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To Agency Representatives,

Further to my email sent 25 February I am wanting to provide a summary on the Agency Survey that closed 4 March including next steps. A brief summary of the Survey is also attached.

Survey Summary

The agency survey received over 500 responses in total with 195 of these fully completed. Responses were received across all Ventia portfolios (Education, Health and JPOP) with a strong representation from Education with close to half of the responses recorded.

Over 70% of the responses were from coordinators and management levels within agencies which is appreciated and allows AGFMA to consider and direct solutions. The results have been shared with Ventia including comments and suggestions to highlight opportunities to optimise the approach of the transition and implementation summarised below (note no personal or identifiers accompanied this information)

AGFMA Specific: The results indicate that additional information outlining the obligations and responsibilities of all parties would assist agencies and more information on service expectations, processes and guidelines are required. In addition, some user experience aspects of the website would be of benefit and the inclusion of an "Overview" document (AGFMA brochure/booklet) will be developed to summarise AGFMA objectives, benefits and the roles and responsibilities of all parties so they are clearly presented and accessible.

Ventia Specific: The survey feedback clarified and resonated with issues raised recently and comments received by both DIT and Ventia around performance and service delivery expectations not being at the required level, and priority areas where improvements needed to be addressed. Levels of frustration were evident in the responses to the open feedback components of the Survey which has allowed Ventia (in conjunction with AGFMA) to develop priority target areas as soon as possible.

AGFMA will monitor the delivery approach and desired levels of improvement including system and process optimisation supported by suitable training and the introduction of a consolidated and revised Manual/User Guide.

Next steps

The AGFMA Directorate will continue to oversee these activities and I will continue to provide updates on the corresponding activities and actions as they develop in a monthly step change approach with activities and improvements due for completion over the coming months so that full benefits of the AGFMA can be realised for all parties.

If you have any further queries, please reach out to the AGFMA Team on the following email address, DIT.AGFMA@sa.gov.au

Regards,

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