

PARLIAMENT OF VICTORIA

**PARLIAMENTARY DEBATES
(HANSARD)**

LEGISLATIVE COUNCIL

FIFTY-SIXTH PARLIAMENT

FIRST SESSION

QUESTIONS ON NOTICE

18 and 19 September 2007

(Extract from book 13)

Internet: www.parliament.vic.gov.au/downloadhansard

By authority of the Victorian Government Printer

CONTENTS

QUESTIONS ON NOTICE

TUESDAY, 18 SEPTEMBER 2007

396.	<i>Tourism: visitor expenditure</i>	2927
416.	<i>Corrections: illicit substance use</i>	2927
511.	<i>Environment and climate change: Shell Australia Ltd — particle emissions</i>	2928
532.	<i>Public transport: VicRoads website</i>	2928
533.	<i>Public transport: George Street overpass, Dandenong</i>	2929
534.	<i>Public transport: Bass Highway, Bass</i>	2929
535.	<i>Public transport: Barwon Heads bridge</i>	2929
666.	<i>Roads and ports: South Yarra traffic controller</i>	2930
667.	<i>Roads and ports: graffiti</i>	2930
678.	<i>Roads and ports: Barwon Heads bridge</i>	2930
691.	<i>Police and emergency services: Country Fire Authority — Mornington station</i>	2931
762.	<i>Agriculture: abalone ganglioneuritis virus</i>	2931
767.	<i>Attorney-General: Victorian Law Enforcement Drug Fund</i>	2934

WEDNESDAY, 19 SEPTEMBER 2007

469.	<i>Mental health: involuntary patients</i>	2935
470.	<i>Mental health: crisis assessment and treatment teams</i>	2936
684.	<i>Public transport: myki ticketing system</i>	2937
685.	<i>Public transport: rail — customer service staff</i>	2937
686.	<i>Public transport: rail — customer service staff</i>	2937
689.	<i>Public transport: rail — commuter car parks</i>	2939

MEMBERS INDEX	i
----------------------------	----------

QUESTIONS ON NOTICE

*Answers to the following questions on notice were circulated on the date shown.
Questions have been incorporated from the notice paper of the Legislative Council.
Answers have been incorporated in the form supplied by the departments on behalf of the appropriate ministers.
The portfolio of the minister answering the question on notice starts each heading.*

Tuesday, 18 September 2007

Tourism: visitor expenditure

396. **MS LOVELL** — To ask the Minister for Industry and State Projects (for the Minister for Tourism): What would the budget measure “Visitor expenditure in regional Victoria (Domestic)” on page 146 of Budget Paper No. 3 be if it were calculated the same way as it was in 2006–07.

ANSWER:

I am informed as follows:

The 2007/08 budget measure “Visitor expenditure in regional Victoria (Domestic)” has been broadened to include overnight and daytrip spend. This is due to recent improvements made to the National Visitor Survey (NVS), which have created a more robust and reliable measure of daytrip expenditure.

Prior to the expansion of expenditure targets for regional Victoria, domestic overnight visitor expenditure for 2007/2008 was expected to range between \$3.2 and \$3.6 billion.

The latest National Visitor Survey results show that domestic overnight visitors spent \$3.6 billion in regional Victoria for the year ending March 2007, an increase of 7 per cent over the previous year. This is at the upper-end of the target range for the previous measure.

Corrections: illicit substance use

416. **MR DALLA-RIVA** — To ask the Minister for Planning (for the Minister for Corrections): In relation to measures within Victoria’s corrections system to tackle illicit substance use by prisoners and prison staff respectively:

- (1) Are individuals subject to a drug policy, and if so what does it entail.
- (2) What steps are taken when individuals are —
 - (a) caught in possession of an illicit substance;
 - (b) suspected to be under the influence of an illicit substance; and
 - (c) proven to be under the influence of an illicit substance.
- (3) Is drug testing ever used by the Department of Justice, and if so, when.

ANSWER:

I am advised that:

In relation to measures within Victoria’s corrections system to tackle illicit substance use by prisoners and prison staff respectively:

- (1) The Victorian Prison Drug Strategy provides a comprehensive response to drug and alcohol use in Victoria’s prisons. The Strategy’s range of initiatives includes drugs detection dogs, Ion scanners, drug testing, drug treatment programs and health and safety programs for prison staff.

(2) Prisoners

Prisoners caught in possession of an illicit substance (including alcohol) or under the influence of an illicit substance will be allocated to the Identified Drug User (IDU) program. Prisoners who are suspected of engaging in drug activity are targeted for drug testing.

Prison Staff

The Department of Justice Misconduct Policy and relevant Corrections Victoria's instructions and procedures, including referral to Victoria Police where appropriate, apply to prison staff caught in possession, or under the influence of, illicit substances, while on duty and/or on prison premises.

- (3) The Victorian Prison Drug Strategy provides for the testing of prisoners for drug and alcohol use. This includes random general testing, random IDU testing, and targeted testing of prisoners who are suspected of engaging in drug activity. All prisons conduct random and targeted breath analysis to detect alcohol usage.

Environment and climate change: Shell Australia Ltd — particle emissions

511. MR KAVANAGH — To ask the Minister for Planning (for the Minister for Water, Environment and Climate Change): With respect to the recent efforts of Shell Australia Ltd to decrease particle emissions from its Geelong refinery and given the continuing community concern over the emission of gaseous class 3 organic compounds including Benzene, Toluene, Ethylene and Xylene —

- (1) What action is the Government taking to monitor the emission of these chemicals; and
- (2) Is Shell Australia Ltd's Geelong refinery complying with the current amendments to its license.

ANSWER:

I am informed that:

- (1) EPA has undertaken monitoring of air quality near the refinery since 2003. The results of this air monitoring are available in EPA Publication 1022.1 *Air monitoring in Corio 2003–07* which is available on EPA's website (www.epa.vic.gov.au)
- (2) EPA informs me that Shell is compliant with their licence requirements for class 3 indicators.

Public transport: VicRoads website

532. MR KOCH — To ask the Minister for Industry and State Development (for the Minister for Public Transport) —

- (1) Why do searches made from the 'search' box on the left hand top of www.vicroads.vic.gov.au show results that are not then able to be clicked to obtain the actual document.
- (2) How long has this been a problem on the site.
- (3) When will it be fixed.
- (4) What is the estimated cost of fixing the problem.
- (5) Will VicRoads in-house staff, contractors or consultants undertake this work; if contractors or consultants, what is their name.

ANSWER:

As at the date the question was raised, the answer is:

The question does not fall within my portfolio responsibility and should be directed to the Minister for Roads and Ports.

Public transport: George Street overpass, Dandenong

533. MR KOCH — To ask the Minister for Industry and State Development (for the Minister for Public Transport): In relation to the George St overpass, Dandenong —

- (1) Did the previous Minister for Major Projects announce this project on 26 September 2005.
- (2) Was a cost of \$17.5 million specified on that date.
- (3) When will tenders be called.
- (4) Will it be a VicRoads project.
- (5) From what source will the project be funded.
- (6) What role will be played in this project by —
 - (a) VicUrban; and
 - (b) the City of Greater Dandenong.
- (7) Will financial contributions be sought from either VicUrban or the City of Greater Dandenong.
- (8) Did the 'Revitalising central Dandenong' brochure include a bar graph showing an indicative construction time line of mid-2006 to mid-2007.
- (9) What is the revised construction time line.

ANSWER:

As at the date the question was raised, the answer is:

The question does not fall within my portfolio responsibility and should be directed to the Minister for Major Projects.

Public transport: Bass Highway, Bass

534. MR KOCH — To ask the Minister for Industry and State Development (for the Minister for Public Transport): In relation to the Bass Highway, Bass duplication —

- (1) Did the previous Minister for Transport announce this project on 25 August 2006.
- (2) Was a cost of \$29.1 million specified on that date.
- (3) When will tenders be called.
- (4) What is the construction time line.

ANSWER:

As at the date of the question, the answer is :

The question does not fall within my portfolio responsibility and should be directed to the Minister for Roads and Ports.

Public transport: Barwon Heads bridge

535. MR KOCH — To ask the Minister for Industry and State Development (for the Minister for Public Transport): In relation to the Barwon Heads Bridge —

- (1) Did the previous Minister for Transport announce further future works on 30 May 2006.
- (2) Was a cost of \$21.1 million specified on that date.
- (3) When will tenders be called.
- (4) What is the construction time line.

ANSWER:

As at the date the question was raised, the answer is:

The question does not fall within my portfolio responsibility and should be directed to the Minister for Roads and Ports.

Roads and ports: South Yarra traffic controller

666. MR KOCH — To ask the Minister for Industry and State Development (for the Minister for Roads and Ports): What date was traffic controller number 21006 in Toorak Road, South Yarra, near Claremont Street, last painted.

ANSWER:

As at the date the question was raised, the answer is :

As part of the manufacturing process, controllers are treated with a metal protective coating ('powder coating'), which is more durable than paint and usually sufficiently durable to last throughout the life of a controller. They may be painted on occasion if successive removal of graffiti has left the powder coating unserviceable. Traffic controller number 21006 has not been painted since its installation in 2001.

Roads and ports: graffiti

667. MR KOCH — To ask the Minister for Industry and State Development (for the Minister for Roads and Ports): Are VicRoads staff who drive past graffiti-covered VicRoads infrastructure instructed to report such damage to the VicRoads call centre; if not, why not.

ANSWER:

As at the date the question was raised, the answer is :

VicRoads staff are encouraged to report any significant deficiencies or potential safety hazards that may impact on VicRoads infrastructure assets. Any instances of graffiti are generally directed to the maintenance teams who are responsible for the removal of graffiti. However, where staff do not know who to contact, they are able to report issues to the VicRoads call centre who will pass them onto the appropriate region for action.

Roads and ports: Barwon Heads bridge

678. MR KOCH — To ask the Minister for Industry and State Development (for the Minister for Roads and Ports): In relation to the Barwon Heads Bridge —

- (1) Did the previous Minister for Transport announce further future works on 30 May 2006.
- (2) Was a cost of \$21.1 million specified on that date.
- (3) When will tenders be called.
- (4) What is the construction time line.

ANSWER:

As at the date the question was raised, the answer is:

- (1) The former Minister for Transport, Peter Batchelor, announced further future works on the redevelopment of the Barwon Heads Bridge on 30 May 2006 as part of *Meeting our Transport Challenges* 10 year plan.
- (2) Funding of \$21.1 million was announced on that date.

- (3) The Minister for Planning's Advisory Committee report into the redevelopment of the Barwon Heads Bridge required VicRoads to obtain a permit from Heritage Victoria prior to a submission to the Minister for Planning for a Planning Scheme Amendment. VicRoads is currently working with its designers and heritage consultants to develop a concept that is acceptable to Heritage Victoria.
- (4) Tender processes and construction will commence once the concept has been finalised.

Police and emergency services: Country Fire Authority — Mornington station

691. MR O'DONOHUE — To ask the Minister for Planning (for the Minister for Police and Emergency Services): In relation to the new fire station currently under construction for the Country Fire Authority in Mornington:

- (1) Does the station's design allow for the capture of storm water from the roof of the building.
- (2) Does the station's design allow for the capture and re-cycling of storm water from the hard-standing areas, driveways and parking areas of the building.
- (3) If the station has been fitted with water tanks —
 - (a) what is the capacity of these tanks; and
 - (b) what purpose will the captured water be used for.
- (4) If the station has not been fitted with storm water capture, recycling and storage facilities, does the Government intend to retro-fit them once the station is operational.

ANSWER:

I am advised that:

- (1) The design of the new Mornington fire station allows for the collection of rainwater from a substantial part of the building's roof.
- (2) Collection and re-use of water from hard-stand areas of the fire station has been investigated by CFA in terms of its quality and potential suitability for re-use. It is currently considered that the degree and range of contaminants commonly present in stormwater collected from these external areas makes its use inappropriate for most purposes without extensive treatment. Occupational Health and Safety (OH&S) issues are a major concern in this regard.
- (3) (a) Four water tanks of 9,000-litre capacity each have been included in the design. These tanks will provide an overall 36,000-litre water storage capacity to the new facility.
 - (b) The stored water will be used to service the cisterns throughout the building as well as for fire-fighter training, cleaning of emergency appliances and a range of external uses, including watering of landscaped areas.
- (4) As highlighted at (3) (a) above, four water tanks have been included in the design to capture rainwater. No retrofit works are planned for the capture of stormwater from hard-stand areas due to reasons explained at (2) above.

Agriculture: abalone ganglioneuritis virus

762. MR BARBER — To ask the Minister for Industry and Trade (for the Minister for Agriculture): In relation to the infection of Victorian abalone with ganglioneuritis:

- (1) Why are the Department of Primary Industries and Fisheries Victoria stating that the ganglioneuritis abalone disease is endemic to the native abalone population and what evidence has the Department presented to back up this assertion.

- (2) Why does the Victorian Government allow the importation of manufactured abalone fish feed from countries known to harbour deadly pathogens to abalone.
- (3) Has the practice of importing manufactured abalone fish feed from countries known to harbour deadly pathogens to abalone now ceased.
- (4) What has happened to the partnership management between the Department of Primary Industries' management agency and the Victorian abalone industry.
- (5) Have any members of the relevant committees resigned after expressing dissatisfaction with the Department's handling of this issue.
- (6) Has the Department of Primary Industries implemented the advice provided by the Fisheries Co-Management Council, Seafood Industry Victoria, Victorian Aquaculture Council, Victorian Recreational Fishing, and the Victorian National Parks Association with regard to the threats of pathogens being introduced into the marine environment.
- (7) Why has the Department of Primary Industries suspended monitoring of the ganglioneuritis abalone disease in affected areas.
- (8) Is the Department of Primary Industries continuing to monitor the usual reference areas used in stock assessments; if so, when are these assessments taking place and which areas have been assessed.
- (9) When is the Department of Primary Industries conducting its next stock assessment.
- (10) Why has the advice of the Victorian Government's appointed Abalone Fishery Advisory Expert Committee been rejected or ignored in relation to the ganglioneuritis virus strategy.
- (11) Is Primary Industries Research Victoria (PIRVic) (i.e. the Queenscliff scientific division) still participating in the ganglioneuritis virus management strategy.
- (12) Will the Victorian Government compensate other states affected by the ganglioneuritis virus if it spreads beyond Victorian waters.
- (13) Have other states communicated with the Minister about this issue; if so, what actions are other states seeking from Victoria.
- (14) Is the Victorian Government assessing the environmental impact of the ganglioneuritis virus on the marine ecosystem more broadly.
- (15) Is the Victorian Government assessing the potential impact of the ganglioneuritis virus on the fishing industry Australia wide.
- (16) How did the inability to pay compensation to farms delay the destocking of the farms for six months (see page 4 of the Freidman Report on the Herpes-like Viral Outbreak and Field Notes).

ANSWER:

As at the date the question was raised, the answer is:

- (1) An epidemiological investigation identified the most likely source of the virus as live abalone collected from coastal waters in South Australia that were brought onto one of the affected farms at the start of the outbreak. The national Aquatic Committee for the Control of Emergency Animal Disease (Aquatic CCEAD), which is chaired by the Commonwealth Chief Veterinary Officer, agreed that the probability of the disease being foreign to Australia was highly unlikely based on the available evidence.
- (2) Responsibility for managing risks from the importation of manufactured feed rests with the Federal Minister for Agriculture, and is administered by the Australian Quarantine and Inspection Service (AQIS) and Biosecurity Australia (BA). I understand AQIS requires importing countries to comply with strict Australian biosecurity conditions based on the outcomes of import risk assessments. I also understand that AQIS and other state government agencies have previously investigated and dismissed the likelihood of imported abalone feed being implicated in the abalone ganglioneuritis outbreak.
- (3) I am advised that the Victorian abalone aquaculture industry has not used imported manufactured abalone feed from overseas since 2004.

- (4) The Department of Primary Industries (DPI) is engaged with the industry and other stakeholders in developing a new ten year management plan for the fishery. The three commercial abalone fishing zones have introduced voluntary measures aimed at increasing resource protection and productivity. Also, one of the three zones has signed a Memorandum of Understanding (MOU) with DPI that encourages divers to undertake a planned distribution of fishing effort across their respective zones. These arrangements have not altered since the virus was first detected. Furthermore, DPI established a joint DPI/Industry Consultative Committee to respond to the initial disease outbreak. The Committee allowed for the transfer of information and consideration of management response options. Highlighting the need for a strategic approach, the Committee recommended the establishment of the Strategic Abalone Biosecurity Working Group (SABWG). SABWG members include Government, aquaculture and wild-catch industries personnel. They were appointed to provide expertise in their respective areas, which includes industry management, animal health/biosecurity, fisheries management and fisheries science.
- (5) I am not aware of any SABWG members resigning after expressing dissatisfaction with DPI's handling of the issue.
- (6) The Fisheries Co-Management Council, Seafood Industry Victoria, Victorian Recreational Fishing peak body and the Victorian National Parks Association were never established to provide technical advice on managing biosecurity issues. However, DPI did initiate a Consultative Committee, and more recently the SABWG (they are both made up of industry representatives and Government experts), to respond to the disease outbreak and provide advice.
- (7) DPI has ceased active surveillance of marine waters for the presence of the disease due to the high cost of this operation and the questionable benefit to both industry and Government of continuing with the program. Passive surveillance (reporting from the industry and the community) is now being used, with submitted samples analysed and industry immediately informed of infected sites. This is standard protocol for 'endemic' diseases. DPI is continuing to work closely with abalone farmers to develop a formal abalone health surveillance program for abalone-producing farms. DPI is presently engaging an external consultant to assist in developing a surveillance program for the wild sector.
- (8) DPI continues to undertake stock assessment of the abalone fishery using catch and effort returns from commercial divers and fishery independent monitoring of standard reference areas as its principal source of information and stock abundance indicators. The monitoring program is currently on schedule and results will be discussed at the next stock assessment workshop.
- (9) Stock assessments are usually held in January each year. To better consider current disease issues the stock assessment for the Western Zone has been brought forward to August 2007, and will be reviewed again in January 2008.
- (10) The Victorian Government has not appointed an Abalone Fishery Advisory Expert Committee. However, pursuant to Section 93 (1) of the *Fisheries Act 1995*, I have appointed a committee known as the Abalone Fishery Committee of the Fisheries Co-Management Council to provide advice consistent with its functions as prescribed in Section 94 of the *Fisheries Act 1995*.
- (11) The aquatic science staff at the DPI office in Queenscliff continues to be the principal source of scientific advice with regard to monitoring the impact of the disease on abalone abundance and size structure of the population.
- (12) The Victorian Government will not compensate other states affected by the ganglioneuritis virus if it spreads beyond Victorian waters. The occurrence and spread of this virus is a natural event. Diseases have occurred in aquatic animals all around the world, and will continue to do so into the future despite our best efforts to prevent them.
- (13) Other states continue to be involved through national bodies such as the Aquatic CCEAD and the Aquatic Animal Health Committee (AAHC). The Aquatic CCEAD was first set up following notification and diagnosis of this disease on 3 February 2006. The AAHC has taken over the role of dissemination of

information through the states on behalf of the Federal Minister for Agriculture. The Aquatic CCEAD expressed its support for the actions Victoria was taking to attempt to control this disease.

- (14) Fishery-independent monitoring of abundance in selected disease-affected reference sites is being undertaken at more frequent intervals. Fishery-independent monitoring of abundance in other zones will be carried out from January 2008 onwards. Both of these surveys will assist our understanding of impacts to the broader marine environment.
- (15) A Fisheries Research and Development Corporation funded project is assessing the effects of removing abalone by fishing on the Australia-wide marine environment that includes sites in western Victoria. The project will also examine the ecological impacts of high abalone mortalities (e.g. from disease), which is likely to assist future management of virus impacted reefs Australia-wide.
- (16) I am advised by the Chief Veterinary Officer that from the day after DPI was formally notified of the disease, abalone aquaculture farms undertook voluntary quarantine which ensured there was no further spread of disease by the movement of potentially infected abalone. Both of the affected land-based farms destroyed stock and disinfected tanks, equipment and drains. Farms also adopted higher biosecurity standards. These measures were seen as appropriate given the information available at the time (trial studies funded by DPI and completed in April 2005) which indicated that viral spread in the water was stopped by dilution, and given the considerable uncertainty about the origin, distribution, epidemiology and impacts of a virus about which virtually nothing was previously known. Absence of formal industry/government cost sharing arrangements was only one of a number of constraints mitigating against draconian controls such as compulsory slaughter out without the owner's consent.

Attorney-General: Victorian Law Enforcement Drug Fund

767. MR DALLA-RIVA — To ask the Minister for Planning (for the Attorney-General): In relation to the Victorian Law Enforcement Drug Fund for each of the financial years 1999-2000 to 2006-07:

- (1) How much funding went into the Fund and from what source.
- (2) How much from the Fund was spent on programs and initiatives.
- (3) Exactly what initiatives and programs were funded, and for how much, in each of these years.
- (4) What was the remaining balance of the Fund for each of the years.

ANSWER:

I am advised that:

The responsibility for the Victorian Law Enforcement Drug Fund rests with the Minister for Police & Emergency Services.

QUESTIONS ON NOTICE

Answers to the following questions on notice were circulated on the date shown.

Questions have been incorporated from the notice paper of the Legislative Council.

Answers have been incorporated in the form supplied by the departments on behalf of the appropriate ministers.

The portfolio of the minister answering the question on notice starts each heading.

Wednesday, 19 September 2007

Mental health: involuntary patients

469. MS HARTLAND — To ask the Minister for Community Services (for the Minister for Mental Health): What has been done to implement the recommendation made by the Victorian Auditor General in his 2002 report ‘Mental Health Services for People in Crisis’, that the Department of Human Services (along with the Mental Health Review Board and Area Mental Health Services) ensure that:

- (1) Involuntary patients before the Mental Health Board are given the support and assistance necessary to enable them to participate effectively during Board hearings.
- (2) Research is undertaken to identify why 30 per cent of involuntary patients do not attend their hearings before the Mental Health Review Board.
- (3) The Government improves the rate of legal representation of involuntary patients before the Mental Health Review Board, which is currently 10 per cent, compared to much higher figures in other states.
- (4) Additional funding is given to the Mental Health Legal Centre for telephone advice, casework, and requests for Mental Health Review Representation.

ANSWER:

I am informed that:

In 2002 the Auditor General tabled the report “Mental Health Services for People in Crisis”. The Auditor General conducted a “follow-up” report in 2005, titled “Follow-up of Selected Performance Audits Tabled in 2002 and 2003”, which acknowledged the actions of Government in response to the first report.

- (1) The Board has undertaken a number of initiatives to increase patient and carer awareness of legal rights, understanding of the review process and participation in hearings, such as:
 - revising the information brochure it provides to all patients to more effectively convey key information about rights and processes;
 - developing an educational video which has been distributed without cost to all area mental health services and consumer and support organisations;
 - conducting a Consumer Forum in April 2003 and a Carer Forum in June 2003 and implementing procedural changes based on themes arising from these forums; and
 - convening a stakeholder reference group, including representatives of consumers, carers and advocacy organisations, to discuss Board related issues.

The Department of Human Services has also revised its brochures and improved the telephone information line to enable patients to access key information more effectively.

- (2) The Board has an ongoing project to identify why many patients do not attend hearings. Patients are sent a reply-paid questionnaire when they receive a notice of hearing from the Board and are requested to return the questionnaire if they do not plan to attend the hearing advising of the reasons for their non-attendance.

The Mental Health Legal Centre is undertaking a research project about the experience of involuntary patients at the Board. The Board and the Department supported the Legal Centre's application for funding from a private foundation for this project and are represented on the project's steering group. It is expected this research may assist in identifying why many patients do not attend Board hearings.

(3) & (4) The Auditor General did not make any specific recommendations in relation to the rate of legal representation of involuntary patients before the Board or additional funding for the Mental Health Legal Centre. Nevertheless, a number of projects have commenced to increase patient access to legal advice and Board representation as follows:

- The Mental Health Legal Centre, which is jointly funded by the Department of Human Services (DHS) and Victoria Legal Aid (VLA), has received a 25 per cent increase in recurrent funding from DHS between 2002-03 and 2006-07. VLA has provided additional recurrent funding of \$37,000 in 2006-07 to fund a coordinator for a "night service" to provide legal advice to callers one night per week.
- In addition, DHS has funded the Legal Centre to conduct a two-year pilot project to recruit pro bono lawyers from private legal firms to represent patients at Board hearings. This project is expected to increase the capacity of the Legal Centre to represent patients at Board hearings by 100 per cent.
- VLA has expanded its visiting advice service to most psychiatric hospitals in regional Victoria.

These initiatives demonstrate that the Government and the Mental Health Review Board are committed to improving access to legal advice and representation for patients in relation to Board hearings and to identifying opportunities and barriers to the effective participation of patients at Board hearings.

Mental health: crisis assessment and treatment teams

470. MS HARTLAND — To ask the Minister for Community Services (for the Minister for Mental Health):

- (1) Does the Government monitor the services performed by Crisis Assessment and Treatment Teams (CATT).
- (2) If so, does it assess the speed, efficiency or quality of the CATT teams' performance? Is this information publicly available?
- (3) If so, how many calls were made to CATT teams each month for the last 12 months —
 - (a) on weekdays between 9am and 5pm;
 - (b) on weekends between 9am and 5pm;
 - (c) on weekdays between 5pm and 9am; and
 - (d) on weekends between 5pm and 9am.
- (4) How many of these calls were turned away.
- (5) How many of these calls were referred to the police or other agencies/organisations and what are the names of these agencies/organisations.
- (6) Of the calls turned away or referred to other agencies, what reasons were given by the attending CATT members.

ANSWER:

I am informed that:

- (1)-(2) Each of the 21 adult area mental health services in the State are required to report the number of contacts with the Crisis Assessment and Treatment Teams to the Department on a monthly basis. This data does not represent the number of 'calls' to a CAT Team, as the reasons for a contact with the CAT service are varied, including for example, referrals from triage and hospital emergency departments. There is also variability in how referrals to CAT are managed by different services. While more detailed information on CAT services may be collected at the service level, it is not routinely reported to the Department.

- (3)-(6) This level of data is not reported to the Department. The key entry point to the mental health system is through local triage and intake processes. As noted above, services structure these processes in different ways and at this time there is not a centralised collection of triage data.

Public transport: myki ticketing system

- 684. MS HARTLAND** — To ask the Minister for Industry and State Development (for the Minister for Public Transport): In relation to the proposed myki transport ticketing system being developed by the Transport Ticketing Authority and with regard to Kamco and the consortium partner ERG: What effect have the difficulties experienced by ERG had on the myki project, including time lines or any other factors.

ANSWER:

As at the date the question was raised, the answer is:

ERG is engaged to install and maintain ticketing equipment for the myki ticketing system and I am instructed that the difficulties experienced by ERG elsewhere are not impacting on their ability to deliver this.

Public transport: rail — customer service staff

- 685. MR KOCH** — To ask the Minister for Industry and State Development (for the Minister for Public Transport): How many Connex roving customer service (sometimes known as safe travel or roving safety officers) full time equivalent staff were employed as at—

- (a) 1 January 2004;
- (b) 1 July 2004;
- (c) 1 July 2005;
- (d) 1 July 2006;
- (e) 1 July 2007;
- (f) 18 July 2007.

ANSWER:

As at the date the question was raised, the answer is:

The number of full-time roving safety officers employed by Connex as at:

- (a) 1 January 2004 = 254
- (b) 1 July 2004 = 249
- (c) 1 July 2005 = 292
- (d) 1 July 2006 = 301
- (e) 1 July 2007 = 327
- (f) 18 July 2007 = 323

Public transport: rail — customer service staff

- 686. MR KOCH** — To ask the Minister for Industry and State Development (for the Minister for Public Transport): In relation to the weeks from 27 December 2006 to 3 January 2007 and 2 July 2007 to 8 July 2007 respectively —

- (1) On each day during the two weeks, how many individual trips were covered by roving Connex customer service staff for at least 80 per cent of the total length of each down or up direction trip respectively on the following lines:
 - (a) Camberwell to Alamein;
 - (b) Flinders Street to Belgrave;
 - (c) Flinders Street to Broadmeadows;
 - (d) Flinders Street to Cranbourne;
 - (e) Flinders Street to Epping;
 - (f) Flinders Street to Frankston;
 - (g) Flinders Street to Glen Waverley;
 - (h) Flinders Street to Hurstbridge;
 - (i) Flinders Street to Glen Waverley;
 - (j) Flinders Street to Lilydale;
 - (k) Flinders Street to Sandringham;
 - (l) Flinders Street to Upfield;
 - (m) Flinders Street to Watergardens (Sydenham);
 - (n) Flinders Street to Werribee;
 - (o) Newport to Williamstown; and
 - (p) Frankston to Stony Pointy.
- (2) What trips on each line in (1), by day, date and scheduled time departing from a terminal station after 9.00 p.m. were not covered for 80 per cent of the trip length.
- (3) What was the reason for each omission in (2).
- (4) How many roving Connex customer service staff were rostered for duty on each day during the two weeks.
- (5) How many roving Connex customer service staff failed to present for rostered duties on each day during the two weeks.
- (6) How many staff have been dismissed or cautioned respectively for failing to achieve the contracted 80 per cent coverage of a particular scheduled trip in —
 - (a) 2004–05;
 - (b) 2005–06;
 - (c) 2006–07; and
 - (d) 2007–08 to date.
- (7) How many staff have been dismissed or cautioned respectively for claiming that they escorted a Connex passenger to or from a railway station car park when in fact no such escort occurred in —
 - (a) 2004–05;
 - (b) 2005–06;
 - (c) 2006–07; and
 - (d) 2007–08 to date.
- (8) How many assaults were recorded for each metropolitan train line in (1) on each day of the two weeks between —
 - (a) 9.00 p.m. and 10.00 p.m.;
 - (b) 10.00 p.m. and 11.00 p.m.;
 - (c) 11.00 p.m. and midnight;
 - (d) midnight and 1.00 a.m.;
 - (e) 1.00 a.m. and 2.00 a.m.; and

- (f) 2.00 a.m. and 3.00 a.m..
- (9) At which stations are Connex roving customer service staff picked up or dropped off at to or from depots
- (10) What was the cost of taxis so utilised in each of the above two weeks.
- (11) What is the annual taxi expenditure expected to be, by individual metropolitan line, for the purpose in (10) above for —
- (a) 2006–07; and
- (b) 2007–08.
- (12) What was or is the total allocation in the Budget for Connex roving customer service staff in —
- (a) 2004–05;
- (b) 2005–06;
- (c) 2006–07; and
- (d) 2007–08.
- (13) Do Connex roving customer service staff normally work in groups of three; if not, what size are the groups in which they travel.

ANSWER:

As at the date the question was raised, the answer is:

- (1–12) Connex has advised that the information requested is not readily available and that the time and resources required to manually extract the data cannot be justified.
- (13) Yes, officers normally work in groups of three.

Public transport: rail — commuter car parks

689. MR O'DONOHUE — To ask the Minister for Industry and Trade (for the Minister for Public Transport):

- (1) How many free commuter car parks are currently provided at —
- (a) Pakenham Railway Station; and
- (b) Berwick Railway Station.
- (2) Has any funding been allocated to increase the number of such parks available at each railway station.
- (3) How many additional spaces will be provided at each location.
- (4) What is the anticipated commencement and completion date for any such works at each location.
- (5) What is the anticipated cost in each case.

ANSWER:

As at the date the question was raised, the answer is:

- (1) Connex advises that there are:
- (a) 250 commuter parking spaces provided at Pakenham Railway Station.
- (b) 489 commuter parking spaces provided at Berwick Railway Station.

Car parking at train stations in Victoria is free for all rail commuters.

QUESTIONS ON NOTICE

2940

COUNCIL

Wednesday, 19 September 2007

- (2) The 2006–07 Victorian State Budget allocated \$7.0 million over two years to deliver the first stage of the *Park and Ride Program*. This allocation included funding to deliver additional commuter car parking at Pakenham Railway Station.
- (3-5) Information on the Metropolitan Park and Ride Program is available on the Department of Infrastructure (DOI) website.