



**PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE**

**2017-18 BUDGET ESTIMATES QUESTIONNAIRE**

## 1. Strategic priorities

### Question 1

- (a) What are the Department's key strategic priorities underpinning its budget for 2017-18 and over the forward estimates to 2020-21?

The key strategic priorities for the 58th Parliament that underpin its budget for 2016-17 and over the forward estimates to 2019-20 are:

- Service Delivery
- Community Engagement
- Victoria in the broader community of Parliaments
- Security
- Funding of Parliament
- Our People
- Built Environment
- Information Technology

- (b) If applicable, how do these priorities differ from the previous year?

The strategic priorities have been set for the term of the 58th Parliament. They have not changed since the last year. In 2017-18 there is significant continuing focus on:

- security at electorate offices
- implementation of IT strategy
- prioritisation and enhancements to physical and information technology security

Practical completion of the Office Accommodation ProjectThe strategic priorities for 2020-21 to 2023-24 will be set by the 59th Parliament.

- (c) What are the impacts of any differences in the Department's strategic priorities between 2016-17 and 2017-18 on funding and resource allocation in the 2017-18 Budget?

Not Applicable

- (d) Please identify any programs or initiatives (asset or output) over \$2.0 million relevant to the Department that have been curtailed, deferred, discontinued or completed *as a result of changes in strategic priorities* between 2016-17 and 2017-18. In describing the programs or initiatives, please use the same names as are used in the budget papers where applicable.

Not Applicable

## Question 2

Please identify any programs or initiatives (including asset or output initiatives) that have lapsed in 2016-17 (that is, they will not be continued in 2017-18). For each program or initiative, please indicate the expenditure on this program/initiative in 2016-17. If the program or initiative is to be extended, please identify whether the Department's own sources will be used or name any initiatives in the 2017-18 Budget that replace the lapsing initiative. Please also identify the effect on the community of the lapsing (*including rescheduling of service provision or commencement of service provision*). If there is no effect, please detail the actions undertaken by the Department to ensure that there is no effect. In describing the programs or initiatives, please use the same names as are used in the budget papers where applicable.

Not Applicable

<b>Program or initiative</b>	<b>Expenditure in 2016-17 (\$ million)</b>	<b>If it is to be extended into 2017-18, how is the program or initiative to be funded?</b>	<b>Effect on the community (<i>including rescheduling of service provision or commencement of service provision</i>) of lapsing or actions taken by the Department to ensure there is no effect</b>

### Question 3

The new *Performance Management Framework* (March 2016) provides guidance for planning requirements for the Department.

- (a) Please provide a copy of the Department's corporate (four-year) plan as described in *Performance Management Framework for Victorian Government Departments* (March 2016) pp.8-9. Please note that plans that are not made public by the Department will not be published on the PAEC's website. If the Department does not supply a corporate plan, please explain why.

Not Applicable. Parliament is not a Government Department

- (b) Regarding long-term planning for the Department (described in *Performance Management Framework for Victorian Government Departments* p.10), please describe:
- (i) the long-term planning horizon used for the Department's long-term plans, and why this horizon was chosen;

Not Applicable. Parliament is not a Government Department

- (ii) significant risks and challenges identified by the Department for service delivery over the planning horizon;

Not Applicable. Parliament is not a Government Department

- (iii) strategies considered by the Department to deal with these identified risks and challenges.

Not Applicable. Parliament is not a Government Department

## 2. Spending

### Question 4

Please explain any variations of more than  $\pm 10$  per cent (or greater than \$100 million) between the revised estimate for 2016-17 and the budget for 2017-18 for the following line items in the Department's operating statement in the Statement of Finances budget paper:

- (a) 'employee benefits'
- (b) 'grants and other transfers'
- (c) 'other operating expenses' in aggregate
- (d) the major components of 'other operating expenses' for your department (please supply categories as appropriate).

	<b>2016-17 (revised estimate)  (\$ million)</b>	<b>2017-18 (Budget)  (\$ million)</b>	<b>Explanation for any variances greater than <math>\pm 10\%</math> (or greater than \$100 million)</b>
Employee benefits	99.2	108.7	< 10% variance
Grants and other transfers	0.0	0.0	Nil variance
Other operating expenses	41.7	49.4	Variance primarily due to estimated carry-over of Members Electorate Office and Communication Budget from 2015-16 to 2016-17
Major components of 'other operating expenses' (please supply categories):			
Member's Electorate Office and Communication Budget	9.5	Not Available**	
Rent & Utilities	9.3	Not Available**	
Communications (Phone, data, postage)	2.8	Not Available**	

Electorate Office Relocation & Refurbishment	2.1	Not Available**	
Information Technology	3.8	Not Available**	
Printing	1.5	Not Available**	

*\* The above figures are for Parliament only. Information published in State Budget Papers also includes VAGO.*

*\*\* The 2017-18 estimates are not available since the budget process for 2017-18 has not been completed.*

- (e) If the Department is unable to provide estimates for the components of 'other operating expenses' in 2017-18, please explain how the amount of 'other operating expenses' listed for 2017-18 in the budget papers was calculated.

The employee salary and on-costs have been calculated based on the employees' expected salary levels. The remaining budgets which usually is in deficit, is allocated to other operating expenses.

#### Question 5

**For the line item 'payments for non-financial assets' for 2017-18 in the departmental cash flow statement in the Statement of Finances budget paper, please identify the amount that is expected to be funded using funds carried over from 2016-17.**

The cash flows for **Remediation - Office Accommodation in the Parliamentary Precinct** project have been impacted between the financial years. Parliament of Victoria will be accessing \$4.0m of its prior year surplus in 2017-18 instead of 2016-17. This is due to a high level of soil contamination that required additional boring time. The project plan for the Project has been altered without compromising the completion date.

#### Question 6

In relation to the break-down of expenses from transactions disaggregated by government purpose classification in the budget papers (if provided in the 2017-18 budget papers – see Note 12(a) to the general government sector consolidated operating statement the 2016-17 Statement of Finances budget paper, p.32), please provide details of the Department's component of the expenses in each category for 2016-17 and 2017-18. Please explain any variations between the years that are greater than  $\pm 10$  per cent or greater than \$100 million between 2016-17 and 2017-18 estimates.

Parliament's expense estimates variance (excluding VAGO) between 2017-18 Budget and 2016-17 revised estimate is 13.4% (\$21.17m) primarily due to expected carryover in Electorate Office and Communication budget for the Members of Parliament from 2016-17 to 2017-18 and initiatives approved as part of the 2017-18 Budget including an increase in

Members of Parliament Electorate Office and Communication budget, upgrade of security at Members' electorate offices, and increase in electorate office staffing. (Parliament's figures are included in General Public Services)

<b>Government purpose classification</b>	<b>2015-16 actual (\$ million)</b>	<b>2016-17 revised estimate (\$ million)</b>	<b>2017-18 Budget (\$ million)</b>	<b>Explanation for any variances greater than <math>\pm 10\%</math> (or greater than \$100 million) between 2016-17 and 2017-18 estimates.</b>
General public services				
Public order and safety				
Education				
Health				
Social security and welfare				
Housing and community amenities				
Recreation and culture				
Fuel and energy				
Agriculture, forestry, fishing and hunting				
Transport and communications				
Other economic affairs				
Other purposes				

### 3. Expenditure reduction measures

#### Question 7

For each of the savings initiatives detailed in the table below, please detail (on the same basis of consolidation as the budget papers):

- (a) what actions the Department will take in 2017-18 to meet the various savings targets
- (b) any impact that these actions will have on the delivery of services during 2017-18
- (c) the Department's savings target for 2017-18, with an explanation for any variances between the current target and what was originally published in the budget papers when the initiative was released. If the change in Government affected the implementation of these measures, please provide a more detailed explanation.

Initiative	Actions the Department will take in 2017-18	Impact of these actions on service delivery in 2017-18	Savings target for 2017-18 (\$ million)	Explanation for variances to the original target
Efficiency and expenditure reduction measures in 2014-15 Budget (2014-15 BP3 p.79)			Not Applicable	
Efficiency and expenditure reduction measures in 2015-16 Budget (2015-16 BP3 pp.105-7)			Not Applicable	
Savings and efficiencies and expenditure reduction measures in 2016-17 Budget (2016-17 BP3 p.118)			Not Applicable	



Any efficiency and expenditure reduction measures in 2017-18 Budget			Not Applicable	N/A
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#### Question 8

In relation to any programs or initiatives that have been reprioritised, curtailed or reduced for 2017-18 (including lapsing programs), please identify:

- (a) the amount expected to be spent under the program or initiative during 2017-18 at the time of the 2016-17 Budget
- (b) the amount currently to be spent under the program or initiative during 2017-18
- (c) the use to which the funds freed by this reduction will be put. Please include the name(s) of any program or initiative that will be funded or partially funded.

Not Applicable

Program/initiative that has been reprioritised, curtailed or reduced	The amount expected to be spent under the program or initiative during 2017-18:		The use to which the funds will be put
	at the time of the 2016-17 Budget	at the time of the 2017-18 Budget	

### Question 9

Please provide the Department's contribution to the whole-of-government amount identified as 'funding from reprioritisation of existing resources' in the 'net impact of the 2017-18 Budget new output initiatives' table.

Not Applicable

<b>Amount reprioritised for 2017-18 (\$ million)</b>	<b>Amount reprioritised for 2018-19 (\$ million)</b>	<b>Amount reprioritised for 2019-20 (\$ million)</b>	<b>Amount reprioritised for 2020-21 (\$ million)</b>

## 4. Output and asset initiative funding

### Question 10

- (a) Please identify the guidance documentation reference that describes the setting of the Departmental budget (previously BFMG-05 and BFMG-06).

Not Applicable

- (b) Please list the factors by which the Department developed its overall budget, in terms of total income from transactions, relating to total income from transactions for 2016-17. Please include explanations for all items.

	Amount		Explanation
	(per cent)	(\$ million)	
Total income from transactions 2016-17	na	157.8	
New output initiative funding		8.9	
Savings and efficiency measures		(3.1)	The Treasurer has approved exemption of \$3.1m GED amount for 2017-18. This is not reflected in the Appropriation Bill.
Inflation adjustment		2.3	
Output resource allocation reviews		-	
Base reviews		-	
Other (please specify)		13.3	
<i>Deduct - Once off funding approved in 2016-17 Budget</i>		(1.6)	
<i>Add - Increase in CAC &amp; depreciation for Remediation - Office Accommodation in the Parliamentary Precinct Project</i>		4.2	
<i>Add - Increase in Output Funding (Ministerial Payroll Transfer from DPC)</i>		0.4	
<i>Add - Increase in Special Appropriations</i>		9.2	

<i>Add - Increase in carry over amount compared to previous year</i>		<i>1.4</i>	
<i>Deduct - Decrease in s29 revenue estimate</i>		<i>(0.2)</i>	
Total income from transactions 2017-18	na	<b>179.2</b>	

*\* The above figures are for Parliament only. Information published in State Budget Papers also includes VAGO.*

- (c) If this is not the way the Department developed its overall budget, please provide a description of the process that was followed.

### Question 11

In relation to the asset initiatives released in the 2017-18 Budget for the Department (as detailed in the Service Delivery budget paper), please quantify the amount of funding for those initiatives that is expected to come from the Department's own sources (such as depreciation, applied appropriations which have not been spent or other sources) and the amount of new funding provided specifically for these initiatives in this budget.

No new asset initiatives are approved for Parliament in 2017-18 Budget. \$6m of ATNAB funding was approved in 2016-17 Budget for Remediation – Office Accommodation in the Parliamentary Precinct.

	<b>2016-17</b> (\$ million)	<b>2017-18</b> (\$ million)	<b>2018-19</b> (\$ million)	<b>2019-20</b> (\$ million)	<b>2020-21</b> (\$ million)	<b>TEI</b> (\$ million)
Funding from the Department's own sources						
New funding specifically for these initiatives in 2017-18 Budget						
Total asset initiatives (as in Service Delivery budget paper)						

## Question 12

- (a) Please quantify the Department's balance of applied appropriations unspent as at 30 June 2016 (as defined in the notes to Section 8.2.1 of the 2015-16 Financial Report for the State), along with estimates for the equivalent figures as at 30 June 2017 and 2018.

	<b>2016</b> (\$ million)	<b>2017</b> (\$ million)	<b>2018</b> (\$ million)
Applied appropriations unspent as at 30 June	\$42.0m (Includes \$1.3m of accumulated depreciation equivalent not yet spent on asset additions)	\$17.3m	\$2.6m

- (b) Please indicate the intended use of these amounts.

\$24.7m and \$14.7m are expected to be utilised in 2016-17 and 2017-18 respectively towards the *Remediation – office accommodation in the Parliamentary precinct* project

## 5. Public private partnership expenditure

### Question 13

For each line item in the Department's comprehensive operating statement or statement of cash flows (as indicated in the Statement of Finances budget paper) which includes expenditure on all PPP projects in 2017-18 or across the forward estimates period, please identify:

- (a) the line item
- (b) the value of expenditure (**including staff costs**) on PPP projects included within that line item
- (c) what the expenditure is for (for example, labour costs, payment of interest, payment of capital, purchases of services, payment of contracted penalties etc.).

Not Applicable

Line item	2016-17 revised (\$ million)	2017-18 (\$ million)	2018-19 (\$ million)	2019-20 (\$ million)	2020-21 (\$ million)	Explanation
PPPs under construction (including in planning)						
PPPs in operation						

## 6. Revenue

### Question 14

Please disaggregate the Parliamentary Authority for the Department for 2017-18 as in the table below.

	<b>Provision of outputs</b>	<b>Additions to the net asset base</b>	<b>Payments made on behalf of the State</b>	<b>Total</b>
Annual appropriations	123.7	6.0	-	129.7
Receipts credited to appropriations	0.1	-	-	0.1
Unapplied previous years appropriation	6.8	-	-	6.8
Accumulated surplus – previously applied appropriation	-	14.8	-	14.8
Gross annual appropriation (sum of previous 4 rows)	130.5	20.8	-	151.3
Special appropriations	48.6	-	-	48.6
Trust funds	0.0	-	-	0.0
Total parliamentary authority (sum of previous 3 rows)	179.2	20.8	-	199.9

- (a) available in the ‘Parliamentary authority for resources’ table for the Department in Budget Paper No.3.
- (b) available in Appendix A of Budget Paper No.5.

*\* The above figures are for Parliament only. Information published in State Budget Papers also includes VAGO.*

### Question 15

In relation to 2017-18, please outline any new revenue-raising initiatives released in the 2017-18 Budget. For each initiative, please explain:

- (a) the reasons for the initiative
- (b) the assumptions underlying the reasons
- (c) the impact of any changes on service delivery (that is, please detail all programs/projects that have been revised as a result of changes to existing revenue initiatives)
- (d) any performance measures or targets altered as a result of the initiative
- (e) the anticipated total value of revenue gained/foregone as a result of the initiative.

In describing initiatives, please use the same names as are used in the budget papers where applicable.

Not Applicable

Initiative/change	Reasons for the initiative/change	Underlying assumptions	Impact of changes on service delivery	Performance measures or targets altered	Anticipated total value of revenue gained/foregone

### Question 16

In relation to 2017-18, please outline any other major changes to existing revenue initiatives. For each change, please explain:

- (a) the reasons for the change
- (b) the assumptions underlying the reasons



- (c) the impact of any changes on service delivery (that is, please detail all programs/projects that have been revised as a result of the change)
- (d) any performance measures or targets altered as a result of the change
- (e) the anticipated total value of revenue gained/foregone as a result of the change.

Where possible, please use names for programs or initiatives as are used in the budget papers.

Not Applicable

Change	Reasons for the change	Underlying assumptions	Impact of changes on service delivery	Performance measures or targets altered	Anticipated total value of revenue gained/foregone

#### Question 17

In relation to 2017-18, please outline any new tax expenditures or concession/subsidy initiatives and/or major changes to existing tax expenditures or concession/subsidy initiatives. For each initiative/change, please explain:

- (a) the reasons for the initiative/change
- (b) the assumptions underlying the reasons
- (c) the impact of any initiatives/changes on service delivery (that is, please detail all programs/projects that have been revised as a result of changes to existing revenue initiatives)
- (d) any performance measures or targets altered as a result of the initiative/change
- (e) the anticipated total value of revenue gained/foregone as a result of the initiative/change.

In describing initiatives, please use the same names as are used in the budget papers where applicable.

Not Applicable

<b>Initiative/change</b>	<b>Reasons for the initiative/change</b>	<b>Underlying assumptions</b>	<b>Impact of changes on service delivery</b>	<b>Performance measures or targets altered</b>	<b>Anticipated total value of revenue gained/foregone</b>

### Question 18

For the Department's income categories (as they appear in the Department's operating statement in the Statement of Finances budget paper), please provide a description of the income category, an explanation for any items that have a variance of greater than  $\pm 10$  per cent or \$100 million between the revised estimate for 2016-17 and the budget for 2017-18.

Income category	Description of income category	Revised estimate for 2016-17 (\$ million)	Estimate for 2017-18 (\$ million)	Explanation
Output appropriations	Output appropriation	110.1	130.5	Variance is primarily due to estimated carryover of appropriation funding from 2016-17 to 2017-18 and additional funding approved as part of the 2017-18 Budget including an increase in Members of Parliament Electorate Office and Communication budget, upgrade of security at Members' electorate offices, and increase in electorate office staffing.
Special appropriations	Special appropriation	47.7	48.6	< 10% variance
Sales of goods and services	S29 revenue	0.2	0.1	Variance due to expiry of a s29 agreement in 2016-17 and was yet to be finalised for 2017-18 at the time of publishing the figures.
Grants	Grant from Department of Education	0.0	0.0	Immaterial variance due to Department of Education grant expiring in 2017-18

Question 19

What impact have developments at the Commonwealth level had on the Department's component of the 2017-18 State Budget?

Not Applicable

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## 7. Performance measures

### Question 20

Not Applicable – No new performance measures introduced in 2017-18 Budget

For each quality, quantity or timeliness performance measure newly introduced in the 2017-18 Budget, please attach any supporting documentation the Department has produced in developing the measure, such as:

- (a) a description of the measure, including the data that support it, assumptions made, and how the data are collected and transformed
- (b) if the measure is a ratio (including a percentage), please include a description of the numerator and denominator series that provide the ratio
- (c) how the measure evaluates the performance of the Department or the task faced by the Department
- (d) the process the Department employed to set a target or anticipated result for this measure
- (e) a description of what constitutes good performance and how the performance measure indicates this
- (f) any shortcomings of the measure
- (g) how the department intends to estimate the 'expected outcome' of the measure at the time of the 2018-19 Budget
- (h) how the department intends to evaluate the effectiveness of the measure in the future.

### Question 21

Not Applicable

- (a) **Department of Economic Development, Jobs, Transport and Resources only**

Performance measure: 'Major sporting and cultural events facilitated'

- (i) Please list the number of sporting and cultural events facilitated by the department over the last five years.
- (ii) What were the facilitation costs of each of these events?

- (b) **Department of Health and Human Services only**

Performance measure: 'Number of households assisted with long-term social housing (public, Aboriginal, and community long-term tenancies at the end of the year)'.

- (i) How will the transfer of properties from the Director of Housing to Aboriginal Housing Victoria affect both agencies?
- (ii) How will this transfer be treated in the DHHS and State budgets?
- (iii) What is the intended social outcome?
- (iv) Will a dedicated performance measure be created to monitor the impact of this transfer on levels of Aboriginal public housing assistance?

- (c) **Department of Justice and Regulation only**

Performance measures: 'Infringement notices processed'

- (i) Please provide an update of the fines reform program.
- (ii) Is the tender process for the new infringements ICT system now complete?
- (iii) When does the Department anticipate the new ICT system to be fully implemented?

**(d) Department of Environment, Land, Water and Planning only**

Performance Measure: 'Property transfers, discharge of mortgages and registration of new mortgages'

- (i) How do improvements in the property market affect the Department's Electronic conveyancing and Landata services?
- (ii) Does the Department monitor movements in the property market?
- (iii) Does the Department use forecasts for the property market as a tool to plan the workload and activity for the Electronic conveyancing and Landata services area?

**(e) Department of Education and Training only**

Performance measures: All performance measures within the Higher Education and Skills output:

- (i) When does the Department anticipate the impact of past policy changes to the VET Sector (such as tightened eligibility for subsidised training and foundation courses, and reduction in subsidies) will be reflected in improving performance measurement levels in VET sector enrolments and participation and satisfaction with training and improved employment status by VET completers?

**(f) Department of Premier and Cabinet only**

Performance measure 'Timely delivery of State events and functions'

- (i) Please list the number state events and functions the department has undertaken over the last five years.
- (ii) Is there a regular calendar of state events and functions the Department delivers each year?
- (iii) What were the costs of each of these events?

**(g) Department of Treasury and Finance only**

Performance measure 'Develop and implement policies, procedures and training to govern and build capability to deliver infrastructure investment'

- (i) Please break down the target for this performance measure (45) in terms of policies implemented, procedures developed and training undertaken.
- (ii) Please give the actual number of each of the policies, procedures and training undertaken to govern and build capability to deliver infrastructure investment for the last three years.

## 8. Staffing matters

### Question 22 – *See Attachment 1*

- (a) Please fully complete the table below, providing actual FTE staff numbers at 30 June 2016 and estimates of FTE staff numbers (broken down by the categories listed below) at 30 June 2017 and 30 June 2018 for the Department. Please provide figures consolidated on the same basis (that is, including the same entities) as the employee benefits expenditure for the Department in the budget papers.

<b>Grade</b>	<b>30 June 2016</b> <b>(Actual FTE number)</b>	<b>30 June 2017</b> <b>(Expected FTE number)</b>	<b>30 June 2018</b> <b>(Forecast FTE number)</b>
Secretary			
EO-1			
EO-2			
EO-3			
VPS Grade 7 (STS)			
VPS Grade 6			
VPS Grade 5			
VPS Grade 4			
VPS Grade 3			
VPS Grade 2			
VPS Grade 1			
Government Teaching Service			
Health services			
Police			
Allied health professionals			
Child protection			
Disability development and support			
Custodial officers			

Other (Please specify)			
Total			

(b) Please list the entities that contribute to the table above

Question 23 - *See Attachment 1*

Please break down the actual staff numbers in your department as at 30 June 2016 and the estimates as at 30 June 2017 and 2018 according to the number of staff that are ongoing, fixed-term or casual.

	30 June 2016 actual		30 June 2017 expected		30 June 2018 forecast	
	(FTE number)	(head count)	(FTE number)	(head count)	(FTE number)	(head count)
Ongoing						
Fixed-term						
Casual						
Total						

Question 24

(a) Please describe how the Department identifies skills areas it is deficient in.

At a strategic level, the Departments identify the skills required to achieve the strategic objectives of the Parliament and each Department Annual Business Plan. At the operational level, each Business Unit identifies the skills required to achieve the service delivery and project activity and assesses the skills available within the Business Unit. At the individual level, each parliamentary officer participates in the performance and professional development program over a financial year cycle with performance standard 3 based on the learning and development requirements for the individual.

(b) Please provide a list of any identified areas of skills shortages for the Department.

Short-term specific areas of skills shortages have been identified in specialised research areas, information technology and project management.

(c) What actions is the Department taking in order to address identified areas of skills shortages?

The Departments continue to invest in the professional development of parliamentary officers and utilise short-term engagement of specialist skills to complement and support



parliamentary officers delivering research, information technology and building and security projects. For example, short-term contractors supporting parliamentary officers implement various IT projects.

- (d) Please advise how much the Department has spent on labour recruitment firms, including payment to employees.

\$80.1K was spent in 2015-16 financial year.

## 9. Managing Telecommunications Usage and Expenditure (follow-up of VAGO report, 2014)

### Question 25 *Expenditure on telecommunications*

- (a) Please provide details of telecommunications estimates and actual expenditure for each of the years as presented in the following table:

Year	Data	Fixed voice	Mobile	Internet	Unified communications
	(\$)	(\$)	(\$)	(\$)	(\$)
2014-15	\$2,285,458	\$393,332	\$578,984**	\$48,014	
2015-16	\$2,194,749	\$366,762	\$603,775**	\$47,555	
2016-17 (as at March 2017)	\$1,598,888	\$274,999	\$385,772**	\$38,125	

\*\* includes mobile data charges

### Question 26 *Monitoring and review*

- (a) Please describe the management framework in place to ensure a consistent approach to the usage and control of telecommunications expenditure across the department.

Management Framework is implemented through the budget process where spending is projected across the EO and Parliamentary precinct.

All Parliamentary departments/units and Members of Parliament receive a monthly report on mobile expenditure for the month, which the manager/member is required to review.

Useful information is available on the Intranet covering carrier international roaming recommendations.

Monitoring of internet usage and adjusting of quotas to avoid excess charges.

- (b) What processes are in place to assist the department in its monitoring of fixed voice and mobile usage and expenditure across the department/agency?

All Parliamentary departments/units and Members of Parliament receive a monthly report on mobile expenditure for the month, which the manager/member is required to review.

The landline usage is included in the monthly carriers voice trunk cost. The current bill is consistent from month to month; however, it is reviewed for 5% variance each month and investigated if exceeded.

- (c) Which specific aspects/factors of use are monitored?

Expenditure and usage is monitored

- (d) Does the department/agency use electronic information systems/programs to monitor trends and identify anomalies in telecommunications expenditure?

Parliament uses a system called CAABS for mobile bill processing and reporting. Information Services conducts periodic monitoring of mobile data usage for both capacity planning and abnormal usage using Telstra's Mobile Data Usage Meter (MDUM).

- (e) Please describe the reporting regime in place to oversight fixed voice and mobile usage and expenditure across the department/agency.

All Parliamentary departments/units and Members of Parliament receive a monthly report on mobile expenditure for the month, which the manager/member is required to review.

- (f) How does the department/agency verify the accuracy of all its fixed voice and mobile telecommunications invoices? What validation processes are in place at a local level to verify accuracy of usage and costs?

All Parliamentary departments/units and Members of Parliament receive a monthly report on mobile expenditure for the month, which the manager/member is required to review.

The landline usage is included in the monthly carriers voice trunk cost. The current bill is consistent from month to month; however, it is reviewed for 5% variance each month and investigated if exceeded.

- (g) Has the department/agency undertaken any reviews of telecommunications usage and expenditure across the organisation in recent years? How have these reviews been used to improve practices?

Telecommunications usage and expenditure is regularly reviewed. Current actions undertaken or underway following a recent review:

- Combined three mobile accounts over the last three years to more efficiently use mobile data aggregation for reduced cost.
- Trialling various voice plans to minimise cost to users.
- Reviewing TPAMS2025 against current usage and spend under TPAMS2014
- Cancelled more than 50 unused or redundant mobile services @ \$40 Per Month each
- Combining data pools into one account has protected the department from data bill shock at \$0.027 per MB of excess usage

Question 27 **Mobile Phones**

- (a) Does the department/agency have a policy or guidelines in place for the allocation and use of mobile phones, including their use when overseas?

Yes: MOBILE PHONE POLICY – PARLIAMENTARY OFFICERS

- Application forms for Manager and Members authorisation are available on the Intranet.
- Mobile data roaming packages are available when travelling overseas and required Manager and Members authorisation

- (b) Are User guidelines provided to staff in possession of an agency mobile and are the terms and conditions of use formally agreed to by staff members?

We have a specific MOBILE PHONE POLICY for PARLIAMENTARY OFFICERS and an ICT SYSTEMS – CONDITIONS OF USE POLICY exists and allows for acceptable personal use of ICT equipment.

- (c) How does the department establish limits or thresholds for allowable personal use of mobile phones provided to staff?

All Parliamentary departments/units and Members of Parliament receive a monthly report on mobile expenditure for the month, which the manager/member is required to review.

- (d) What timeframes have been established by the department for cost recovery for personal use of mobile phones?

All Parliamentary departments/units and Members of Parliament receive a monthly report on mobile expenditure for the month, which the manager/member is required to review and reimburse any personal usage.

#### Question 28 *Identifying cost savings*

- (a) How does the department/agency ensure that any cost savings available through whole-of-government agreements are taken advantage of promptly?

The Department of Parliamentary Services leverages the Whole of Vic Government contracts for telecommunications services.

Currently reviewing TPAMS2025, contacted various TPAMS2025 suppliers for price comparisons and investigating new technology options to reduce cost and improve service offerings

- (b) Please provide details of variations/changes made to the department's telecommunications arrangements to take advantage of savings available under the new TPAMS20125 agreements.

Parliament is looking to replace our ISDN and PSTN voice circuits with SIP to reduce cost and improve service and improve the ability to retain numbers though office relocations.

Reviewing mobile data and voice plans to ensure optimal usage versus cost. In addition, reviewing high end users requirements and overseas travel usage for high end unlimited plans to avoid bill shock.

- (c) How does the department/agency monitor data usage to identify potential savings available in data plans?

Telecommunications usage and expenditure is regularly reviewed. Current actions undertaken or underway following a recent review:

- Combined three mobile accounts over the last three years to more efficiently use data aggregation for reduced cost.
- Trialling various voice plans to minimise cost to users.
- Reviewing TPAMS2025 against current usage and spend under TPAMS2014
- Cancelled more than 50 mobile services @ \$40 Per Month each
- Combining data pools into one account has protected the department from data bill shock at \$0.027 per MB of excess usage

- (d) What processes are in place to enable the department/agency to identify and cancel any fixed voice and/or mobile services which are not being fully utilised?

Reviewed services at twice a year. Those that have no spend are referred to the users/manager and may be temporarily barred for a period before cancelling.

Electorate Offices landlines are reviewed and cancelled as required.

- (e) Has the department/agency undertaken action to remove redundant landlines and replace inefficient analogue lines with ISDN lines?

Currently reviewing moving off PSTN and ISDN to SIP. Cost savings are significant and this is investigated as part of our move to the new TPAMS20205 contracts.

Electorate Offices landlines are reviewed and cancelled as required.

- (f) Does the department/agency set savings targets for telecommunications expenditure?

Not appropriate as expenditure varies between Electorate Offices, Members of Parliament and Parliamentary staff

- (g) Has the department/agency quantified savings made on telecommunications expenditure over the past 3 years?

Not appropriate as expenditure varies between Electorate Offices, Members of Parliament and Parliamentary staff

Combined three mobile accounts over the last three years to more efficiently use data aggregation for reduced cost.

Cancelled more than 50 mobile services @ \$40 Per Month each

Combining data pools into one account has protected the department from data bill shock at \$0.027 per MB of excess usage. The benefit of data pooling is varies by month depending on actual usage, however modelling has indicated savings of more than \$15,000 in excess data charges as compared to the use of individual accounts and data allocations.

## 10. Implementation of the Government Risk Management Framework

### Question 29 *Questions for all Departments/agencies*

- (a) Does the department/agency have a Risk Management Framework (RMF) in place?

Yes

- (b) Does the department's RMF comply with the minimum requirements articulated in the *Victorian Government Risk Management Framework* (released in May 2015)?

Yes

- (c) How does the framework link to the department's strategic plan/strategic objectives?

As per the RMF, Parliament's strategic risks are identified and aligned with the strategic directions of the 58th Parliamentary term

- (d) In relation to the department's budget across the forward estimates period, how are risks identified across the department/agency?

The four-year strategic plan for the Parliament is the basis for identifying key strategic risks. The risk treatments projects/risk mitigation strategies are factored into budget development and forward estimates.

- (e) How are risk treatments/risk mitigation strategies developed?

Parliamentary Senior Management team develops the risk treatment/ risk mitigations strategies and each of the risk owners reviews the risk every quarter.

- (f) What processes are in place for identifying and managing interagency and/or state wide risks?

Parliament is not a Public Service Department. VMIA workshops, AG reports and reports to Parliament are used to identify and manage any interagency and/or state wide risks.

- (g) Has the Department developed risk performance indicators? If so, how are they used by the organisation?

Review of operational and strategic risks each quarter is used to monitor risk performance and reported to Audit Committee quarterly.

- (h) What actions have been taken to improve the risk capability of employees within the department? How are employees made aware of risk management? Please advise the extent of risk management training provided to employees?

The operational risks are reviewed by the Parliamentary Management Group, which are then reviewed by the Parliamentary Senior Management Group.

The Parliamentary Senior Management Group reviews the strategic risks quarterly, and reports them to the Audit Committee.

- (i) What use has the department made of services available through the VMIA to improve risk management (i.e. VMIA training sessions and seminars)?

Parliamentary staff keep informed about risk management in public sector using VMIA training sessions, seminars and publications.

Question 30 *Questions for Department of Treasury and Finance only*

Not Applicable

- (a) Please describe the revised attestation requirements for Risk Management across the VPS. When did the new requirements come into effect?

- (b) What is the role of DTF and the VMIA in the revised attestation process?

- (c) What actions have been taken by DTF to improve the identification and management of interagency and state wide risks across the VPS?

- (d) Does the *Whole-of-Victorian Government Statewide Risks Interdepartmental Committee* still operate? If so, what is this Committee's terms of reference? What is its membership? How often does it meet? If not, when was the Committee disbanded and why was it disbanded? What has the Committee been replaced with?

Question 31 *Questions for Victorian Managed Insurance Authority (VMIA) only*

Not Applicable

- (a) What activities have been undertaken by the VMIA since the release of the revised *Victorian Government Risk Management Framework* in May 2015 to support agencies in improving their risk management practices?

- (b) How does the VMIA identify agencies requiring extra support with their risk management capability?

- (c) How does the VMIA evaluate the performance of its risk management client agency support programs and activities?

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- (d) What types of risks do departments find most complex to manage?

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