



**Tasmanian**  
Audit Office

# COVID-19 Support Measures: Community Support

Report of the Auditor-General  
No.1 of 2021-22





# Welcome and introductions



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# Review objective

This is our final report in the series of audits and reviews covering selected COVID-19 stimulus measures and targeted financial support payments and expenditures.

The objective of the review was to express a limited assurance conclusion on the effectiveness of Communities Tasmania's implementation of the:

- Community Support Fund
- Supporting our Veterans Program.



# Scope

This review covered the:

- following elements of the Community Support Fund:
  - identification, selection and management of providers of hotel quarantine, security and transport
  - execution and ongoing management of agreements entered into with community service providers
  - Local Emergency Food Relief COVID-19 Grants
- Supporting our Veterans Program

Excluded from audit scope - effectiveness of the hotel quarantine program in preventing community transmission of COVID-19.



# Review criteria

1. Was hotel quarantine procurement, contract management and related financial arrangements in compliance with the legislative framework and consistent with better practice?
2. Did support measure design promote equity and mitigate risk?
3. Were applications assessed in a timely and consistent manner?
4. Was monitoring and evaluation of funding outcomes effective?



# Conclusion

Nothing has come to my attention that causes me to believe that, in all material respects, Communities Tasmania's implementation of the Community Support Fund and the Supporting our Veterans Program was not effective.



# Findings



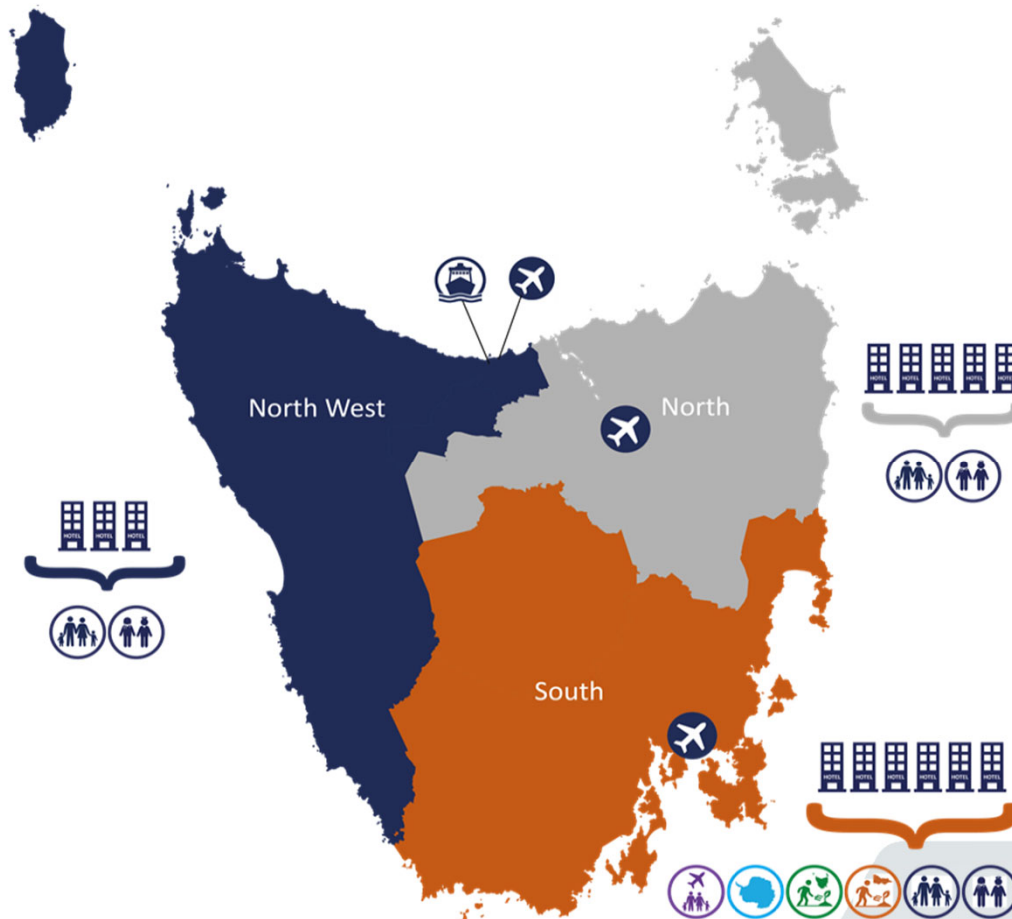


# Hotel quarantine

- Establishment of and variations to agreements was appropriate
- Flexibility in the approach to agreements with providers ensured sufficient capacity

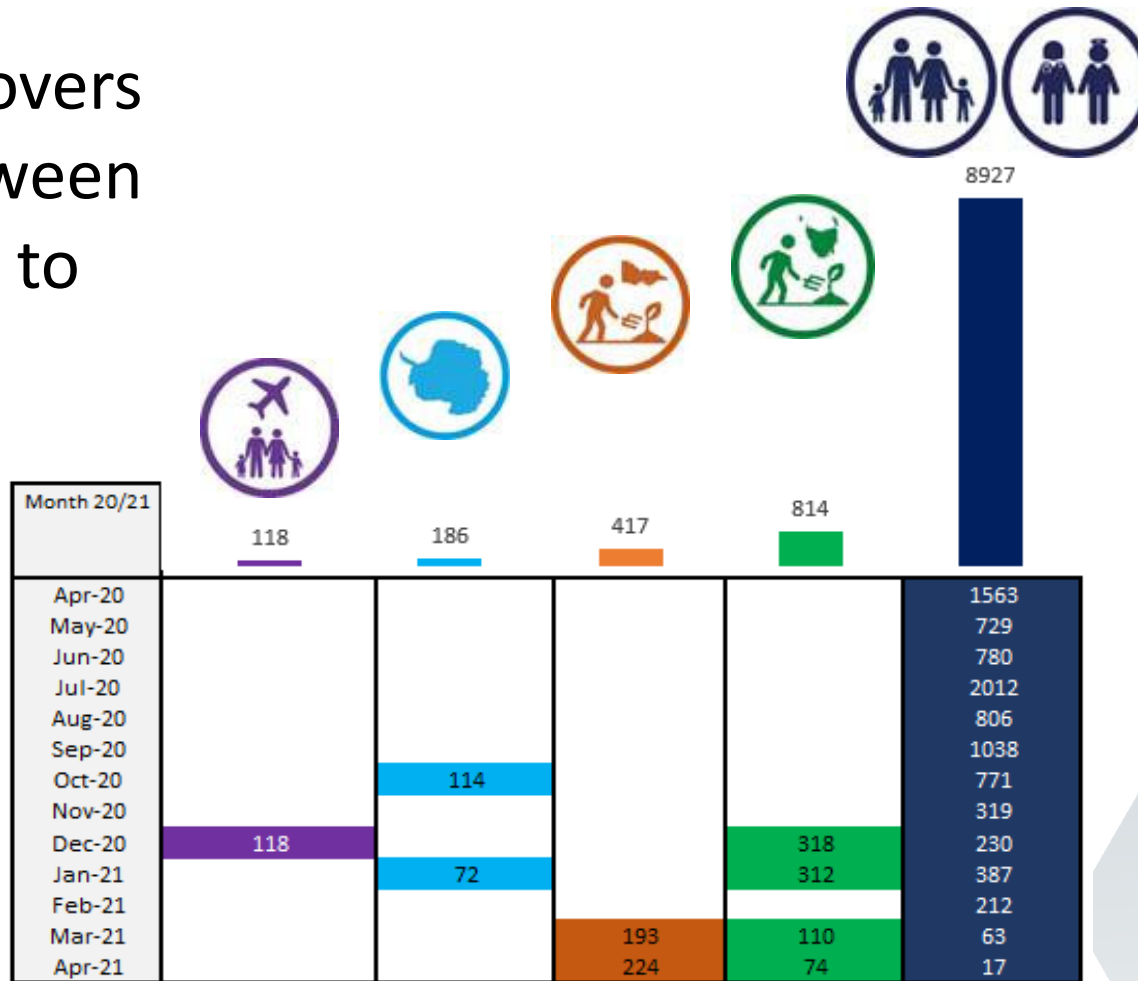


# Quarantine hotels (July 2020) and travellers



# Hotel quarantine guests and reason for travel

Analysis covers travel between April 2020 to April 2021



# Hotel quarantine

- Financial arrangements were generally appropriate with value for money achieved:
  - average cost of rooms and meals was reasonable
  - the design the Wage Subsidy Program was appropriate
  - the design of the Quarantine Fee was appropriate and broadly equated to the cost of a providing a room, meals and laundry services to guests
- Contract management processes improved over time
- Management of agreements and financial arrangements was relatively efficient notwithstanding the multi-agency approach.

# Agreements with community service providers

- There was no formal authorisation of funding recipients or amounts
- Use of existing relationships and processes resulted in an efficient approach to funding services
- Funded services were effectively monitored

# Food Relief Program and Supporting our Veterans Program

- Program design was generally appropriate
- Limitations of the existing grant management system impacted on Program efficiency
- Communication with potential applicants was:
  - comprehensive for the Supporting our Veterans Program
  - effective for the Food Relief Program
- The assessment process and award of funding was consistent, equitable and timely
- Monitoring and evaluation was generally effective



# Recommendations

# Recommendations

1. The Government improve the transparency of decisions for funding for emergency response and recovery activities
2. Communities Tasmania implement an end-to-end grant management system to support templates for application and assessment processes, record correspondence with applicants and implement system-based controls
3. Communities Tasmania review grant documentation to improve the efficiency of assessment, monitoring and evaluation through a more data driven approach and document remaining risk after risk mitigations are implemented.



# Responses





# Responses

- Responses were received from the:
  - Premier
  - Secretary of Communities Tasmania
- Responses were broadly supportive of the findings and recommendations



Thank You