| **Table 99d:** Compliance Index - Report on performance | | | |
| --- | --- | --- | --- |
| **Reference in Annual Report Guidelines1** | **Description** | **Requirement** | **Page number(s) in this report** |
| 11(1) | Review of performance during the year in relation to programs and contribution to outcomes | Mandatory | 28–212 |
| 11(2) | Actual performance in relation to deliverables and KPIs set out in PB Statements/PAES or other portfolio statements | Mandatory | 12–15 |
| 11(2) | Where performance targets differ from the PBS/ PAES, details of both former and new targets, and reasons for the change | Mandatory | Nil to report |
| 11(2) | Narrative discussion and analysis of performance | Mandatory | 28–212 |
| 11(2) | Trend information | Mandatory | 28–212 |
| 11(3) | Significant changes in nature of principal functions/services | Suggested | 28–50 |
| 11(3) | Performance of purchaser/provider arrangements | If applicable, suggested | 16–26 |
| 11(3) | Factors, events or trends influencing departmental performance | Suggested | 28–212 |
| 11(3) | Contribution of risk management in achieving objectives | Suggested | 218–219 |
| 11(4) | Social inclusion outcomes | If applicable, mandatory | 144–151 |
| 11(5) | Performance against service charter customer service standards, complaints data, and the department’s response to complaints | If applicable, mandatory | 50–57 |
| 11(6) | Discussion and analysis of the department’s financial performance | Mandatory | 252–255 |
| 11(7) | Discussion of any significant changes from the prior year, from budget or anticipated to have a significant impact on future operations. | Mandatory | Nil to report |
| 11(8) | Agency resource statement and summary resource tables by outcomes | Mandatory | 387–390 |

1. The reference is to the location of the item in the requirements—for example, ‘A.4’ refers to the fourth item in Attachment A.