



WS LONNIE AWARDS

WS LONNIE AWARDS GENERAL AWARD CRITERIA

PHASE ONE

All eligible state public sector organisations are scrutinized against the following selection criteria:

1. Agency was in operation throughout the entire financial year.
2. The Auditor General's Individual Auditor Opinion, as presented in the agency's annual report, is dated prior to the due date of the report.
3. Reports were submitted to Parliament by the due date.
4. Report is available online within a month of the due date.
5. The report's file size is reasonable.
6. The PSC report file naming convention is followed.
7. The report is available in various formats (eg MS Word, PDF, HTML, e-doc etc).
8. Ease of access to which the report can be found from the agency's home page.
9. Ease of navigating through the document (eg bookmarks, hotlinks etc)
10. Report includes a useful Executive Summary (as an executive summary and not part of a forward etc), Organisational Chart and presentation of the Performance Management Framework.

PHASE TWO

The W.S. Lonnie Judging Panel is responsible for scoring a set of shortlisted agencies against the following criteria.

JUDGING

1. Presentation

- a. report laid out in an orderly fashion
- b. the language is clear and concise
- c. use of graphs, tables and photographs is constrained, but effective

In summary, the intended audience can read the report with relative ease and thus has the best possible chance to understand the material.

2. Communication in an Electronic Medium

- a. easy to read online format
- b. allows different reading approaches – skimming, jumping between different sections, in-depth reading etc
- c. interactive links used to take reader to relevant sites or documents

In summary, the use of the electronic medium enhances rather than detracts from the message.

3. Performance

- a. performance objectives (or measures) and progress toward them reported
- b. strategies for achieving objectives/outcomes discussed
- c. both positive and negative aspects of performance reported
- d. contribution of different 'divisions' to the overall organisation performance understandable
- e. concise financial report with relevant commentary and cross-referencing
- f. outlook for the organisation discussed

In summary, the agency's capability to perform to an acceptable standard is substantiated.

4. Corporate Governance

- a. the following are sufficiently discussed:
 - i. statutory authority for the operations of the organisation
 - ii. organisation history, profile and structure
- b. codes of conduct, ethos and values that drive the organisation are clear
- c. risk management oversight, management and internal controls are presented
- d. boards and advisory committees – membership, term of appointment,
- e. names/photos, brief CV or details of experience, fees paid, meeting attendance (out of possible total number)

In summary, the agency's corporate governance system is comprehensively covered.

MAJOR AWARDS

Margaret McAleer Special Commendation

In 1999 for the first time, IPAA awarded the Margaret McAleer award. This is a special commendation to honour the late Margaret McAleer, a Member of Parliament and member of the WS Lonnie Panel for some years. The award is given, at the discretion of the panel, for an outstanding report that, in some respect, establishes a benchmark to which others should aspire in annual report preparation and production. Another factor that is considered for this particular award was the imagery/multimedia and ease in accessing information as stand out qualities.

The Allan Skinner Trophy

Awarded to the best annual report in the General Government Sector.

The Margaret Nadebaum Trophy

Awarded to the best annual report in the Financial Sector.

The W.S. Lonnie Memorial Trophy

Awarded to the best Annual Report as identified by the WS Lonnie Judging Panel.

SPECIALIST AWARDS

The W.S. Lonnie Judging Panel also judges the following awards based on the below criteria:

Office of the Auditor General Award for Transparency and Accountability

The annual report fulfils its duty of being a prime vehicle for accountability of the organisation and is accurate, credible, forthright and sincere.

Acknowledges and addresses the challenges as well as reporting on the successes.

Promotes transparency and openness so that stakeholders – Members of Parliament, interest groups and citizens generally - are able to understand the operations and performance of the organisation.

Presentation of information in a way that demonstrates appropriate disclosure of information to the Parliament, the community and relevant stakeholder groups and in a way that makes it easy for the stakeholder to comprehend.

Discussion of performance against objectives with meaningful and accurate reflection of performance and with reference to both positive and negative performance.

Uses design to improve the level of disclosure, communication of the issues and facilitate stakeholders' understanding of the report.

Includes clear concise notes to the accounts and comment in the body of the report that assist appropriate disclosure and help stakeholders to understand the financial performance of the organisation.

Ombudsman Western Australia Award for Complaints Handling

The annual report shows evidence of responsiveness to client concerns about service problems. There is an indication that a clearly articulated client complaint policy and procedure is in place. There is an explanation about how complaints are handled in the organisation.

There is an indication that the organisation values client complaints information as a feedback mechanism to improve performance.

There is evidence that the agency has reviewed its complaint handling system against the Australian Standard Complaints Handling AS 4269 - 1995 and an indication of the extent to which the agency considers that the Standard is met. Where shortcomings have been identified there is an indication of steps being taken to improve compliance.

The annual report fulfils its duty of being a prime vehicle for accountability of the agency and is accurate, credible, forthright and sincere in its reporting on complaints handling. It acknowledges and addresses the challenges as well as reporting on the successes.

Other Awards - Information only

Special judging panels have been established to determine the following awards:

- **Chief Financial Officer of the Year Award** – Sponsored by the Chartered Accountants Australia and New Zealand
- **Excellence in Compliance Reporting Award** – Sponsored by the State Records Commission of Western Australia
- **Occupational Safety, Health and Injury Management Award** – Jointly sponsored and led by the Department of Commerce
- **Performance Management Award** – Sponsored by CPA Australia
- **Good Governance Award** – Sponsored by the Public Sector Commission
- **AE Gaby VC Memorial Award for Achievement of Objectives Reporting** – Sponsored by The Department of Agriculture and Food