



Department of Premier and Cabinet

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Ms Caroline Williams
Executive Officer
Public Accounts and Estimates Committee
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D17/191243

Dear Caroline

The Public Accounts and Estimates Committee met on Tuesday 23 May 2017 to hear from the Special Minister of State. As a witness at this hearing I was called upon to respond to a question about Service Victoria.

I am writing to further clarify the point made at the hearing, specifically about Service Victoria and High Value High Risk. My comments are on the top of page 6 of the draft transcript.

Consistent with my response on the day, I can confirm that the 'Overall delivery confidence assessment' for this project (as defined in the Service Victoria Program Assurance Review prepared for the Department of Treasury and Finance in March 2017) is 'amber'. Amber is defined in this report as 'Successful delivery appears feasible but significant issues already exist, requiring timely management attention'.

On review of the draft transcript I have realised the question that Mr Morris was asking was if there were any 'red flagged' issues in the most recent 'High Value High Risk' report on Service Victoria.

I wish to clarify that although the overall report rating was amber within the detailed recommendations in the 'High Value High Risk' report there are five individual recommendations rated as 'red'.

These red recommendations were:

- Implement a revised governance structure and updated the terms of reference for the PCB and Steering Committee including levels of agency representation and reporting processes
- That a clear legislative mandate for Service Victoria service delivery be established as expeditiously as feasible
- Enter into MOUs with Agencies to agree the rules of engagement with Service Victoria
- Review the roles and responsibilities for the Project Director role to ensure that they have sufficient authority to direct activities and drive the Program forward
- Update and maintain the PIP to reflect the delivery approach and consolidation of a number of the emerging strategies.

Thank you for allowing me to bring this correction to the Committee's attention.

Yours sincerely

Tony Bates
Deputy Secretary, Governance Policy and Coordination

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