

Human Services

SUMMARY

DEPARTMENT

There are no new recommendations to the Department of Human Services in this report.

OUTSTANDING RECOMMENDATIONS

DEPARTMENT

The following recommendation is outstanding and not yet ready for a follow-up audit:

Improve access control procedures—October 2014, no. 18, p. 151

We recommend that the Department of Human Services improve access control processes for all its information systems, to ensure:

- user access to application systems and data is properly authorized
- user access is disabled promptly when employees leave their employment or role

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE

The following recommendations are outstanding and not yet ready for follow-up audits:

Supervisory review of client files—February 2013, no. 2, p. 42

We recommend that the Office of the Public Guardian and Trustee improve its file management processes to ensure all client files are subject to adequate supervisory review.

Improve and follow policies—February 2013, no. 4, p. 45

We recommend that the Office of the Public Guardian and Trustee:

- review and assess whether its policies are appropriate, and procedures are adequate to mitigate the risk that client assets could be misappropriated or otherwise mismanaged
- improve its processes for ensuring compliance with policies and procedures

Documentation—February 2013, no. 6, p. 48

We recommend that the Office of the Public Guardian and Trustee improve its processes for ensuring client files are appropriately documented, including adequate documentation of supervisory review and internal audit.

Management has identified these recommendations as implemented—to be confirmed with follow-up audits:

Internal audit role—February 2013, no. 3, p. 42

We recommend that the Office of the Public Guardian and Trustee strengthen the role of its internal audit, ensuring it has adequate authority and independence to effectively perform its function.

Segregation of duties—February 2013, no. 5, p. 47

We recommend that the Office of the Public Guardian and Trustee strengthen its processes for the approval and payment of client expenses or disbursements.

