



# Community and Social Services

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October 2017



## Summary

There are no new recommendations to the Department of Community and Social Services in this report.

## Outstanding Recommendations

### Department

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

#### **Improve access control processes—October 2014, no. 18, p. 151**

We recommend that the Department of Community and Social 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

#### **Systems to manage the AISH program: Improve program accessibility**

—October 2016, no. 5, p. 35

We recommend that the Department of Community and Social Services ensure its application processes are user friendly.

#### **Systems to manage the AISH program: Set service standards and improve eligibility procedures and guidelines—October 2016, no. 6, p. 38**

We recommend that the Department of Community and Social Services:

- set service standards for application processing times and regularly monitor against these standards
- improve procedures and guidelines to ensure staff apply policy in a consistent manner

#### **Systems to manage the AISH program: Improve reporting on efficiency—October 2016, no. 7, p. 42**

We recommend that the Department of Community and Social Services improve its processes to measure, monitor and report on the efficiency of the AISH program.

