# **Table Department of Health and Human Services performance in 2019–20**

Extract from Victorian Government Purchasing Board Annual Report 2019-20

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| Performance measure | 2017–18  | 2018–19 | 2019–20 |
| (%) |
| **Value created from department procurement activity** | **0.8** | **2.0** | **4.1** |
| DHHS has doubled its result from last year. The centralised procurement team has encouraged customers to engage with them in the early stages of their projects to get advice on sourcing and where to look for savings.  |
| **Managed spend** | **n/a** | **n/a** | **93.0** |
| The result of 93 per cent is considered a good outcome. The department has strong processes and systems in place to ensure the significant majority of spend is managed in some manner by the central procurement function. |
| **Increase in procurement capability** | **2.7** | **−4.0** | **2.8** |
| Procurement capability increased from 144 out of 148 (out of 150). DHHS made a big effort to embed new and updated policies like the Social Procurement Framework across the department. All procurement officers completed a procurement fundamental skillset training.  |
| **Supplier satisfaction assessment** | **Successful satisfied** | **78** | **74** | **83** |
| **Unsuccessful satisfied** | **38** | **73** | **38** |
| DHHS sent the survey to all bidders/suppliers at the end of the procurement process and achieved a 16 per cent response rate – six per cent higher than their target response rate. Unsuccessful suppliers were less satisfied than last year. The lowest ratings related to helpfulness of feedback and lack of opportunity to provide feedback about the process. DHHS offers debriefings to unsuccessful suppliers, but without much uptake. The department will look at ways to improve both the quality of debriefs and uptake from suppliers. This should help unsuccessful suppliers understand the process followed, the rationale for the decision made and improvement opportunities for future bids. |
| **Planned procurement activity as a % of actual procurement activity** | **9.3** | **11.6** | **22.4** |
| The procurement team’s efforts to improve relationships with customers across the business has led to a year-on-year increase in this performance measure. Procurement Services continues to refine procurement planning, particularly encouraging business owners to identify procurement jobs well in advance.  |