

FOLLOW UP OF THE AUDITOR-GENERAL'S 2013 FINANCIAL AUDIT REPORTS

Organisation: Department of Police and Justice
Name: Mr Andrew Cappie-Wood
Position: Secretary
Date Received: 1/07/2014

The Hon. Jonathan O'Dea MP
Chair
Legislative Assembly
Public Accounts Committee
Parliament House
Macquarie Street
SYDNEY NSW 2000

Your Ref: D14/12951

Dear Minister

I write in response to your letter dated 22 May 2014 regarding recommendations of the Auditor-General made in 2013.

Enclosed with this letter is my Department's response to the two *Repeat Recommendations of the Auditor-General's 2013 Financial Audits* from volume 6 2013 – focussing on Law, Order and Emergency Services:

- As previously recommended, the Department of Attorney General and Justice should continue integrating policies, operations and systems between its divisions and, once complete, analyse the costs and benefits.
- The Department of Attorney General and Justice should ensure it has the necessary processes in place to enable it to regularly monitor and measure the performance and success of the Victims Support Scheme in providing a more accessible, streamlined and targeted service to victims of violent crime in NSW.

Should you Legislative Assembly, Public Accounts Committee require additional information regarding this matter [REDACTED], of my Department has carriage of this matter and can be contacted on [REDACTED] or via email at: [REDACTED]

Yours sincerely

[REDACTED]
Andrew Cappie-Wood
Secretary

27 JUN 2014

Recommendation		Accepted or Rejected	Actions Taken	Due Date	Status and Comment	Responsibility
1	The Department of Attorney General and Justice should continue integrating policies, operations and systems between its divisions and once complete, analyse the cost and benefits		<p>The Department of Police and Justice is undertaking a number of internal reviews to look at processes and policies to have a streamlined approach as a Department and structure that reflects the Departments requirements.</p> <p>The Department has recently undertaken a large project to combine and consolidate the policies processes and procedures for Corporate Services for the Department.</p> <p>With the view of providing a single platform for Corporate Service delivery. The Department is working closely with the Justice Cluster as well to ensure a sound transformation for Corporate Services for all.</p>	Ongoing		Office of the Secretary
2	The Department of Attorney General and Justice should ensure it has the necessary processes in place to enable it to regularly monitor and measure the performance and success of the Victims Support Scheme in providing more accessible, streamlined and targeted service to victims of violent crime in NSW		<p>Since commencement of the VSS, Victims Services has been working on the development of a Reporting and Quality Assurance Framework to monitor and measure services and standards, including the Victims Support Scheme. The framework is in the process of being finalised. It involves understanding the current state, reviewing all service standards, developing appropriate KPIs, setting standards for operational processes and considering the changes required in the business to embed the framework.</p> <p>The Framework, once implemented, will be used to measure and monitor the performance of the Victims Support Scheme. As part of the Framework, Victims Services will collect feedback from clients and data about each claim.</p> <p>The Victims Rights and Support Act 2013 (Victims Rights Act) also mandates a review of the scheme as soon as possible after 3 years and after 5 years from the date of commencement of the VSS, which was 3 June 2013. A report of the review outcome will be tabled in both Houses of Parliament within 12 months of the review being finalised.</p>	Ongoing		Commissioner of Victims Rights, Victims Services