

# Contents

Inspector-General's message .....	5
Our organisation .....	6
About us .....	6
Operating environment .....	7
Our non-financial performance .....	9
Government's objectives for the community .....	9
Strategic objectives and 2020–21 highlights .....	9
Service area and standards .....	12
Our financial performance .....	13
Summary of financial performance .....	13
Summary of financial position .....	14
Our structure, management and values .....	15
Our structure .....	15
Executive management .....	15
Values and ethics .....	17
Human rights .....	18
Our risk management and accountability .....	19
Risk management .....	19
Audit committee .....	19
Internal audit .....	20
External scrutiny .....	20
Information systems and recordkeeping .....	22
Open data .....	22
Our people .....	23
Strategic workforce planning and performance .....	23
Early retirement, redundancy and retrenchment .....	24
Financial statements .....	25
Certification of financial statements .....	40
Independent Auditor's Report .....	41
Glossary .....	44
Compliance checklist .....	46