

**ATTACHMENT: PAEC 2016–17 BUDGET ESTIMATES HEARING  
SPECIAL MINISTER OF STATE PORTFOLIO – 13 MAY 2016**

**QUESTIONS TAKEN ON NOTICE AND FURTHER INFORMATION AGREED TO BE SUPPLIED AT  
THE HEARINGS**

**SPECIAL MINISTER OF STATE**

*Q1. In relation to the funding of \$81 million allocated to the Service Victoria initiative, please provide further details on the contribution of this initiative to the public sector and the improvements it will bring.*

*(Page 5 of the Special Minister of State portfolio transcript)*

**RESPONSE:**

Around 55 million simple, high-volume transactions are completed each year, such as applying for a licence or a permit. These services cost \$461 million to deliver. If these services aren't streamlined, future growth will push this to more than \$700 million in less than a decade.

Currently, government services are confusing for customers to navigate, with transactions and information spread across hundreds of phone hotlines and different websites. Customers can sometimes be overwhelmed by complicated, government-centric information and frustrated when inefficient processes waste their time.

Service Victoria is planning to develop and implement distribution channels for government's simple, high-volume transactions and solve roadblocks to fully online services. In doing so, Service Victoria will set a new standard for customer service and make it easier for people to access government services in Victoria.

Service Victoria's implementation in 2016-17 is drawing on its planning so far to transition into a development and testing phase. This staged approach helps Service Victoria meet people's needs, rather than developing something that only works for government.

*Q2. Regarding the budget reallocations from some initiatives of the previous government regarding Project Atlas and the CenITex conversion, please provide details of the amount that was not expended, how much has been reallocated and what it has been allocated to.*

*(Page 7 of the Special Minister of State portfolio transcript)*

**RESPONSE:**

The original project budget CenITex Transformation and Project Atlas was \$6.0m. Project Atlas was concluded with a total spend against the project of \$3.7m. Funding for this project has since been reallocated to items as per the table below.

| <b>CenITex Transformation/Project Atlas</b>  | <b>\$m</b> |
|--|------------|
| Total initiative funding   | 6.0        |
| Project Atlas expenditure  | -3.7       |
| WoVG ICT business as usual, Business Support Services Strategic Review and associated Policy Development | -0.6       |
| Unspent funds allocated to Enterprise Solutions and associated WoVG ICT initiatives in 2015-16           | -1.7       |
|  | 0.0        |

Q3. *Provide further details on the outcomes that emerged as a result of the capability review undertaken last year.*

*(Page 9 of the Special Minister of State portfolio transcript)*

#### **RESPONSE:**

The capability review made a number of recommendations regarding the department's governance, capability and organisational structure. Since the review was finalised, the department has made significant changes to its leadership and structure. The department is now well placed to deliver on its responsibilities.

#### **Governance**

The department has introduced new governance arrangements designed to reflect current organisational priorities at both central and operational levels. The new governance structure includes:

- an Executive Board that is accountable for the department's overall operations and service systems
- five stewardship subcommittees that provide advice to the Executive Board, for example on financial, people and information technology matters
- five reform subcommittees that are time-specific and will focus on implementing the government's reform agenda and complex departmental initiatives.

The new governance arrangements are fundamental to supporting the department's day-to-day business and delivering on the department's strategic priorities to enhance the health and wellbeing of Victorians.

#### **Structure**

The department has put in place a revised structure. The new structure aims to improve the flow between:

- longer term strategic directions and system design
- the policies and programs that guide improvement in health and community services and sport and recreation
- the delivery and performance oversight of health and community services
- public health, social regulation and supporting innovation and clinical improvements through medical research
- infrastructure planning and management and how our public institutions contribute to attracting investment, talent and visitors to Victoria
- our corporate and executive support functions.

The changes have made roles and responsibilities within these functions clearer. A number of changes at senior levels have also been made. These seek to:

- further integrate health and human services functions where appropriate
- continue to build the department's readiness for the system and service-improvement work ahead
- place departmental capabilities behind key priorities.