OFM's commitment to stakeholders

OFM serves the Government and the community through our main client - the Treasurer.

Agreed values dictate our work philosophy and prescribe appropriate behaviours for the organisation and our people.

Other major stakeholders include:

- Our staff
- Central and line agencies and government businesses
- Parliament
- The Auditor-General and IPART
- Rating agencies
- Interest groups, media and unions

Commitment to the Community

- Independent and professional advice to decision-makers
- Access to information

Commitment to the Treasurer

- Efficient and effective administration of OFM, including successful implementation of Corporate Plan initiatives and delivery of State Plan priorities assigned to Treasury
- Provision of accurate, relevant, professional and timely advice and information

Commitment to Staff

- Job satisfaction, personal development and career opportunities and the ability to participate and contribute information
- Strong leadership and effective management

Commitment to Agencies

- Working in partnership to pursue the successful implementation of financial management reforms
- Openness, mutual respect and sharing of information

OFM's Code of Good Practice with Agencies

Regular Consultation, Openness and Courtesy

OFM meets regularly with agencies, at least quarterly with larger ones, to discuss financial and relevant issues. Agencies must give OFM timely information on all developments. OFM discusses issues with agencies before making a final decision or recommendation to the Treasurer.

OFM works with agencies in planning and implementing financial management reforms. When required, consultative councils including CEOs of key agencies are set up to discuss proposed reforms and implications for agencies. Agencies' views are sought if OFM's proposed changes affect a range of agencies. The need for teamwork, both within OFM and with other agencies, must be taken into account for all OFM's corporate plan initiatives.

Our planning methodology also requires special attention to any implementation issues for agencies. For each agency an OFM officer is designated as a single point of contact with OFM. Agencies must also establish their designated contact with OFM.

Consistent, Accurate Advice and Timely Responses

A team based approach minimises the problems arising from changes in staff dealing with an individual agency.
OFM endeavours to ensure that all staff are fully trained to provide informed advice to agencies.

Agency contact officers ensure prompt response to ministerial and agency letters and requests. OFM will give direct advice within 15 working days. If referred to the Treasurer, a response is likely within 20 working days. Agencies are informed if these deadlines cannot be met. Agencies should give timely responses to OFM's reporting and data requests.

Performance Evaluation

Agencies are surveyed every two years to assess how they rate OFM's commitment to service.

OFM's commitment to agencies

Agencies rate OFM staff	1995	1997	1999	2001	2004	2006
Courteous in our dealings with them	93%	99%	97%	98%	97%	96%
Providing advice that is generally consistent	76%	85%	89%	89%	93%	93%
Competent to explain policies and procedures	81%	79%	86%	84%	90%	79%
Agencies consider OFM's						
Nominated contact officer is the appropriate first point of contact	*Not surveyed prior to 2004*				90%	88%
Staff are easy to access at the appropriate level	*Not surveyed prior to 2004*				88%	87%
Circulars are issued in a coordinated and easy-to-read style	71%	78%	87%	93%	86%	85%
Staff have a high standard of technical knowledge and professional expertise	76%	76%	77%	82%	84%	87%
Requests and requirements for financial monitoring data are clear and well coordinated	47%	49%	66%	77%	84%	78%
Agencies think OFM						
Communicates policy and reform agendas to our agency	*Not surveyed prior to 2004*				83%	74%
Responds to correspondence or requests for information within 4 weeks	63%	75%	72%	82%	76%	73%
Is timely in responding to issues and proposals presented by our agency	*Not surveyed prior to 2004*				76%	71%
Has adequate existing consultation mechanisms	*Not surveyed prior to 2004*				75%	74%
Changing staff and contact people does not create problems	52%	68%	68%	71%	71%	69%
Arranges regular meetings (at least quarterly for larger agencies) to discuss key issues	42%	49%	50%	60%	69%	61%
Pays special attention to implementation issues for agencies when introducing new initiatives	na	42%	53%	65%	69%	53%
Demonstrates a good understanding of our agency's operational activities and issues	*Not surveyed prior to 2001*			59%	68%	73%
Provides interim replies or progress reports where delays occur	47%	55%	65%	65%	67%	69%
Fully discusses issues with our agency before making final decisions and recommendations	37%	40%	51%	53%	61%	64%