

Brilliant Annual Reporting

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@ipaawa #brilliantannualreport



Brilliant Annual Reporting

- Feedback on judging last year's reports
- What impressed the judges

General Awards Criteria

- Presentation
- Communication in an electronic medium
- Performance
- Corporate Governance

Each scored out of 20

Categories

- Category 1 – Agencies with < 100 FTES
- Category 2 – Agencies with 101-1000 FTEs
- Category 3 – Agencies with >1000 FTEs
- Category 4 – Government Trading Enterprises

Judging process (1) - filtering

Eligibility

- agency in operation throughout year
- auditor's opinion predates deadline for tabling
- tabled in a timely manner

Judging process (2) - filtering

- accessible via homepage
- number of clicks to view
- extent of hyperlinks
- exec summary/year in review close to front
- legal requirements: advertising and disability

Why filter?

MUST be able to get quickly to

- a report using **www.**
- a summary using **hyperlinks**

Otherwise not following best practice info mgt!

The BIG winners

The W S Lonnie Memorial Trophy

- WA Police

Margaret McAleer Special Commendation

- Mines & Petroleum

The Allan Skinner Trophy

- Auditor General

The GOLD winners

- Cat 1 – ERA
- Cat 2 – Auditor General
- Cat 3 – Main Roads
- Cat 4 – not awarded

What impressed? 1. Presentation

About Us

What we do

The Economic Regulation Authority (ERA) regulates third party access to electricity, gas and rail infrastructure and administers licences for electricity, gas and water service providers. We also carry out surveillance of Western Australia's wholesale electricity market and undertake economic inquiries on a wide range of economic issues.

Purpose

To ensure consumers receive quality services for a reasonable price.

Strategic Goals

- To be a leader in the application of economic regulation
- To be recognised and respected as a provider of high quality advice to Government
- To be accessible, understandable and compelling in our communications
- To improve the efficiency and effectiveness of our regulatory decision making and advice
- To improve regulatory compliance

Values

Impartiality – we make independent decisions that are free from bias.

Integrity – we will be fair and honest in our work.

Continuous Improvement – we strive to achieve excellence in the way we do things.

Transparency – our processes are visible and our decisions are clearly explained.

Teamwork – we work together to achieve our goals.

(ERA AR, p.3)

Why?

The ERA follows the **KISS** principle throughout its report:

- structure is simple, logical
- language is simple, uncomplicated given the concepts

What impressed? 2. Elect medium

Good reports use most or all of:

- Pages/Bookmarks on left, hide unless wanted
- Back/Contents/ Forward at top or bottom
- Clickable contents for immediate access
- Hyperlinks to related sections, appendices

What impressed? 3. Performance

Summary of Variation Against Performance Targets

Outcome 2: Offenders apprehended and dealt with in accordance with the law

Targets for the sanction rate for offences against the person and drug trafficking offences were not achieved. Changes to the Evidence Act 1906, Criminal Investigations Act 2006, Criminal Procedures Act 2004 and other legislation enhancing transparency and accountability have meant the time required for police to complete investigations has increased.

WA Police has reviewed its investigative and brief management practices.

This has resulted in improvements such as the creation of the Investigative Practices Unit that ensures quality standardised investigative practices, including monitoring, evaluation and improvement of the investigative competence of police officers.

As a consequence, while the sanction rate has decreased, there has been an increase in the quality of evidence provided to the courts which is indicated by an improvement in the percentage of guilty pleas and convictions.

(WA Police AR, p. 19)

Why?

WA Police tell us:

- why they fell short of goal
- how their resources were used
- improvements that were achieved despite underperformance – ***Give reader a narrative***

What impressed? 4. Corp Gov

Main Roads reports against the Good Governance Guide developed by the Office of the Public Sector Standards Commissioner. The guide references the ASX Corporate Governance Principles and assists us in assessing and managing compliance with the requirements for accountability across Government.
(Dept Main Roads WA AR, p 89)

Why?

- Main Roads go on to describe coherently how all aspects of their management and planning address each of the governance principles
 - ***Give reader a narrative***

General observations (1)

- Once again, Judges generally agreed on top reports in each category
- Last year saw a marked separation between top layers and rest of field

General observations (2)

- Have resource pressures led to downturn in Categories 1 and 2?
- But sml/med agencies can do very well!
- Were Category 3 agencies in a better position to accommodate resource pressures?

General observations (3)

Many agencies described *processes* at the expense of providing a clear statement of their *outcomes*

- *mind numbing!*