
Government Responses to the Recommendations of

PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE'S

Report on the 2020-21 Financial and Performance Outcomes

Pursuant to Section 36 of the *Parliamentary Committees Act 2003*, this paper provides a response to the recommendations contained in the Public Accounts and Estimates Committee's (PAEC) Report on the 2020-21 Financial and Performance Outcomes.

Guide for readers - Following is the explanation of the format of this paper.

1 PAEC recommendation	2 Response	3 Action taken to date and commitment to further action
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Column 1: Contains PAEC's recommendations as published in its Report on the 2020-21 Financial and Performance Outcomes.

Column 2: Indicates the Government's response to each recommendation: 'Support', 'Support-in-Principle', 'Not Support', or 'Under Review'.

Column 3: Provides an explanation of the Government's position on the recommendation, indicates the actions that have been taken to date relevant to the implementation of the recommendation, and outlines commitment to further action relevant to the implementation of the recommendation.

PAEC recommendation	Response	Action taken to date and commitment to further action
<p>Recommendation 1: The Department of Treasury and Finance resume publishing regular Economic Updates as soon as possible.</p>	Support-in-Principle	<p>The Department of Treasury and Finance will develop and maintain on its website a dashboard of key economic statistics, which it will update frequently to reflect the latest data produced by the Australian Bureau of Statistics and other data providers. The dashboard will provide similar coverage to the previous Economic Updates in a form that is significantly easier for users to digest.</p> <p>The dashboard will be operational by the commencement of the next term of Parliament. Ahead of that time, the Pre-Election Budget Update (which must be released within 10 days after the issue of the writ for the November 2022 election) will provide a comprehensive update on Victorian economic conditions and the outlook.</p>
<p>Recommendation 2: The Department of Treasury and Finance outline in its Financial Reports the progress made toward achieving the four steps of the Government's Fiscal strategy.</p>	Support-in-Principle	<p>As the committee outlines in its report, some components of the Government's four-step fiscal strategy are to be achieved over the medium term. As such, the Department of Treasury and Finance consider that the Financial Report is not the appropriate publication to outline the Government's progress against these components.</p> <p>Progress against each component of the Government's four step fiscal strategy is published in the <i>2022-23 Budget Paper No. 2 Chapter 1</i>.</p>
<p>Recommendation 3: The Department of Health provide a more detailed breakdown of its COVID-19 expenditure for each financial year, including as is practicable a list of the budget allocated, and amount spent on relevant initiatives and program.</p>	Support-in-Principle	<p>The department will provide a breakdown of its COVID-19 expenditure for each financial year, including a list of the budget allocated and the amount spent on relevant initiatives and programs. The expenditure data for 2021-22 will be available following the finalisation and tabling of the department's Annual Report in Parliament.</p>
<p>Recommendation 4: The Department of Health develop performance measures to evaluate the effectiveness of the TREVI and CHRIS systems.</p>	Support-in-Principle	<p>Since its launch in February 2021, the Victorian Government's Customer Relationship Management contact tracing system, Transmission and Response Epidemiology Victoria (TREVI), has evolved to meet the latest operational needs of public health policy settings during the second year of the pandemic. Performance measures during this time have focussed on early intervention in the clinical care of COVID-positive patients, the management of state-wide outbreaks, the operation of public health actions, integrating data from self-reported rapid antigen tests, and digital engagement and notifications to the public.</p> <p>Throughout its operation, TREVI's performance was monitored against the following measures, the percentage of:</p>

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		<ul style="list-style-type: none"> • new positive cases contacted within 24 hours of the department being notified of a positive test result • new positive cases interviewed within 24 hours of the department being notified of a confirmed case • known contacts being notified within 48 hours of the department becoming aware of a known contact • new positive cases referred to the COVID-positive pathways program • those cases in self-care or in-care pathways <p>A further TREV performance measure being monitored is the number of statewide outbreaks being managed at a point-in-time.</p> <p>With high levels of vaccine coverage in the community and a de-escalation of social restrictions and public health actions, the work of the COVID-19 response will begin transitioning into business-as-usual public health strategy. The department will use this opportunity to examine what it has learned from TREV and how to integrate these findings back into the digital healthcare ecosystem. These findings will also inform the development of new digital public healthcare tools and future communicable disease prevention strategies.</p> <p>As the Critical Health Resource Information System (CHRIS) is predominantly funded by the Commonwealth Government, it would not be appropriate for the Victorian Government to develop performance measures.</p>
<p>Recommendation 5: The Department of Health publish in its next Annual Report a breakdown of its health workforce employees by classification, including public health physician, allied health worker (including mental health), medical practitioner, nurse, midwife and intensive care unit competent.</p>	<p>Not Support</p>	<p>The Department of Health does not employ a health workforce as it relates to the classifications outlined in the recommendation. The health sector (including hospitals, general practitioners, and other agencies) directly employs its workforce, and therefore is the custodian of this information.</p> <p>From time to time, the Department of Health will employ clinical and medical staff with these classifications, however, not in that capacity to perform frontline care.</p> <p>Health workforce data is published annually by health services through the annual reporting process. DH recognises that reliable data and information about the workforce is critical for effective workforce planning. To support access to relevant data the department has developed Knowledge Bank, a central repository of workforce data and a resource library about the health workforce, which can be accessed here: www.vicknowledgebank.net.au</p>

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<p>Recommendation 6: The Department of Families, Fairness and Housing reflect the number of new social housing dwellings that will be delivered under the <i>Big Housing Build</i>, in the target set for the budget paper performance measure ‘total number of social housing dwellings’.</p>	Support	Homes Victoria, through the Department of Families, Fairness and Housing (DFFH), has incorporated the number of new social housing dwellings that will be delivered under the Big Housing Build as part of setting the target.
<p>Recommendation 7: Where the Department of Families, Fairness and Housing is unable to meet performance measure targets under the Housing Assistance output, but alternative support options have been facilitated by the department, a footnote disclosure or additional commentary providing this detail be included in its annual report.</p>	Support	DFFH will provide further context in its Annual Report footnotes, where applicable, when the department has been unable to meet performance measure targets. This includes outlining alternative support options available to family violence victims, where those options are not included in the data collected for the measure.
<p>Recommendation 8: The Department of Families, Fairness and Housing consider including in the child protection and family services additional service delivery data published with its Annual Report, the year-on-year results for the average percentage of unallocated cases under the Child Protection and Family Services output and provide commentary to explain any percentage change.</p>	Support	DFFH supports the recommendation and will include year-on-year results for the average percentage of actively monitored (‘unallocated’) cases in the child protection and family services additional service delivery data published with the DFFH Annual Report. DFFH will also provide commentary to explain any percentage changes.

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<p>Recommendation 9: The Department of Families, Fairness and Housing consider publishing in its next Annual Report a breakdown of the child protection workforce by classification, including child practitioners working in foster, residential and kinship care.</p>	Support-in-Part	All DFFH's Child Protection Practitioner (CPP) roles will involve supporting children in a number of settings, including but not limited to, foster care, residential care and kinship care. DFFH is therefore unable to provide a breakdown for each area. DFFH will however provide a breakdown of the CPP staff by classification level as a 30 June snapshot presented in the annual report.
<p>Recommendation 10: The Department of Education and Training develop performance measures for its ongoing COVID-19 initiatives, for inclusion in the next Budget.</p>	Support-in-Principle	The Department of Education and Training will consider developing performance measures for ongoing COVID-19 initiatives in accordance with the Resource Management Framework.
<p>Recommendation 11: The Department of Education and Training provide the Public Accounts and Estimates Committee with the Deloitte Access Economics evaluation of the <i>Tutor Learning Initiative</i> when available.</p>	Support	The Department of Education and Training will provide to the Public Accounts and Estimates Committee the insights of the Deloitte Access Economics evaluation of the Tutor Learning Initiative and make these publicly available when finalised.
<p>Recommendation 12: The Department of Education and Training provide the Public Accounts and Estimates Committee with the evaluation of the <i>Mental health practitioners in secondary schools</i> when it is completed.</p>	Support	The Department of Education and Training will provide to the Public Accounts and Estimates Committee the insights of the evaluation of the Mental Health Practitioners initiative and make these publicly available when finalised.

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<p>Recommendation 13: The Department of Education and Training develop comprehensive quantity and quality performance measures related to its mental health and wellbeing programs, including the <i>Mental health practitioners in secondary schools</i> and the <i>Mental health in primary schools</i> programs.</p>	Support	The Department of Education and Training will develop measures to monitor quantity and quality performance measures of the Mental Health Practitioners initiative and Mental Health in Primary Schools Program.
<p>Recommendation 14: The Department of Education and Training provide further information regarding the outcomes of the \$1 billion investment in Training and Further Education (TAFE) and training in the next Budget and its next annual report, including the number of enrolments in Free TAFE priority courses, course completions and the employment outcomes achieved.</p>	Support	The Department of Education and Training will provide the number of enrolments in Free TAFE courses and the proportion of Vocational Education and Training (VET) completers with an improved employment status after training in its 2021–22 Annual Report.
<p>Recommendation 15: The Department of Education and Training (DET) provide to the Committee the assessment criteria or methodology used by DET to calculate the outcomes and potential economic benefits of Training and Further Education (TAFE) courses. This should include how many TAFE</p>	Support-in-Principle	<p>Consistent with the State Budget paper performance measures, the Department of Education and Training publishes in its Annual Report the proportion of Vocational Education and Training (VET) completers with an improved employment status after training, and the proportion of government subsidised enrolments related to qualifications that will lead to jobs and economic growth.</p> <p>The Victorian Skills Authority’s annual Student Satisfaction Survey captures information about the outcomes from VET, including whether TAFE students have a job after training, their industry and occupation. However, the survey does not capture the employment outcomes of all TAFE and registered training organisation students. Without comprehensive information, the department is unable to accurately assess the resulting economic growth.</p>

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<p>enrolments and/or completions lead directly to a job, how many of these jobs were in priority industries and how this translates into economic growth for the State.</p>		
<p>Recommendation 16: The Department of Transport develop quantity and timeliness performance measures to monitor the progress of the <i>Next Generation Trams</i> capital program.</p>	<p>Support in principle</p>	<p>The reporting on the performance of Victoria's capital projects is included in Budget Papers. The DoT website also provides progress updates achieved.</p> <p>Additionally, the Department provides information about the program to the Office of Projects Victoria (OPV) for inclusion in its quarterly major projects' performance report. The OPV publishes the status of the program and other Victorian major infrastructure projects on their website (www.opv.vic.gov.au/pipeline).</p>
<p>Recommendation 17: The Department of Transport develop performance measures to monitor the effectiveness and outcomes achieved by the investment in the <i>Road Safety Strategy</i> capital project.</p>	<p>Not Support</p>	<p>The <i>Victorian Road Safety Strategy 2021-2030</i> aims to halve fatalities and serious injuries by 2030. The Department already reports on Victorian road fatality and serious injury rates in its Annual Report. As these outcomes are influenced by a wide range of factors, including activities of other Departments, these measures are not suitable for use as output performance measures.</p> <p>As outlined in the <i>Road Safety Action Plan 2021-2023</i>, the supporting Evaluation Framework will help to develop ongoing policies and interventions to reach the Road Safety Strategy's long-term goals. The Department and its road safety partners will use a set of safety performance indicators outlined in the <i>Road Safety Action Plan</i> to assess the collective effectiveness of the interventions.</p> <p>Progress in delivering the Road Safety Strategy capital program will continue to be reported through Budget Paper 4, and the outputs of the Road Safety Strategy capital program will continue to be reported through existing Road Safety output performance quantity measures of 'road safety initiatives completed', 'kilometres of road treated with tactile line markings', 'kilometres of road safety barriers installed' and 'road safety initiatives completed on time and within budget'.</p>

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<p>Recommendation 18: The Department of Justice and Community Safety develop budget paper performance measures for any COVID-19 initiatives to be included in the next Budget.</p>	Support-in-Principle	The Department of Justice and Community Safety (DJCS) will consider developing performance measures for COVID-19 initiatives in accordance with the Resource Management Framework.
<p>Recommendation 19: The Department of Justice and Community Safety include performance and outcome information regarding COVID-19 initiatives beginning in 2020–21 and lapsing in 2021–22 in its next Annual Report.</p>	Support-in-Principle	DJCS supports the development of performance measures where initiatives receive longer term or ongoing funding. However, COVID-19 initiatives are temporary government services that are not expected to continue. Such short term, dynamic initiatives are not deemed appropriate to support output and performance measures via Budget Paper 3.
<p>Recommendation 20: The Department of Justice and Community Safety, in collaboration with the Department of Treasury and Finance, develop appropriate performance measures for COVID-19 quarantine facilities for inclusion in the next Budget.</p>	Support-in-Principle	DJCS supports the development of performance measures where initiatives receive longer term or ongoing funding. However, COVID-19 initiatives are temporary government services that are not expected to continue. Such short term, dynamic initiatives are not deemed appropriate to support output and performance measures via Budget Paper 3.

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<p>Recommendation 21: To increase the usefulness of financial information reported on, the Department of Treasury and Finance and the Department of Jobs, Precincts and Regions include notes to detail the basis of any calculations and discretionary judgments made in the process of reporting on grant programs.</p>	Overall Support-in-principle	See department responses below:
	Department of Treasury and Finance	
	Support-in-principle	<p>The general purpose financial statements have been prepared in accordance with the <i>Financial Management Act 1994</i> and applicable Australian Accounting Standards which include Interpretations, issued by the Australian Accounting Standards Board (AASB). They are presented in a manner consistent with the requirements of AASB 1049 Whole of Government and General Government Sector Financial Reporting (AASB 1049).</p> <p>Where necessary, DTF will engage DJPR to understand individual disclosures and ensure consistency across government reported financial information.</p>
	Department of Jobs Precincts and Regions	
Support-in-Principle	<p>DJPR will continue to follow the Model Report for Victorian Departments to prepare its annual report.</p> <p>In line with the requirements of the Model Report for Victorian Departments, DJPR included information on grant payments the 2020-21 Annual Report (page 65) in section 3.2 of the financial statements and <i>Appendix 13: Grants and related assistance</i>, which included a summary of the total facilitative and financial assistance provided by the department to the grant recipients under its various programs and initiatives with disclosure on the grant recipients, available on the department's website (due to the volume of information).</p> <p>The general purpose financial statements have been prepared in accordance with the <i>Financial Management Act 1994</i> and applicable Australian Accounting Standards which include Interpretations, issued by the Australian Accounting Standards Board (AASB). In particular, they are presented in a manner consistent with the requirements of AASB 1049 Whole of Government and General Government Sector Financial Reporting (AASB 1049).</p>	

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<p>Recommendation 22: The Department of Jobs, Precincts and Regions publish in the department's annual report the actual grant expense incurred against its budget for each COVID-19 related support grant program announced and whether additional support was required, and the total number of recipients of each support grant program.</p>	Support-in-Principle	<p>DJPR will continue to follow the Model Report for Victorian Departments to prepare its annual report.</p> <p>In line with the requirements of the Model Report for Victorian Departments, DJPR included information on grant payments in the 2020-21 Annual Report (page 65), Section 2 Financial Performance, section 3.2 of the financial statements. Section 3.2 of the 2020-21 Annual Report (page 65) detailed expenditure of the key COVID-19 support programs.</p> <p>Further information on specific grant programs is available in the Department Overview and <i>Appendix 13: Grants and related assistance</i>, which includes a summary of the total facilitative and financial assistance provided by the department to the grant recipients under its various programs and initiatives with disclosure on the grant recipients, available on the department's website.</p>
<p>Recommendation 23: The Department of Jobs, Precincts and Regions provide summary financial information, including the funding allocated and the actual expenditure incurred, for the employment initiatives <i>Working for Victoria</i> and <i>Jobs for Victoria: Our plan to maximise jobs and help Victorians into work</i> in its next annual report.</p>	Support-in-Principle	<p>DJPR will continue to follow the Model Report for Victorian Departments to prepare its annual report.</p> <p>Page 34 of DJPR's 2020-21 Annual Report discussed in detail the Working for Victoria and Jobs Victoria programs.</p> <p>Detail on the spend of the Working for Victoria by year was published on page 65 of the 2020-21 Annual Report, with further detail on both programs published at <i>Appendix 13: Grants and Related Assistance</i>.</p>
<p>Recommendation 24: The Department of Environment, Land, Water and Planning publish the targets, expected dates of achievement and progress information on its six sector-wide and whole of government pledges.</p>	Support	<p>This recommendation is actioned through existing public reporting mechanisms.</p> <p>The Government published the first round of emissions reduction pledges in May 2021 for the period 2021 to 2025. Pledges will be updated every five years until Victoria achieves net-zero emissions as required by the <i>Climate Change Act 2017</i> (the Act). For each five-year pledge period, the Act requires publication of a climate change strategy that includes information about the implementation and effectiveness of emissions reduction pledges in the preceding period (section 30). The climate change strategy reporting on the outcomes of the first round of pledges is required to be published by 31 October 2025.</p>

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		<p>In addition to this legislative requirement, the Victorian Government publicly reports on progress of the following emissions reduction measures outlined in the pledges as follows:</p> <p>Waste Sector</p> <p>Waste Sector Pledge commitment to ‘Improve ways households and communities recycle and manage their waste’ and Recycling Victoria’s target to ‘halve the volume of organic material going to landfill between 2020 and 2030, with an interim target of a 20 per cent reduction by 2025’ and ensure ‘every Victorian household has access to food and garden organic waste recycling services or local composting by 2030’ are reported through Budget Paper No. 3 (BP3) measures under the ‘Waste and Recycling’ output:</p> <ul style="list-style-type: none"> • ‘Proportion of Victorian households with access to organic food and garden waste recycling services’ • ‘Proportion of Victorian households with access to separated glass recycling services’ <p>Energy Sector</p> <p>Victorian Renewable Energy Targets performance is reported through BP3 measures under the ‘Energy’ output:</p> <ul style="list-style-type: none"> • ‘Share of Victoria’s electricity generation from renewable sources’ • ‘Renewable Energy Certificates procured under the Renewable Certificate Purchasing initiative sufficient to meet Renewable Energy Target liability associated with annual electricity demand of participating government sites’ • ‘Total renewable electricity generation capacity from the Victorian Renewable Energy Target 2017 Auction projects’ <p>In addition, there is regular public reporting on the following energy initiatives as follows:</p> <ul style="list-style-type: none"> • Annual progress reports on the Victorian Renewable Energy Target (VRET) of 50 per cent by 2030 (published here: www.energy.vic.gov.au/renewable-energy/victorias-renewable-energy-targets) • Market updates and quarterly updates on the Victorian Energy Upgrade program (published here: www.energy.vic.gov.au/energy-efficiency/victorian-energy-upgrades-veu-market-update-and-work-program) • Regular reporting by Solar Victoria on its contribution to emissions reductions and the Victorian Renewable Energy Target (published here: www.solar.vic.gov.au/solar-homes-program-reporting) <p>Transport sector pledge</p> <p>The target that ‘50 per cent of new light vehicles sales will be ZEVs by 2030’ and for ‘400 ZEVs to be added to the</p>

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		<p>Victorian Government fleet by 2023' is partly reflected in the following BP3 measures:</p> <ul style="list-style-type: none"> • under the 'Solar Victoria' output: 'Applications for Zero Emissions Vehicle subsidies approved'. • under the Department of Treasury and Finance's 'Services to Government' output: 'Number of Zero Emission Vehicles acquired via VicFleet' <p>Whole of Government emissions reduction pledge</p> <p>The Government will publish annual reports of government electricity use from 2025 to support the acquittal of the government pledge commitment for 100 per cent renewable electricity in government operations.</p>
<p>Recommendation 25: The Department of Environment, Land, Water and Planning develop appropriate performance measures for the Climate Change output, including measures relating to the targets set in the <i>Climate Change Strategy</i> and the sector and whole of government five-year pledges developed in 2020–21.</p>	<p>Support</p>	<p>The Department of Environment, Land, Water and Planning will continue to review performance measures for the climate change output in accordance with the Resource Management Framework.</p> <p>It should be noted that there are challenges in reflecting multi-year and whole-of-government targets as contained in the Climate Change Strategy and sector pledges in a single output in an annual performance framework. Reflecting these constraints, performance measures for the climate change output should always be read in conjunction with measures in related outputs and other publicly available sources.</p> <p>For example, the <i>Climate Change Act 2017</i> (the Act) requires the publication of an annual Victorian Greenhouse Gas Emissions Report (section 52). This annual report tracks Victoria's greenhouse gas emissions and the State's progress toward meeting emissions reduction targets. In addition, the Act (sections 54 and 55) requires the publication of a report at the end of each five yearly interim target period which:</p> <p><i>'(a) sets out the total amount of the State's greenhouse gas emissions during the interim target period; and (b) states whether the interim emissions reduction target determined for the interim target period has been achieved; and (c) if the interim emissions reduction target has not been achieved— (i) sets out the reasons why that target was not achieved; and (ii) contains a statement of any implications of the failure to achieve the interim emissions reduction target for the achievement of subsequent interim emissions reduction targets; and (d) contains an assessment of the cumulative progress towards achieving the long-term emissions reduction target; and (e) in the case of the report prepared for the interim target period ending on 31 December 2050, states whether the</i></p>

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		<p><i>long-term emissions reduction target has been achieved...'</i></p> <p>Details on performance reporting on sector and whole of Victorian government pledges is provided in the response to recommendation 24.</p>
<p>Recommendation 26: The Department of Environment, Land, Water and Planning consider publishing the outcomes against the <i>Solar Homes</i> program's established monitoring, evaluation and learning framework each financial year.</p>	Support-in-Principle	Solar Victoria provides regular public reporting on its programs. Solar Victoria will consider reporting against core outcomes from the Solar Homes Monitoring, Evaluation and Reporting Framework, via its existing reporting processes and public communications.
<p>Recommendation 27: The Department of Environment, Land, Water and Planning review its performance measure targets for the number of home battery and solar hot water system applications approved each year to ensure they remain relevant and appropriately challenging.</p>	Support	Solar Victoria will continue to review its performance measures for all rebate and subsidy streams each financial year to ensure they remain relevant and appropriately challenging.
<p>Recommendation 28: The Department of Premier and Cabinet develop a performance measure under the Public Administration Advice and Support output to assess the <i>Jobs and Skills Exchange</i> platform's impact on reducing labour hire usage and consultancy expenditure.</p>	Not support	<p>The Department of Premier and Cabinet (DPC) does not support the recommendation that DPC develop a performance measure under the Public Administration Advice and Support output to assess the Jobs and Skills Exchange (JSE) platform's impact on reducing labour hire usage and consultancy expenditure for the following reasons:</p> <ul style="list-style-type: none"> • the JSE policy (which requires all roles of more than six months duration be advertised exclusively on the platform unless exemptions apply and Secretary approval is granted) is primarily designed to support mobility and increase internal capability of VPS employees • although the JSE has a role in helping to reduce the use of labour hire, it is not currently possible to identify which roles advertised through the JSE are filled by contractors • in establishing the JSE, it was not designed to track expenditure on consultancies.

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		<p>However, the VPSC continues to work with DPC and departments on a range of other measures to reduce expenditure on labour hire and consultancies and improve public sector capability including the introduction of tighter rules for approval of the use of labour hire and consultancies within departments such as stipulating that labour hire may be used only where the VPS JSE and all other internal options have been exhausted and approved by a Deputy Secretary or Secretary.</p>
<p>Recommendation 29: The Department of Premier and Cabinet consider publishing the findings of the evaluation of the <i>Coronavirus Aboriginal Community Response and Recovery Fund</i>.</p>	Support	<p>In June 2021 DPC engaged an Aboriginal organisation to evaluate the Coronavirus Aboriginal Community Response and Recovery Fund. The evaluation was extended because COVID-19 restrictions delayed the progression of the initiatives due to be evaluated. The final evaluation report is due by 30 June 2022 and DPC will publish the evaluation findings on DPC's website.</p>
<p>Recommendation 30: The Department of Premier and Cabinet develop performance measures for the Digital Government and Communications Output that capture the importance of Digital Victoria's work and enable assessment of the progress made toward the outcomes specified in the Government's <i>Digital Strategy 2021–26</i>.</p>	Support	<p>Digital Victoria was established in April 2021 and released the Victorian Government Digital Strategy in October 2021. Digital Victoria has since established its operating model, leadership team and continued execution of key priority initiatives. Digital Victoria will leverage the learnings from priority 2022–23 initiatives and collaborations to inform the refinement and development of additional performance measures for Digital Victoria.</p>

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<p>Recommendation 31: The Department of Premier and Cabinet develop targeted qualitative budget paper performance measures to provide a meaningful assessment of the different digital services and processes for which Service Victoria is responsible.</p>	Support-in-Principle	<p>Service Victoria reports against the Budget Paper No.3 performance measure of overall satisfaction of customers completing a transaction on the Service Victoria digital customer platform.</p> <p>Service Victoria has three new performance measures in the 2022–23 Budget Paper No.3 to better reflect the service being delivered: number of new services Service Victoria delivers, volume of activities delivered by Service Victoria and average cost per activity delivered by Service Victoria. These measures support the acquittal of Service Victoria’s response to the Victorian Auditor-General’s Office Digital Delivery of Government Services performance audit report.</p> <p>DPC will consider the development of targeted qualitative budget paper performance measures for Service Victoria. Consideration will be given to any appropriate measures to assess the different digital services for which Service Victoria is responsible.</p>
<p>Recommendation 32: Court Services Victoria (CSV) include information about the number and type of court proceedings that progressed online compared to in person, and details about whether the parties participating were located in rural, regional or metropolitan areas, in their annual report.</p>	Support-in-Principle	<p>All Victorian courts and the Victorian Civil and Administrative Tribunal (VCAT) have implemented technology and process improvement initiatives to increase accessibility of hearings state-wide. By way of example: the Magistrates’ Court’s courtroom technology linkages enable court users to participate in remote hearings in its 51 venues across the state, the Supreme Court’s eCourts, the County Court’s technology and courtroom upgrades all enable online hearings, and VCAT’s digital transformation project.</p> <p>CSV supports-in-principle that online court data would provide some insights into online court utility. However, the constraints of CSV’s current case management systems impact its ability to capture and report on the data as recommended, as much of the data is not recorded as a matter of course, rather it would need to be captured manually and inputted into the systems. This would be resource intensive and may not fully capture all required data. CSV will assess its capacity to capture these metrics within new case management systems.</p>
<p>Recommendation 33: When Treasurer’s Advances are used to fund budget initiatives rather than normal appropriation funding, the Department of Treasury and Finance provide the reasons for providing funding in that way in the Financial Report.</p>	Support-in-Principle	<p>As published in the annual Appropriation Act and in the DTF schedule, an <i>Advance to Treasurer</i>, or Treasurer’s Advance (TA) is appropriated to be applied at the Treasurer’s discretion to meet any urgent or unforeseen claims. A schedule of items of expenditure is submitted for parliamentary authority in a subsequent year’s Appropriation Bill.</p> <p>Mandatory requirements to access Treasurer’s Advance are outlined in the Resource Management Framework. This</p>

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		advice and any further guidance will be reviewed to support appropriate use of the Treasurer's Advance.
<p>Recommendation 34: To the extent that it is practicable, the Department of Treasury and Finance publish in future annual reports the total number of community housing dwellings at the end of each financial year, as well as the actual number of community housing dwellings delivered through the <i>Social Housing Growth Fund</i>.</p>	Not Support	<p>DTF currently reports on the <i>Social Housing Growth Fund</i> as it relates to DTF's funding responsibilities, as follows:</p> <ul style="list-style-type: none"> • The DTF Annual Report includes information on the financial outcomes of the Social Housing Growth Fund. • A new performance measure has been added to the DTF Annual Report for <i>Social Housing dwellings committed by the Social Housing Growth Fund Grants Program</i> (Budget Paper 3, Chapter 2, page 361). <p>The total number of community housing dwellings at the end of each financial year is currently published in the Victorian Housing Registrar Annual Report. DTF does not report on Housing Registrar responsibilities in its Annual Report given the Registrar's distinct role, and that it would duplicate existing information.</p>
<p>Recommendation 35: The Department of Parliamentary Services publish a comprehensive statement to include budget and actual figures in their next annual report and on an ongoing basis.</p>	N/A	A separate response has been requested from the Department of Parliamentary Services to maintain independence.

PAEC recommendation	Response	Action taken to date and commitment to further action
<p>Recommendation 36: The Department of Parliamentary Services review whether its current mental health and wellbeing programs and work health and safety unit provide sufficient support for staff.</p>	N/A	A separate response has been requested from the Department of Parliamentary Services to maintain independence.

Department of Parliamentary Services
Response

Received: 26 September 2022



Department of Parliamentary Services

26 September 2022

Ms Sarah Connolly, MP
Chair
Public Accounts & Estimates Committee
Parliament House
Spring Street
EAST MELBOURNE VIC 3002

Dear Ms Connolly

Response to recommendations in report on the 2020–21 financial and performance outcomes

Please find attached the responses to recommendations made by the Public Accounts & Estimates Committee in its Report on the 2020–21 financial and performance outcomes.

Yours sincerely



Trish Burrows

Secretary

Encl.

Response to Recommendations in PAEC Report on the 2020-21 Financial and Performance Outcomes

Recommendation 35: The Department of Parliamentary Services publish a comprehensive statement to include budget and actual figures in their next annual report and on an ongoing basis.

Response: The consolidated operating statement with budgets and actuals will be published in the DPS Annual Report for 2021-22 and future years, for the three parliamentary departments.

Recommendation 36: The Department of Parliamentary Services review whether its current mental health and wellbeing programs and work health and safety unit provide sufficient support for staff.

Response: An internal audit of the parliamentary departments' Occupational Health and Safety practices was conducted in 2021-22. A program of work has commenced to be implemented during 2022-23.

A review of the Employee Assistance Program (EAP) services was undertaken in 2021-22, resulting in a change of provider to Converge International from 1 November 2021. Converge International has delivered EAP and consulting solutions to Australian and international organisations since 1960, with a strong track record in providing confidential counselling programs to various government agencies and departments.

Converge International provides experienced psychologists and counsellors to support parliamentary personnel support relating to work and non-work-related concerns. This includes personal crisis, emotional concerns, marriage/relationship issues, family problems, financial problems, stress management, workplace exposure to challenging material/trauma, substance use issues, gambling concerns and critical incidents.

Response to Recommendations in PAEC Report on the 2020-21 Financial and Performance Outcomes

Recommendation 35: The Department of Parliamentary Services publish a comprehensive statement to include budget and actual figures in their next annual report and on an ongoing basis.

Response: The consolidated operating statement with budgets and actuals will be published in the DPS Annual Report for 2021-22 and future years, for the three parliamentary departments.

Recommendation 36: The Department of Parliamentary Services review whether its current mental health and wellbeing programs and work health and safety unit provide sufficient support for staff.

Response: An internal audit of the parliamentary departments' Occupational Health and Safety practices was conducted in 2021-22. A program of work has commenced to be implemented during 2022-23.

A review of the Employee Assistance Program (EAP) services was undertaken in 2021-22, resulting in a change of provider to Converge International from 1 November 2021. Converge International has delivered EAP and consulting solutions to Australian and international organisations since 1960, with a strong track record in providing confidential counselling programs to various government agencies and departments.

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