

[Insert audit companies letter head]

Contract Performance Audit

<Company>

<ABN>

The purpose of this report is to present the findings of the Contract Performance Audit conducted by <company name> for the Assisted School Travel Program. This report provides the contractor with the opportunity to respond to or implement the recommendations contained in the report. It also enables the Assisted School Travel Program to act on any recommendations that may be deemed in breach of the *Eligible Service Providers List Contract for the Provision of Assisted School Travel Services to the Assisted School Travel Program Agreement (Contract Agreement)*.

Contract Performance Audit

<company name>

<ABN>

Overview

The Assisted School Travel Program (ASTP) is responsible for the delivery of safe and efficient transport services for eligible students with disabilities who are unable to travel to and from school under the Transport for NSW's School Student Transport Scheme. The ASTP provides for around 3,000 individual transport services daily through over 640 contracted service providers to approximately 10,800 students across NSW with an annual funding exceeding \$140 million per year.

The ASTP has the responsibility for ensuring contractors are providing services that are safe, effective and customer focused in accordance with the *Eligible Service Providers List Contract for the Provision of Assisted School Travel Services to the Assisted School Travel Program Agreement (Contract Agreement)*.

A letter of engagement was emailed on <date> with the audit occurring on <date>

Key highlights

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Recommendation 1 – <write recommendation here>

Recommendation 2 – <write recommendation here>

Recommendation 3 – <write recommendation here>

Recommendation 4 – <write recommendation here>

Recommendation 5 – <write recommendation here>

Recommendation 6 – <write recommendation here>

Recommendation 7 – <write recommendation here>

Recommendation 8 – <write recommendation here>

Recommendation 9 – <write recommendation here>

Recommendation 10 – <write recommendation here>

Audit Process

The Contract Performance Audit for <company name> commenced on <date> with a site visit to their office in <location>

Prior to commencing the audit a letter of engagement was emailed on <date> detailing the audit scope including:

- Vehicle registration and insurance details
- Vehicle maintenance logs
- Driver details and currency of Working with Children Checks (WWCC)
- Payment of wages and allowance in accordance with relevant NSW awards
- Sub-contracting arrangements
- Customer complaint handling processes
- Adherence to the Department of Education's *Code of Conduct*

In addition to the letter of engagement, a copy of the detailed audit tool containing a list of the auditable documents, instructions and relevant questions was provided on <date>.

The audit involved a two day onsite assessment of the required documents contained within the *Contract Agreement* and a series of interview questions designed to test the contractors understanding and practice in applying the requirements of the *Contract Agreement*.

The onsite audit ended on <date> with additional information regarding <subject> provided on <date>.

Following the onsite audit, customer performance surveys were issued to <ASTP to complete this section>

Following the delivery of this report a survey using Survey Monkey will be provided to the contractor seeking feedback to the level of professionalism provided in completing this audit. The structure of the audit program is illustrated at **Attachment A** in this report.

Section1 - contract documents

<context of this section completed here, add in headings as required>

Audit item	Findings	Ref No
Signed contract on file		001
Signed copy of RCTI		002
ABN details and contractor details are accurate and current		003
Obtain copies of subcontracting agreements		004
Provide certificate of currency for the legal liability (or public liability) insurance policy to \$20 million		005

Section 1- recommendations

Recommendation 1 – < add in recommendations as required>

Section 2 – vehicle registration and insurance

<context of this section completed here, add in headings as required>

Audit item	Findings	Ref No
Current vehicle registration and comprehensive insurance		006

Wheelchair vehicles have a current Engineering Certificate from an RMS recognised engineering signatory		007
All vehicles are less than 15 years old & do not have 2 doors		008
Maintenance Programs		009
AIS notices, maintenance logs, inspection reports		010

Section 2– recommendations

Recommendation 1 – < add in recommendations as required>

Section 3 – driver details

<context of this section completed here, add in headings as required>

Audit item	Findings	Ref No
RMS driver and vehicle consent forms		011
Working With Children Check (WWCC) for drivers and contractors		012

Medical assessment		013
Where utilising employees, workers compensation insurance is required		014
Payment of wages and allowances		015
Drivers licence status		016

Sub- contracting		017
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SAMPLE

Section 3 – recommendations

Recommendation 1 – < add in recommendations as required>

Section 4 – safety

<context of this section completed here, add in headings as required>

Audit item	Findings	Ref No
Current Run Cards	SAMPLE	018
Communication		019

Driver Training and Management Practice		020
Code of Conduct		021

Complaint and Incident Handling		022
Drug and Alcohol Policy		023

Section 4 – recommendations

Recommendation 1 – < add in recommendations as required>

Section 5 – performance

<context of this section completed here, add in headings as required>

Audit item	Findings	Ref No
Contract compliance		024
Customer review	<to be completed by the ASTP>	025

On time running performance		026
Ease of access to records		027
Financial viability		028

Section 5 – recommendations

Recommendation 1 – < add in recommendations as required>

Section 6 – additional requirements

<context of this section completed here, add in headings as required>

Section 6 – recommendations

Recommendation 1 – < add in recommendations as required>

Concluding comments

Attachment A



Attachment B

<add attachments as required >

SAMPLE

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