
Report highlights

What this report is about

Result of the Customer Service cluster agencies' financial statement audits for the year ended 30 June 2022.

What we found

Unmodified audit opinions were issued for Customer Service cluster agencies.

What the key issues were

The number and size of Service NSW's administered grant programs have increased significantly in response to emergency events. Improvements are required to address gaps in Service NSW's policies, systems and processes in administering and financial reporting of grant programs.

The Department of Customer Service (the department) reported a retrospective correction of a prior period error of \$33.3 million understatement of the land titling database, which is a service concession asset managed by a private operator.

The 2021–22 audits identified five high-risk issues across the cluster:

- the department:
 - control weaknesses in user access to GovConnect systems
 - significant control deficiencies in information technology change management controls

- Rental Bond Board:
 - legislation amendment required to better support the accounting treatment of rental bonds
 - no delegation instrument to government officers authorising them to approve expenditures
- Service NSW:
 - improvements required in the timeliness and quality of grant administration revenue assessment and controls over the recovery of grant administration costs.

Recommendations were made to address these deficiencies.

Fast facts

The Customer Service cluster aims to plan, prioritise, fund and drive digital transformation and customer service across every cluster in the NSW Government.

\$4.6b

total expenditure incurred in 2021–22

100%

unqualified audit opinions issued on agencies' 30 June 2022 financial statements

39

monetary misstatements reported in 2021–22

\$41.9b

total administered revenue earned in 2021–22

5

high-risk findings identified

53%

of reported issues were repeat issues