



Appendix two – Status of 2016 recommendations

The table below lists the status of recommendations made in the 2016 Auditor-General's Report to Parliament on the Justice cluster.

Recommendation	Current status	
The Department should:		
Ensure it performs all financial reporting early close and year end procedures by the statutory deadlines.	The Department addressed this recommendation during the year.	
Assess whether the cost of supervision and caring for juvenile detainees is reasonable given the downward trend in the numbers of detainees (repeat issue).	The Department advises it has commenced work to map and analyse its operating costs in the context of declining custodial numbers to ensure continued cost effective service delivery into the future. The Department has also reprioritised funding internally to invest in initiatives to strengthen therapeutic practice and interventions.	
Strengthen efforts to effectively manage sick leave.	Sick leave taken by administrative and frontline staff in the Department decreased by 8.6 hours (13.7 per cent) and 11.4 hours (11.4 per cent) respectively from the prior year. Refer to the Financial Reporting and controls chapter for details. The Department is working on strategies to improve well-being initiatives and reduce sick leave. Sick leave balances are now measured on progress against divisional key performance indicators and quarterly divisional performance meetings with the Secretary.	
Consider if planned capital investment is sufficient to efficiently and effectively manage inmates over the next two to three years.	The Corrective Services NSW Infrastructure Strategy 2017–2037 was updated to ensure continued alignment with current and forecast fluctuations in the inmate population. The Department is continuing to expand the capacity of the NSW prison system through the \$3.6 billion Prison Bed Capacity Program. In 2016–17 the Program provided an additional 585 beds. The additional beds provided by the prison bed capacity program are expected to keep pace with increases in inmate numbers in 2017–18 and 2018–19, but overcrowding is expected to continue until the new Grafton Correctional Centre becomes operational in 2019–20. Refer to the Service Delivery chapter for details.	
The State's publicly managed correctional centres should be subject to the same oversight, performance management and reporting as privately managed centres (repeat issue).	Corrective Services NSW has developed a performance monitoring and reporting framework at the individual correctional centre level, which it expects to fully implement by March 2019. The Department advises the framework will compare publicly and privately managed correctional centres in NSW on a range of qualitative and quantitative performance measures.	
Continue to implement the recommendations in the Auditor-General's March 2016 report on 'Performance frameworks in custodial centre operations'.	As above.	

Recommendation	Current status	
Law and order agencies should:		
Continue efforts to reduce employee excess annual leave balances to meet whole-of-government targets (repeat issue).	The number of employees with excess annual leave balances decreased in most law and order agencies. At 30 June 2017, 8,791 employees (9,349 employees at 30 June 2016) in law and order agencies however exceeded the State target. Refer to the Financial Reporting and Controls chapter for details. 	
Decisions about Justice cluster resources should take into account the activities of the inter-related components of the criminal justice system, such as the impact NSW Police activity has on the courts and prison capacity.	The Department advises a number of actions have been introduced to address this issue, including: <ul style="list-style-type: none"> • a criminal justice impact assessment of all new policy proposals, which requires a full assessment of the up and downstream effects of any proposal • three new simulation models to allow scenarios to be planned and impacts assessed. The models are used for prison population, district court demand and delay, and overall system throughput. Refer to the Service Delivery chapter for details. 	
NSW Trustee and Guardian should:		
Identify and use meaningful performance indicators to measure and report the cost and quality of the services it provides to the community (repeat issue).	NSW Trustee and Guardian has identified a number of new monthly performance indicators and incorporated them into relevant employee performance plans, including client focussed indicators such as call service waiting times, complaint volumes, and client satisfaction scores. However, costing based indicators, such as costs per trust managed, will be not be introduced until their new client information management system is delivered in 2018. Refer to the Service Delivery chapter for details. 	
The Office of the NSW State Emergency Service should:		
Implement sufficient effective controls over donation and fundraising activities to ensure all revenue collected is recorded (repeat issue).	The Service implemented sufficient controls over donation and fundraising activities to ensure all revenue collected is recorded. An unqualified audit opinion was issued in 2016–17. 	
 Fully addressed	 Partially addressed	 Not addressed