
Appendix two – About the audit

Audit objective

This audit assessed whether adults in custody have effective access to health services.

Audit criteria

We addressed the audit objective by considering the following questions:

1. Do patients have timely access to health services?
2. Do systems and practices support the continuity of health care?
3. Is the effectiveness of patient access to health services monitored, reviewed and reported across the network?

Audit scope and focus

In assessing the criteria, we checked the following aspects:

1. Do patients have timely access to health services?
 - a) Justice Health and Corrective Services NSW have effective processes for staff, patients and others to communicate health concerns.
 - b) Justice Health and Corrective Services NSW facilitate access to clinical health services within benchmarks and standards.
 - c) Justice Health and Corrective Services NSW facilitate access to external specialist health and hospital services within benchmarks and standards.
 - d) Justice Health and Corrective Services NSW have effective protocols and practices to escalate patient health care.
2. Do systems and practices support the continuity of health care?
 - a) Justice Health has effective systems to maintain patient health records and medications, and enable patient monitoring.
 - b) Justice Health and Corrective Services NSW have effective systems and practices to share information when patients are moved between prisons or to health services.
 - c) Justice Health and Corrective Services NSW have effective protocols and practices to enable health release planning.
3. Is the effectiveness of patient access to health services monitored, reviewed and reported across the network?
 - a) Justice Health has measures to understand the effectiveness of patient access to health services and patient outcomes.
 - b) Justice Health has mechanisms for reporting to system managers on the effectiveness of patient access to health services and patient outcomes.
 - c) Corrective Services NSW has contract measures and frameworks to assess patient access to health services in private prisons and patient outcomes.
 - d) Justice Health and Corrective Services NSW have effective processes for evaluating and progressively improving the management of patient access to prison health services.

Audit exclusions

The audit did not assess Youth Justice NSW or health services for adolescents. It did not assess health promotion activities, non-clinical programs or groups, or post-release support provided to patients.

The *Government Sector Audit Act 1983* does not permit a direct examination of information held by private sector entities including private prison health service providers, however this audit does assess the effectiveness of Justice Health's role in monitoring health services in private prisons.

Audit approach

Our procedures included:

- analysis of data provided by Justice Health and Corrective Services NSW
- interviews with executives from Justice Health and Corrective Services NSW
- interviews with health and administrative staff from Justice Health
- interviews with male and female prison delegates
- examination and analysis of documents, policies, protocols, and reports from Justice Health and Corrective Services NSW
- site visits to correctional settings
- review of submissions and external stakeholder contributions to the audit
- evaluation of relevant internal agency controls.

The audit approach was complemented by quality assurance processes within the Audit Office to ensure compliance with professional standards.

Audit methodology

Our performance audit methodology is designed to satisfy Australian Audit Standard ASAE 3500 Performance Engagements and other professional standards. The standards require the audit team to comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance and draw a conclusion on the audit objective. Our processes have also been designed to comply with requirements specified in the *Government Sector Audit Act 1983* and the *Local Government Act 1993*.

Acknowledgements

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Audit cost

The total cost of this audit including expenses was approximately \$450,000.