

**EXAMINATION OF THE AUDITOR-GENERAL'S
PERFORMANCE AUDIT REPORTS JULY 2015 –
JANUARY 2016**

Organisation: Department of Justice
Name: Mr Andrew Cappie-Wood
Position: Secretary
Date Received: 2 September 2016

received 02.09.16
Dob



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Mr Bruce Notley-Smith MP
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Your Ref: D16/23640
Our Ref:
File No:

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Dear Mr Notley-Smith

I am writing in response to your letter of 26 July 2016 concerning the Auditor General's report *Identifying productivity in the public sector*, tabled on 16 July 2015.

Attached as requested is the status of the recommendations made in relation to the NSW Local Court.

There were five recommendations arising from the report which have been acknowledged and accepted. One of those recommendations has been implemented. The remaining recommendations have been incorporated into transformation programs currently underway across the Department which will increase efficiency and improve productivity.

These programs include the establishment of a Performance and System Analysis Unit to develop system performance monitoring, and court related projects addressing delays and modernising operations.

Due to the scale of the work the recommendations have not yet been delivered.

Yours sincerely

Andrew Cappie-Wood
Secretary

22 AUG 2016

IMPLEMENTATION OF RECOMMENDATIONS

Department of Justice

Identifying productivity in the public sector

	RECOMMENDATION	ACCEPTED OR REJECTED	ACTIONS TO BE TAKEN	DUE DATE	STATUS (completed, on track, delayed) and COMMENT	RESPONSIBILITY (Section of agency responsible for implementation)
1	Set productivity and efficiency objectives.	Accepted		March 2016	Multiple transformation projects underway impacting assessment and implementation.	Court Services
2	Improve the accessibility and reliability of data relating to the types and number of matters dealt with in the NSW Local Court and the staff effort involved in these matters.	Accepted		March 2016	Partially completed (full completion impacted by transformation projects). Local Court website updated to provide clearer pathways to access relevant statistical reports including: <ul style="list-style-type: none"> • Annual Review, • Report on Government Services (courts), • Criminal Courts statistics (produced by NSW Bureau of Crime Statistics and Research), • NSW Dept of Justice Annual Report. Multiple transformation projects underway impacting assessment and implementation.	Court Services
3	Utilise the International Framework for Court Excellence, or other suitable framework, to set quality indicators.	Accepted		March 2016		Court Services
4	Report its productivity trend to Parliament (through its annual report for example) using the Audit Office's methodology or another appropriate methodology.	Accepted		March 2016	Completed. The NSW Department of Justice and the Chief Magistrate of the Local Court continue to report to Parliament via annual reports.	
5	Continue to report its efficiency to Parliament, including trends over time.	Accepted		March 2016	Partially completed (full completion impacted by transformation projects). The NSW Department of Justice and the Chief Magistrate of the Local Court each publish an annual report that is reported to Parliament.	Court Services, Dept of Justice.