

Dale Quinlivan
Local Government Assurance

How does information about the performance of a local government contribute to making it accountable to stakeholders for its performance in relation to its efficiency, effectiveness and sustainability objectives?

Access To and Use of Performance Information

- “Activists” have a good understanding of how to access information
- Little use of annual report & financial information
- “Non – activists” did not actively seek information and relied on what was presented to them

Perceptions of Performance

- Personal experience
- Experience of family and friends
- Media
- Trust

Priority Concerns

- Generally satisfied with efficiency and financial management
- Most concerned about quality of life and the provision of services to support it
- Local Government should be involved in all aspects and be measuring and monitoring key elements

Accountability

- It is important for LG to be accountable.
- Financial and efficiency to be monitored by DLG and “others”
- Quality of life outcomes to be “judged” by the community

Information About Performance

- Little direct use to assess performance.
- Sought and used to lobby on specific issues.

Economics of Information

- Information is a commodity and has a cost.
- People will use information that has utility for them
- People will “purchase” information if the utility is greater than the cost
- The utility of information is influenced by a number of personal factors

Accountability Types

- **Detached** – residents that have little interest in the functions or services of local government and/or are not interested in its performance.
- **Vicarious** – residents who are concerned about the performance of their local government but not sufficiently motivated to make use of information about it. They rely on others to monitor its performance including regulatory processes, ratepayer groups and community activists.
- **Specific Purpose** – residents sufficiently motivated enough on a specific issue to seek and use information about it.
- **Engaged** – residents who are motivated to take an interest and actively involved in monitoring the performance of their local government on a broad range of issues.

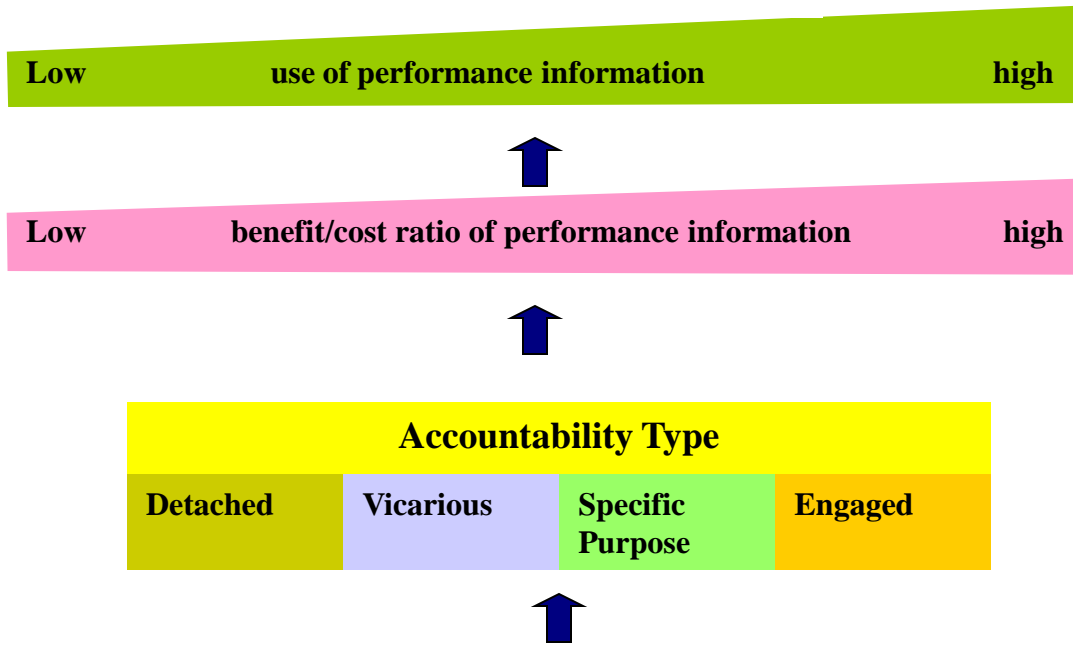
Transaction Cost Factors

- Personal factors – need for LG services, concern for community, ability to influence decisions, perception of LG
- Institutional factors - power relationships, legal systems, industry practice, behavioural patterns
- Exogenous factors and expectations of other people's actions – public information, community values, government intervention

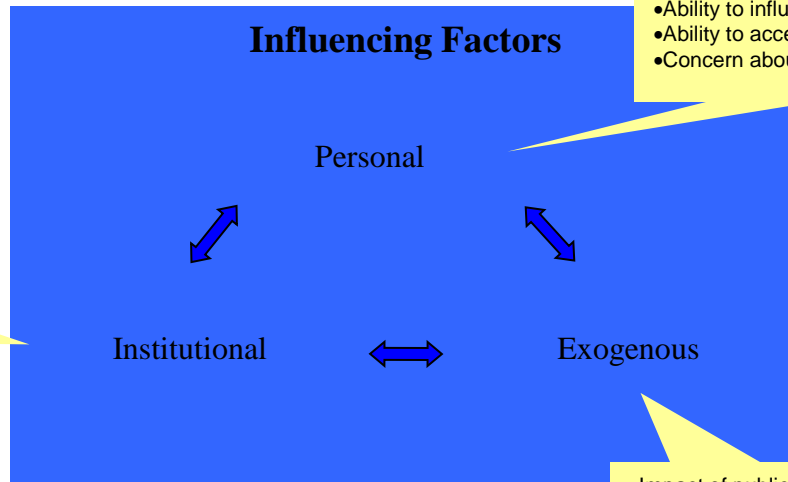
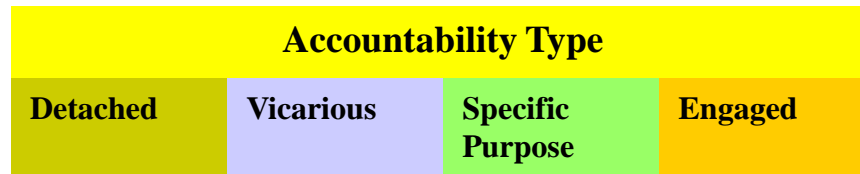
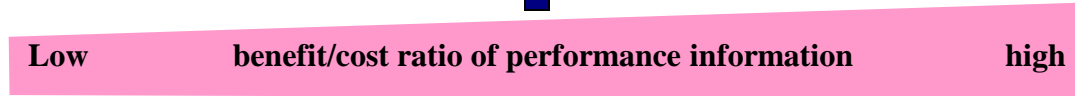
LOCAL GOVERNMENT ASSURANCE MODEL

Accountability Type			
Detached	Vicarious	Specific Purpose	Engaged

LOCAL GOVERNMENT ASSURANCE MODEL



LOCAL GOVERNMENT ASSURANCE MODEL



- Service satisfaction
- Perception of the utility of LG services
- Ability to influence decisions
- Ability to access and understand PI
- Concern about community issues

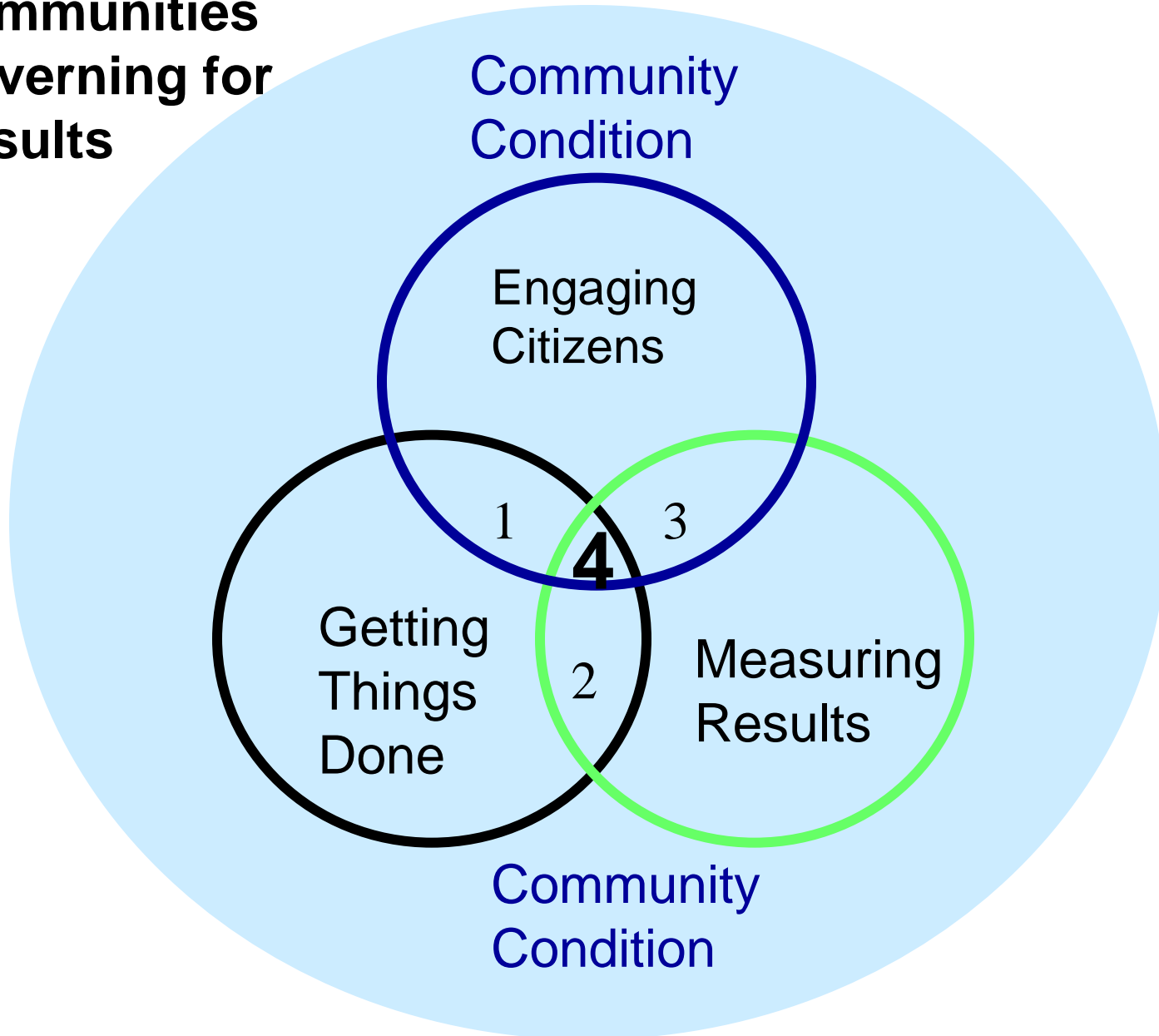
- Trust
- Community engagement
- Regulation

- Impact of public and private information
- Government intervention
- Community values

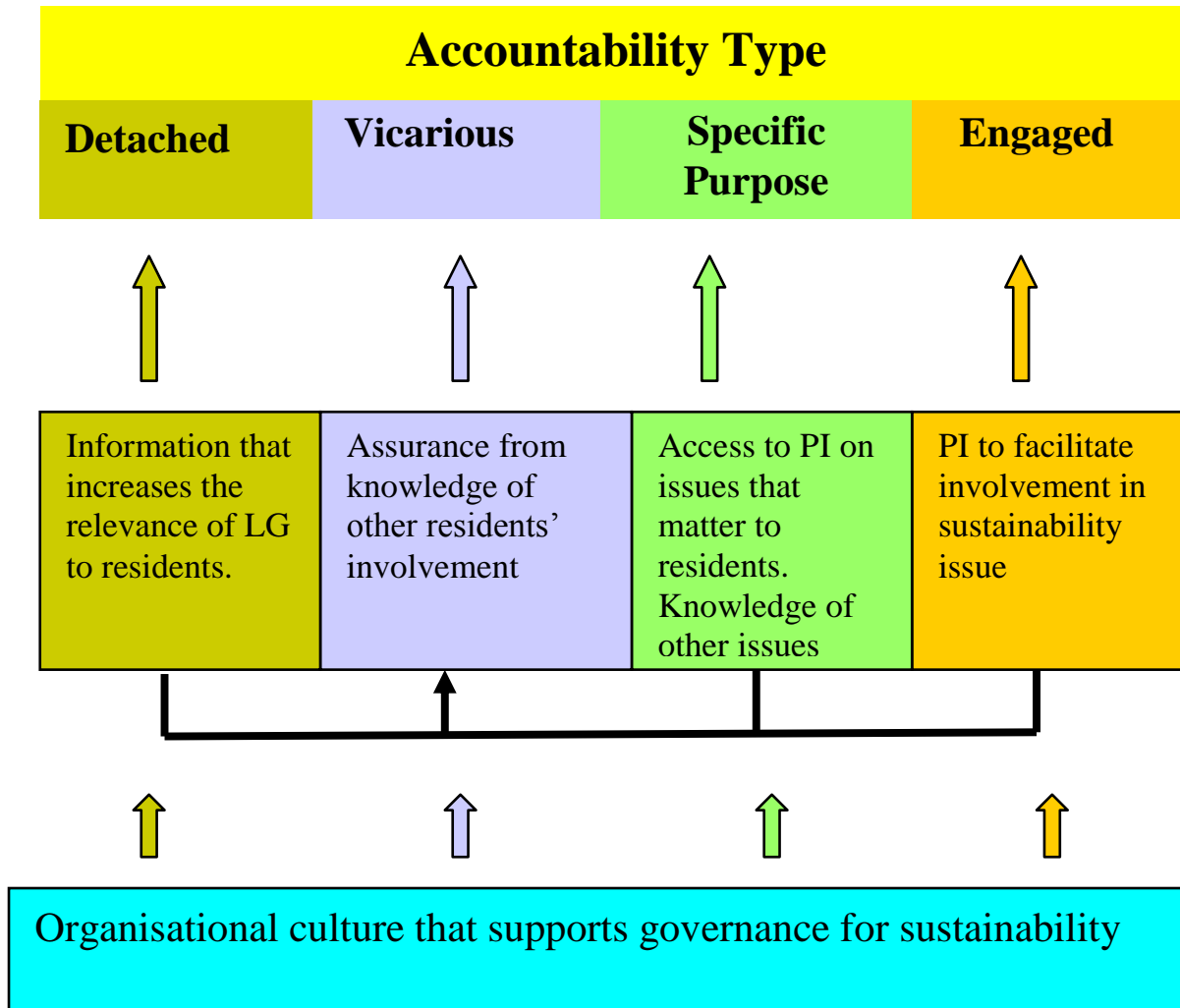
Implications

- What, and how, LG use and disseminate PI
- Accountability – efficiency, financial and outcomes
- Management approaches
- Sustainability programmes and reporting

Communities Governing for Results



Sustainability Programme



Effect of Management Approaches



RESIDENTS:	Detached	Vicarious	Specific Purpose	Engaged
MANAGERS:	We will evaluate our performance	We will report our performance	We will share information on specific issues	We will partner with others to identify what is important and if we are achieving it.