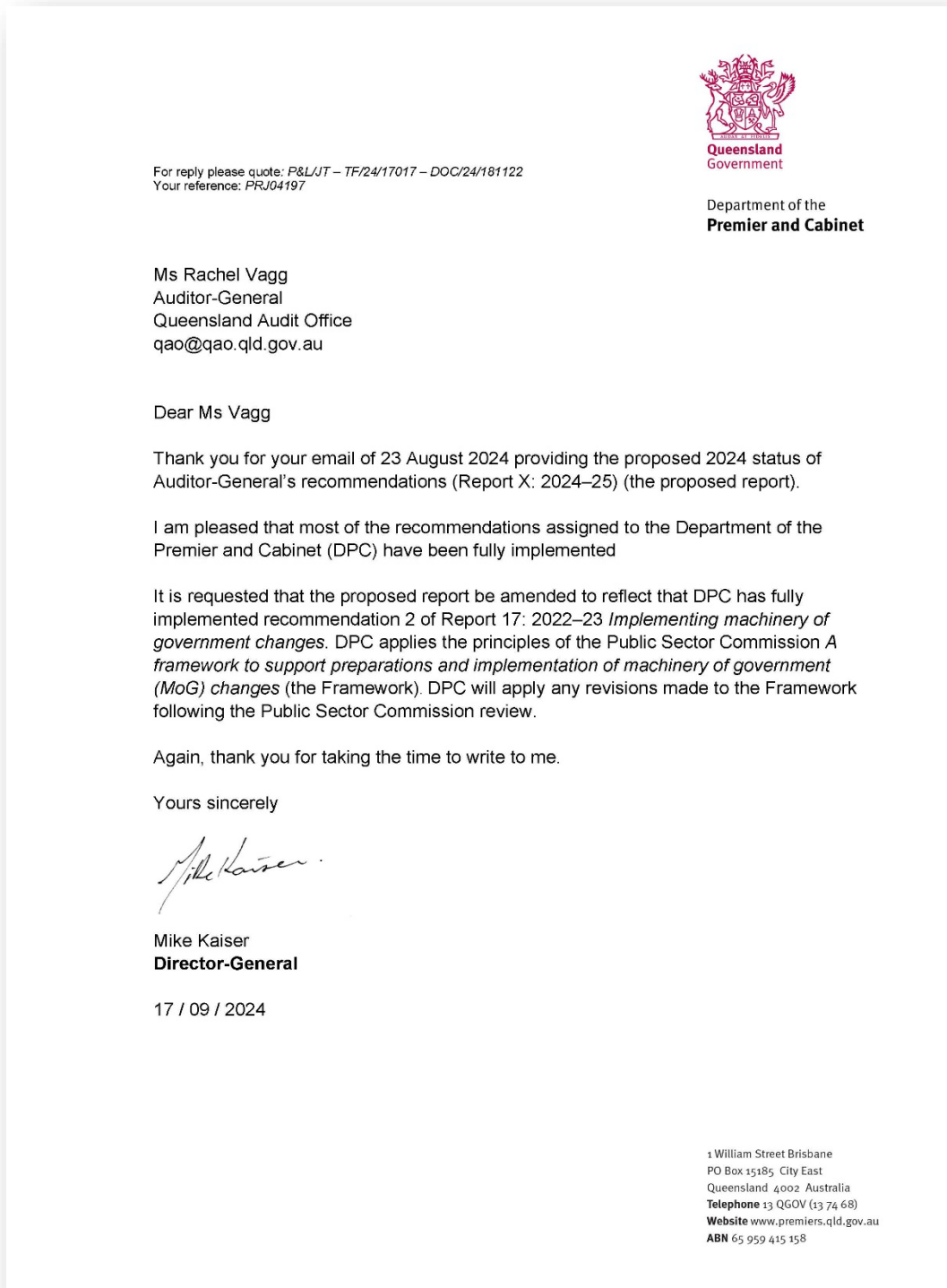
Yours sincerely



Jamie Merrick
Director-General



Comments received from Director-General, Department of the Premier and Cabinet



Auditor-General's response: We have updated the report based on this feedback.



Comments received from Director-General, Department of Transport and Main Roads



Confidential

Our ref: DG46830
Your ref: PRJ04197

5 September 2024

Ms Rachel Vagg
Auditor-General
Queensland Audit Office

Office of the
Director-General
Department of
Transport and Main Roads

Dear Ms Vagg

Thank you for your email of 23 August 2024 regarding the Queensland Audit Office's (QAO) proposed report to Parliament titled *2024 Status of Auditor-General's recommendations*.

I note you also wrote to the Honourable Bart Mellish MP, Minister for Transport and Main Roads and Minister for Digital Services, about the same matter.

In your proposed report, you state the key insights from entities' responses include the need for mature systems and processes to support the distribution of grants, being prepared for restructures of government functions and robust workforce planning, to ensure the public sector builds an agile, diverse, and collaborative workforce.

It is pleasing to note that the Department of Transport and Main Roads (TMR) is the only department that reported fully implementing all recommendations.

Recommendations raised by QAO in performance reports, as well as the end of year financial statement report, are recorded in TMR's audit database. They are then followed up by TMR's Internal Audit team to ensure that they are fully implemented in a timely manner, along with internal audit recommendations and any recommendations raised in other assurance reports. The results of this follow-up are reported to the TMR Audit and Risk Committee, which QAO has a standing invitation to attend.

If your officers require further information, [redacted]

I appreciate the opportunity to work with QAO in improving TMR's processes and control environment.

Yours sincerely

A handwritten signature in black ink, appearing to read "SStannard".

Sally Stannard
Director-General
Department of Transport and Main Roads

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