

Suzie Sazdanovic

From: Section 22 on behalf of Simon Quarrell
Sent: Tuesday, 23 January 2024 1:59 PM
To: thea.connolly; Section 22, Section 47E
Cc: Jamie Whitcombe; Section 22 Portfolio Assurance; Section 22
Subject: [SEC=PROTECTED:Cabinet] DTA Escalation Notice: Support at Home
Attachments: EP_FAQs_V01_DTA_15012024.pdf; Remediation Plan Template.docx; EP1 - Ministerial Reporting Template.pptx

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Health and Support Services

PROTECTED: Cabinet

Dear Thea,

I am writing to you in your capacity as the Senior Responsible Officer for the Support at Home program.

Under the Cabinet-mandated [Assurance Framework for Digital and ICT investments](#) the DTA works with agencies in planning and implementing fit for purpose assurance arrangements. This includes applying the escalation protocols to support agencies in initiating course corrections swiftly and effectively when projects are at risk of not delivering intended benefits.

Support at Home has reported its recent delivery confidence assessment as Medium which, under the escalation protocols, requires the preparation of a remediation plan which will be assessed and monitored by the DTA and included in reporting to the Minister for Finance.

Action Required

I am seeking your assistance to document the Department's plan to restore delivery confidence in the Support at Home program through a Remediation Plan. If there is an existing Return to Green or remediation plan, we are happy to consider this in the first instance. If a plan does not already exist, we have attached a remediation plan template for you to use. We would be glad to work with you to develop the plan if you require any support with this. Upon receipt, the DTA will review the document and work closely with you on next steps.

The Minister for Finance will be provided with quarterly updates on progress on the remediation plan as part of the DTA's periodic reporting. Included in this report is your update on the remediation plan and progress against it using the attached Ministerial Reporting template. This template is designed to be a high-level overview of remediation activities and is less detailed than the remediation plan itself.

We are requesting that both the remediation plan and the Ministerial reporting template be provided to portfolio.assurance@dta.gov.au by 5 February 2024.

I've attached the Escalation Protocol factsheet that may answer any initial questions you have, and I would like to arrange a time to meet to discuss further. I've copied my assistant, Section 22, who can assist in finding a suitable time in our calendars.

Kind regards,



Simon Quarrell

A/g General Manager for Digital Investment Advice & Sourcing
Digital Transformation Agency

simon.quarrell@dta.gov.au | dta.gov.au

Ngunnawal Country | 11 Moore Street, Canberra, ACT 2600

Section 22

Executive Assistant: **Section 22**

The DTA acknowledges Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders both past and present.

PROTECTED: Cabinet

Released under FOI Act