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## **Audit finds Department of Communities can improve its administration of family and domestic violence support services**

The Auditor General today tabled in Parliament the [Department of Communities' Administration of Family and Domestic Violence Support Services](#) report that assessed if the Department effectively administers contracts for the provision of support services for people experiencing family and domestic violence.

Auditor General Ms Caroline Spencer said the Department invests significant funding every year in the community services sector to provide a range of family and domestic violence support services across the State.

'The report provides Parliament and the public with foundational transparency on how these services are structured, findings on how effectively the Department is administering contracted services and whether it knows if services are meeting demand.

'Although pleasing that the Department generally administered service provider contracts well, it lacks an overarching understanding of current demand for some services and how long people are waiting to access the services,' Ms Spencer said.

'Without this information the Department's ability to assess if current services are sufficient, if there are gaps and to effectively plan for future requirements is limited.'

'It also won't be able to provide evidence-based information to the State Government to determine future funding and service needs,' Ms Spencer said.

The report includes a number of recommendations to assist the Department to strengthen its administration of support services and identify opportunities to strengthen aspects of its contract management. These include timeliness of service reviews, verifying service providers' compliance with legislation and using information from service providers to inform the future planning of services.

### **Report resources**

- [PDF version](#)
- [summary video](#)