

**Recommendations from the Australian National Audit Office Performance  
Audit of the Administration of the Commonwealth State Territory Disability  
Agreement**

**Recommendation 1**

To improve monitoring of the performance of specialist disability services provided under the CSTDA, which the States and Territories are either wholly or partly responsible for administering, the ANAO recommends that the Department of Family and Community Services work with the other National Disability Administrators, and consult the Australian Institute of Health and Welfare and other agencies where appropriate, to:

- (a) continue improving measures of equity and efficiency, and include them in any future CSTDA, or related multilateral agreements;
- (b) develop measures of outcomes, effectiveness, quality and unmet need, and, while recognising the inherent complexities involved, include them in any future CSTDA, or related multilateral agreements;
- (c) include performance indicators of effectiveness or elements of quantity, quality and coverage in any future CSATDA Bilateral Agreements;
- (d) include performance indicators for advocacy, information services and print disability services in any future CSTDA, or related multilateral agreements; and
- (e) incorporate, as they become available, any new measures of outcomes, effectiveness, quality and unmet need and improved measures of equity and efficiency in FaCS' outcomes and outputs framework as set out in future Portfolio Budget Statements.

**Recommendation 2**

To improve reporting of the performance of specialist disability services, the ANAO recommends that the Department of Family and Community Services:

- (a) work with the other National Disability Administrators to improve future CSTDA Annual Reports. These reports should include new and improved performance indicators agreed by the National Disability Administrators; and, wherever possible, compare performance across jurisdictions and years, and
- (b) in line with the government's requirements, ensure that its annual reports report against all performance targets specified in its PBS, including those relating to the CSTDA.

### Recommendation 3

The ANAO recommends that, to improve whole of government coordination under the CSTDA, the Department of Family and Community Services review its coordination and collaboration strategies with other Australian Government agencies, and consider whether the existing links are adequate and being used effectively.

### Recommendation 4

The ANAO recommends that in negotiating any future disability funding agreements, the Department of Family and Community Services seek to include a requirement for State and Territory governments, as part of an annual financial acquittal process, to detail how Australian Government funding for Disability Advisory Bodies was used.

### Recommendation 5

The ANAO recommends that the Department of Family and Community Services;

(a) monitor quality assurance processes for disability services administered by each of the State and Territory governments including:

- identifying the nature of the processes in place in each jurisdiction;
- the regularity of quality assurance assessments,
- the merit of these assessments,
- how many disability service outlets have passed or failed assessments, and
- what actions are taken to address identified failures at disability service outlets; and

(b) use the resulting information to contribute to improvements in quality assurance processes undertaken by the State and Territory governments, and to increase national consistency in quality assurance processes, where appropriate.

