

## Responses to Questions on Notice or further information agreed to be supplied at the hearings

### Question 1

What caused the difference between the 2024-25 budget of \$32.8 million and the revised 2024-25 budget of \$52.3 million for the Customer services to the Community Output Cost and how is this broken down?

*Asked by Jade Benham, Page 3 of the transcript*

### Transcript extract:

**Jade BENHAM:** *Okay. Thank you. There is a blowout of \$36 million in the 2024–25 financial year, and still only a 78 per cent satisfaction rating. How is it that there is a big budget blowout and customer satisfaction is still so low?*

**Lisa GANDOLFO:** *I am not familiar, Minister, with the budget blowout. I can talk to the customer satisfaction, but I do not think that dispute services ran over budget at all. Do you have a reference for that?*

**Jade BENHAM:** *Yes, we are still on page 132 of budget paper 3. The budget was \$32.8 million and the revised budget was \$52.3 million. It is the top line on table 2.10.*

**Lisa GANDOLFO:** *Customer services to the community? It is a different output. Are you able to take that?*

**Jade BENHAM:** *That is a different portfolio.*

**Lisa GANDOLFO:** *It is not a different portfolio, but it does not relate to dispute services. That particular output there relates to customer services in the Department of Government Services, which does include some of consumer affairs.*

**Jade BENHAM:** *It does include some of consumer affairs?*

**Lisa GANDOLFO:** *Yes, which is different to the dispute –*

**Jade BENHAM:** *How is that broken down? It is just one line item here. Clearly DGS takes in a number of portfolios. Are we able to get a breakdown?*

**Nick STAIKOS:** *We will take that on notice.*

### Answer:

The ‘Customer Services to the Community’ output supports the community and businesses in accessing information and services online via Victorian Government websites and the Service Victoria mobile app, and with assistance through the Victorian Government Contact Centre which consolidates the Consumer Affairs Victoria, Births, Deaths and Marriages, Workers’ Screening Unit and Service Victoria contact centres.

The 2024-25 revised budget for the Customer Services to Community output is predominantly attributed to funds released from contingency for Service Victoria following publication of the 2024-25 Budget (Table 1 below).

Table 1: Customer Services to the Community output costs

	(\$ million)	
	2024-25 Budget	2024-25 Revised
Information and Dispute Services Centre	8.9	8.9
Births, Deaths & Marriages	1.0	3.1
Service Victoria	19.0	36.5
Whole of Victorian Government Grants Centre	3.9	3.9
<b>Total Customer Services to Community (2025-26 Budget Paper 3, Page 132)</b>	<b>32.8</b>	<b>52.3</b>

## Question 2

What is the total FTE of the Renting Taskforce?

Asked by Aiv Puglielli, page 12 of the transcript

### Transcript extract:

**Aiv PUGLIELLI:** Okay. Thank you. I might move on to the renting taskforce. You were speaking earlier about the \$4 million over two years for that taskforce. Can I ask: what are the specific roles for the 14 or so staff that are assigned to that taskforce?

**Nick STAIKOS:** Given that is an operational question, I might throw to a department official.

**Aiv PUGLIELLI:** Sure. Thanks.

**Nicole RICH:** Thanks, Mr Puglielli. Yes, it is a mix of staff – it is similar in all of our taskforces: a mix of intelligence analysts, inspectors, investigators, lawyers and a little bit of communication support obviously in our contact centre as well so that we can take contacts and complaints.

**Aiv PUGLIELLI:** Just to confirm the total FTE for that taskforce, what is that?

**Nicole RICH:** I will come back to you in a moment with that.

### Answer:

The Consumer Affairs Victoria renting taskforce comprises **16** FTE staff.