



Reflections from our audits: *Service Delivery*





OAG's themed work programmes

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- Service delivery is the second of OAG's themed work programmes:
 - Our future needs – is the public sector ready? (2012/13)
 - Service delivery (2013/14)
 - Governance and accountability (2014/15)
 - Investment and asset management (2015/16)
 - Information (2016/17)
 - Water (2017/18)



Why themes?

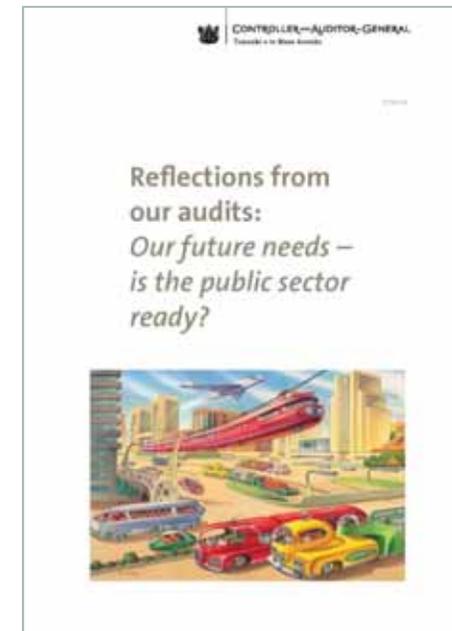
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- Use OAG's unique view of the entire public sector
- Encourage debate and thinking
- Highlight good or poor practice
- Help improve the performance of the public sector
- Promote good accountability for that performance

Our future needs – is the public sector ready?

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- Recap:
 - Public sector management system seen as world class and needs to gear up for challenges ahead
 - Need to look after our natural resources and physical assets
 - Good strategies need to be implemented well
 - He tāngata – it's about people
 - Information and communications technology can help





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- Widespread recognition that public services must change and adapt
- Preview of what report covers:
 - Service to New Zealanders now and in the future
 - Delivering good services
 - Connecting services for New Zealanders
 - Putting ideas into action
 - Listening, learning and communicating
 - Questions to ponder



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- Echoes some of the themes from our future needs
- Observations, comments and feedback welcome – www.oag.govt.nz
- Governance and accountability next