

**Submission**  
**No 1**

**INQUIRY INTO FOLLOW UP OF AUDITOR-GENERAL'S  
PERFORMANCE AUDIT REPORTS OCTOBER 2009 TO  
SEPTEMBER 2010**

**Organisation:** NSW Department Health  
**Name:** Dr Mary Foley  
**Position:** Director-General  
**Telephone:** 9391 9000  
**Date Received:** 1/08/2011

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**Theme:**

**Summary**

DOG Ref: P11/381  
D11/584

The Hon Jonathan O'Dea MP  
Committee Chair  
Legislative Assembly Public Accounts Committee  
Parliament of New South Wales  
Macquarie Street  
SYDNEY NSW 2000

Dear Mr O'Dea

**Auditor-General's Report on Managing  
Forensic Analysis Fingerprints and DNA**

I refer to your invitation to the NSW Department of Health to provide a response to the recommendations of the above Report tabled in February 2010.

The Department of Health's advice in respect of the specific recommendations requiring Health input is attached in the required table format.

As indicated in the table and in accordance with Recommendation 1, a service level agreement has been signed by NSW Health and the NSW Police Force for a 3 year period which commenced on 19 July 2011. The agreement has an option for amendment on a yearly basis. A governance framework for management of the agreement has also been developed, endorsed and accepted by both agencies.

NSW Health continues to support the recommendations of the Report and will continue to work closely with the NSW Police Force on issues associated with their implementation.

The person to contact at the NSW Department of Health for further information or assistance is Ms Kim Stewart, Director, Coordination and Policy Unit, Population Health Branch, on 9391 9235.

Yours sincerely



for  
Dr Mary Foley  
**Director-General**

29/7/11

## PERFORMANCE AUDIT – Managing Forensic Analysis - Fingerprints and DNA

## IMPLEMENTATION OF RECOMMENDATIONS

RECOMMENDATION	ACCEPTED OR REJECTED	ACTIONS TO BE TAKEN	DUE DATE	STATUS (completed, on-track, delayed) COMMENT	RESPONSIBILITY
(1) To ensure capacity matches demand it is recommended that the NSW Police Force and NSW Health sign a service level agreement for DNA analysis by June 2010 that includes:	Accepted	Health Reform Transitional Organisation – Western (HRTOW) to draft a service level agreement for forensic biology services with NSW Police Force.	30/06/11	Completed. A service level agreement has been signed off by both agencies for a 3 year period commencing from 19 July 2011, with the option to amend the agreement on a yearly basis. A governance framework for management of the SLA has also been developed, endorsed and accepted by both agencies.	HRTOW
(1) (a) A user pays framework to be piloted over 12 months and reviewed in June 2011.	Accepted	To be developed as a schedule of the service level agreement		Completed. An indicative cost per item based on available funding and capacity was developed. This model was based on the organisational and funding structure at DAL as at December 2010. A new organisational model is currently being configured with capacity and output to change as the service structure changes over the next 12 months. New indicative costings and KPIs will be provided once the new arrangements are in place	

<p>(1) (b) Detailed service standards including performance measures and turn around times.</p>	<p>Accepted</p>	<p>To be developed as part of the schedule for the service level agreement</p>	<p>Completed. Through streamlining of operations turn around times at DAL for high volume crime are now an average of 10 days from receipt of case to provision of results to NSW Police Force.  DAL is working closely with NSWPF to construct a new service delivery model intended to improve performance measures and turn around times.</p>	
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