

Government Responses to the Recommendations of PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE'S 86th Report on the Review of the findings and recommendations of the Auditor-General's reports tabled March - August 2007

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) 86th Report.

Guide for Readers:

Following is the explanation of the format of this paper.

1 Title			
2 Chapter number and topic			
1 PAEC Recommendation	2 Response	3 Action Taken to Date	4 Further Action Planned

Row 1: Indicates the title of this paper.

Row 2: Indicates the number and topic of the response to the PAEC recommendations.

Column 1: Contains the PAEC's recommendations as published in its 86th Report.

Column 2: Indicates the government's response to each recommendation (**Accept, Accept in part or in principle, Under Review or Reject**).

Column 3: Indicates those actions relevant to the implementation of the recommendation that have been taken to date.

Column 4: Indicates the additional actions planned that are relevant to implementation of the recommendation, together with an explanation of the government's position concerning the recommendation.

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PART A – STATE INVESTMENT IN MAJOR EVENTS

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 1 (Page 21 of Part A: State Investment in Major Events)</p>			
The Department of Innovation, Industry and Regional Development consider measuring in a reliable manner the extent of repeat visits of tourists that attend the Spring Racing Carnival and like events and elect to visit Victoria on a subsequent occasion or extend their stay after attending the major event.	Accept in principle	The economic assessment approach used by the Department of Innovation, Industry and Regional Development (DIIRD) includes questions about repeat visits to an event as well as how likely the visitor would be return to the event. It should be noted that as the Spring Racing Carnival is not funded through the Major Events Cap, there is no requirement on the event organiser to undertake a post event evaluation using the endorsed economic assessment approach being used by DIIRD.	DIIRD will continue to utilise an economic assessment approach to event evaluation.
<p>• Recommendation 2 (Page 29 of Part A: State Investment in Major Events)</p>			
To preserve effective and informed decision-making and enhance accountability, the revised Major Events Assessment Statement include a description of the relative importance or weighting attached to each information category of the proposal.	Reject	All information categories included in the Major Events Assessment Statement (MEAS) are taken into consideration when making a funding decision, however it is difficult to assign relative importance or weighting to these categories as the emphasis or level of information depends on the type of event (i.e. sport, arts and entertainment, regional, industry) being proposed. The triple bottom line benefits (social, economic and environmental) delivered to the State and any identified risks are the key determinants for making a funding decision on an event proposal.	DIIRD will continue to work with the Victorian Major Events Company and other agencies to ensure comprehensive and accurate information is provided in MEAS for decision-making purposes.

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<p>• Recommendation 3 (Page 36 of Part A: State Investment in Major Events)</p>			
<p>To enhance transparency over the economic modeling used in the preparation of economic impact assessment reports (pre-event) and post-event assessments for major events staged in Victoria, the Department of Innovation, Industry and Regional Development disclose:</p> <p>a) the economic rationale, including key assumptions with details of the economic models used, that show various scenarios in relation to the level of economic impacts; and</p> <p>b) for each major event, details of the economic model(s) and the key assumptions used in the analysis of economic impacts, together with the reasons for choosing the particular economic model and relevant scenarios to be applied.</p>	<p>Accept</p>	<p>A pre event assessment for a major event is undertaken using information and assumptions provided in the MEAS and the result is reported as a ratio of return on the proposed investment (direct in-scope expenditure or 'new' money that would enter Victoria over State Government funding proposed). The assumptions and data provided are checked for consistency against other historical event data where possible and advice is provided to Government.</p> <p>The post event economic assessment methodology for major events approved by Government is based on a threshold of \$10 million per annum.</p> <p>For events that are funded greater than \$10 million per annum, the economic approach will be developed specifically for the individual event (the Australian Formula 1 Grand Prix is the only major event currently in this category) and may involve an approach such as Computable general equilibrium (CGE) modelling.</p> <p>For events that are funded less than \$10 million per annum, the following two-stage approach is applied:</p> <ol style="list-style-type: none"> 1. The first stage is the calculation of the direct in-scope expenditure attributable to a major event. This is the total new money that enters Victoria that would not have entered had the event not been staged. This is based predominantly on visitor surveys at each major event which will collect the necessary economic data to inform the calculation. Visitor surveys are conducted predominantly by external contractors that also calculate the direct in-scope expenditure. <p>The calculation of the direct in-scope expenditure includes (i) the visitor contribution and (ii) the organiser contribution:</p> <p>(i) In calculating the visitor contribution to direct in-scope expenditure, the following assumptions/conditions are used:</p> <ul style="list-style-type: none"> • expenditure on event tickets or entry fees is not included in the 	<p>The economic assessment approach has been developed based on published economic methodologies and the relevant assumptions have been documented as outlined. By broadening the application of this economic assessment approach to all events (funded less than \$10 million per annum), post event economic data captured will be consistent and transparent allowing for future trend analysis and event comparisons thereby enhancing the information available for decision-making purposes.</p>

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		<p>visitor contribution as this is counted in the event organiser contribution to direct in-scope expenditure;</p> <ul style="list-style-type: none"> visitors who are Victorian residents are excluded from calculations as it is assumed that expenditure by Victorians would be made elsewhere in Victoria if the event was not held; and visitors from outside Victoria who did not come to Victoria for the primary purpose of attending the event are excluded as the expenditure would have been made elsewhere in Victoria in the absence of the event. An exception to this is when visitors stay extra nights in Victoria due to the event. In this case expenditure by visitors for the extra nights is included in the visitor contribution to direct in-scope expenditure in a separate 'extended stay' category. <p>(ii) The organiser direct in-scope expenditure is expenditure within Victoria by the event organiser using funds generated outside of Victoria. The calculation of event organiser contribution to direct in-scope expenditure is based on the following data:</p> <ul style="list-style-type: none"> the gross amount of income received for the event and the estimated percentage of this income that is obtained from outside Victoria – this includes items such as ticket sales and sponsorships; and the gross amount of expenditure on the event and the estimated amount of expenditure incurred outside Victoria – this includes items such as the event infrastructure, program costs, salaries and wages, marketing and security. <p>The total gross amount of expenditure made on the event minus the total estimated amount of expenditure incurred outside Victoria is multiplied by the total estimated percentage of income obtained from outside Victoria. This provides an estimation of the expenditure made within Victoria by the event organiser using funds generated outside of Victoria.</p>	

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		2. The second stage is the application of a General Input-Output Multiplier to the total direct in-scope expenditure attributable to a major event to provide an estimate of the unconstrained economic benefit generated by the event. DIIRD is responsible for applying the General Input-Output Multiplier to the direct in-scope expenditure calculated by the external contractor. The General Input-Output Multiplier has been developed by DIIRD based on data from the Australian Bureau of Statistics.	
• Recommendation 4 (Page 39 of Part A: State Investment in Major Events)			
The Department of Innovation, Industry and Regional Development ensure that post-event evaluation reports for major events include an assessment of the effectiveness of the risk management and mitigation processes and sufficiency of contingencies identified in the risk management model, strategy and plans developed by event organisers. The assessment should include any lessons learnt in terms of risk identification and risk management for future events.	Accept	The methodology adopted for the triple bottom line post event evaluations conducted to date has included the assessment of factors that may potentially impede the achievement of the objectives for conducting the event, and commentary has been provided in the evaluation reports to inform the management of future events. From this perspective, no major failings in risk management practice have been identified.	DIIRD continues to give consideration to the best way of assessing the effectiveness of risk management for major events and a more focused review of the extent to which active risk management has been evidenced remains under consideration. This may include, for example, testing the effectiveness of risk management by evaluating both the extent to which risk events that were not anticipated have occurred, and the effectiveness of risk treatments for those risks that had been anticipated.

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 5 (Page 41 of Part A: State Investment in Major Events)</p>			
<p>The Department of Treasury and Finance ensure that the guidelines governing the economic assessment of major events that take into account the size and importance and level of government funding for each particular event be prepared in a manner that will enable the technical aspects of the modeling and the interpretation thereof to be easily comprehended.</p>	<p>Accept</p>	<p>DTF RESPONSE:</p> <p>The Department of Treasury and Finance (DTF) has been consulted on the guidelines governing the economic assessment of major events. These guidelines appear sufficiently transparent to enable the technical aspects of the modelling and the interpretation of it to be easily comprehended.</p> <p>DIIRD RESPONSE:</p> <p>The economic assessment approach endorsed by Government for events funded less than \$10 million is a conservative approach commensurate to the event size and level of Government funding, as outlined in the response to Recommendation 3 (above). For events that are funded greater than \$10 million per annum, the economic approach will be developed specifically for the individual event.</p>	<p>DTF RESPONSE:</p> <p>Not applicable.</p> <p>DIIRD RESPONSE:</p> <p>Not applicable.</p>

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PART B – MAINTAINING VICTORIA'S RAIL INFRASTRUCTURE ASSETS

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
• Recommendation 6 (Page 64 of Part B: Maintaining Victoria's Rail Infrastructure Assets)			
The Department of Transport apply best practice for rail infrastructure to continue to improve the maintenance, renewal and reporting for the intrastate rail network.	Accept in principle	The Department of Transport (DOT) is committed to maintaining safe and fit-for-purpose rail infrastructure throughout Victoria and works with the Victorian Rail Industry to develop standards and identify best practices. DOT continually improves its monitoring of intrastate rail maintenance and renewal activities and has increased its on-site auditing of Major Periodic Maintenance works since the Victorian Auditor General's Office (VAGO) report in 2007.	DOT is currently working towards a new infrastructure lease with the intrastate rail franchisee. Once executed, the lease will provide the Director of Public Transport with wider powers for monitoring and auditing rail infrastructure condition and performance.
• Recommendation 7 (Page 81 of Part B: Maintaining Victoria's Rail Infrastructure Assets)			
The Department of Transport continue to work with the infrastructure manager to include more detailed information on the benefits, risks and performance improvements associated with undertaking each maintenance and renewal activity.	Accept	DOT works closely with the infrastructure manager to provide detailed information on the benefits, risks and improvements associated with maintenance and renewal activities. Since the 2007 VAGO report, there has been a marked improvement in the information provided in monthly maintenance and renewal (M&R) reports, including descriptions of infrastructure issues, investigations and upgrade proposals.	DOT will continue to work closely with the new infrastructure manager to provide maintenance and renewal reports in accordance with the requirements of the new Franchise Agreement
• Recommendation 8 (Page 89 of Part B: Maintaining Victoria's Rail Infrastructure Assets)			
The Department of Transport implement its revised KPIs as soon as possible, with reasonable flexibility allowed in its new franchise agreements for improvements and revisions from time to time.	Accept in part	DOT accepts the need for improved reporting on metropolitan rail infrastructure, but will not implement revised KPIs until the commencement of the new infrastructure lease.	Not applicable.

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PART B – MAINTAINING VICTORIA'S RAIL INFRASTRUCTURE ASSETS

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
• Recommendation 9 (Page 90 of Part B: Maintaining Victoria's Rail Infrastructure Assets)			
The Department of Transport and V/Line put in place a performance information and reporting framework to oversee and measure the effectiveness of maintenance and renewal activities.	Accept	<p>DOT and V/Line have an effective performance information and reporting framework in place, which has been regularly reviewed and improved. Provisions for monitoring and reviewing the effectiveness of maintenance and renewal activities are set out in annual Asset Management Plans.</p> <p>Since the VAGO report of 2007, both parties have met (at least monthly) on infrastructure matters and V/Line has continuously improved its financial reporting on passenger and freight network maintenance. V/Line continues to provide monthly reports to DOT on major periodic maintenance activities.</p>	DOT and V/Line will continue to explore improvements to the maintenance and renewal activity reporting format, including a greater focus on KPIs and maintenance milestones.

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PART C – PROMOTING BETTER HEALTH THROUGH HEALTHY EATING AND PHYSICAL ACTIVITY

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 10 (Page 124 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>There is a need for each of the lead agencies providing health promotion program funding to undertake a comprehensive review of their respective funding models to ensure that funds are:</p> <ul style="list-style-type: none"> a) efficiently distributed to maximise the amounts deployed on the ground; b) sufficient to effectively administer and evaluate programs; c) sustainable and consistent with the goals and objectives of the program; and d) sufficiently flexible to respond to local needs and issues. 	<p>Accept in principle</p>	<p>DoH RESPONSE:</p> <p>The Department of Health (DoH) (formerly part of the Department of Human Services) regularly reviews its funding models to achieve the recommendation outcomes. Three year integrated health promotion plans are put in place that respond to the agreed priorities. The plans are annually updated and provide flexibility in addressing emerging and longer term local needs and issues.</p> <p>Recurrent funding to funded sector consortia and organisations for health promotion is based on a weighted population formula which includes burden of disease data, and provides for continuity, refinement and sustainability of programs.</p> <p>Provision for administration and evaluation are included in the funding approach and funded sector consortia and organisations are required to plan, implement and evaluate health promotion programs as a requirement of funding.</p> <p>Primary Care Partnerships (PCPs) have been established to improve integrated care and health promotion, enabling coordination of planning and care pathways for many population groups at risk of poor health.</p> <p>PCPs facilitate collaboration between services to avoid ad hoc efforts in health promotion and align health promotion activities with state-wide health priorities. This collaborative approach reduces duplication and fragmentation of health promotion effort and investment, and allows for shared local planning and decision making.</p> <p>DEECD RESPONSE:</p> <p>The Department of Education and Early Childhood Development (DEECD) is an active participant in the Whole of Government <i>Go for your life</i> initiative which aims to increase the levels of healthy eating and physical activity of all Victorians. DEECD implements a number of initiatives in school settings to help increase the level of healthy eating and physical activity of Victorian school students.</p>	<p>DoH RESPONSE:</p> <p>The health promotion funding formula will be updated so that funding allocations for the next three year funding period (2012-2015) factor in changes over time to population demographics and burden of disease.</p> <p>A significant majority of the health promotion funding provided to the funded sector in 2009-2012 is required to be acquitted using the collaborative approach. Flexibility to address local issues will remain in place.</p> <p>DEECD RESPONSE:</p> <p>Not applicable.</p> <p>DPCD RESPONSE:</p> <p>SRV will continue to evaluate all funded programs and projects with a view to both assessing each particular program and project and reflecting on the funding model as a whole.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
		<p>The strategies being implemented in the school setting are considered as part of a broader Whole of Government Evaluation Framework for health promotion projects which have been established through the <i>Go for your life</i> Secretariat (DoH).</p> <p>DPCD RESPONSE:</p> <p>The Department of Planning and Community Development's (DPCD) Sport and Recreation Victoria Division (SRV) provides health promotion funding for a diverse range of programs and projects. All programs and projects are subject to an evaluation which helps to inform future service delivery.</p> <p>The evaluation findings enable DPCD to review its funding model and mix on an ongoing basis with regard to ensuring program funds are used in the most efficient, effective, sustainable, goal-oriented and flexible way.</p>	

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 11 (Page 125 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Department of Human Services consider:</p> <p>a) developing a prescriptive model for building community capacity across the community health and public health partnership sector together with targeted training and tools to assist implementation in local organisations; and</p> <p>b) funding demonstration sites across the sector which exhibit best practice approaches to capacity building.</p>	<p>Accept in principle</p>	<p>DoH through its PCP's supports the development and implementation of best practice approaches to capacity building.</p> <p>Community and organisational capacity building is a fundamental aspect of the integrated health promotion model. The evidenced-based model is described in the integrated health promotion resource kit (www.health.vic.gov.au/healthpromotion/evidence_res/integrated.htm) which is required to be used by all funded sector consortia and organisations.</p> <p>The model for community capacity building across the community health sector needs to address the agreed priorities and the needs of the target population groups and the integrated health promotion resource kit has enabled a consistent and evidence-based approach to the planning, implementation and evaluation of health promotion.</p> <p>A range of case studies has been developed and disseminated through the PCP and Community Health web site. Regular forums have been conducted to present the case studies and to foster capacity building.</p> <p>The <i>Public Health and Wellbeing Act</i> (2008) provides a legislative base for collaborative local level planning for population health. Within the public health partnership sector, the <i>Environments for Health</i> planning resource has been revised and updated to further support local level capacity building in the current context.</p> <p>DoH has funded a number of capacity building initiatives including:</p> <ul style="list-style-type: none"> the Good Practice program, administered through departmental regions; production of a guide to evaluation for local government; and health promotion training short course that emphasises partnerships and local capacity building. <p>These initiatives provide capacity building resources that emphasise local partnerships in both the planning and evaluation of local level public health initiatives.</p> <p>DoH uses demonstration sites where further lessons or insights are</p>	<p>Further actions to support building community capacity across the community health and public health partnership sector include:</p> <ul style="list-style-type: none"> new reporting measures for community sector health promotion will include standard measures for measuring the impact of both community and organisational capacity building; state-wide and local analysis of the data collected and dissemination of feedback to support continuous quality improvement in capacity building; and continued development and sharing of good practice case studies through web sites and regular forums. <p>A state-wide capacity building strategy is currently being planned to complement <i>Environments for Health</i>, the new <i>Public Health and Wellbeing Act</i> (2008) and the National Partnership Agreement on Preventive Health (NPAPH) which begins in 2009-10.</p> <p>This strategy is planned to commence in 2010 and will provide resources for training, planning implementing and evaluating local level population health initiatives.</p> <p>Evaluation work from this strategy will be disseminated to encourage best practice.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
		needed, or where the practice is new and would benefit others to see it in practice.	
• Recommendation 12 (Page 131 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)			
Given the critical need for current data on obesity related indicators to facilitate lead and local agency planning, the implementation of the Victorian Health Monitor across the State should be afforded a high priority by the Department of Human Services to enable the results to be accessed by interested stakeholders as soon as possible.	Accept	<p>The collection of data for the Victorian Health Monitor commenced in March 2009 and is scheduled for completion by 30 September 2010. The findings from the study will be reported in two reports, the:</p> <ul style="list-style-type: none"> • <i>Cardiovascular Disease and Diabetes Risk Factor Report</i>; and • <i>Food and Nutrition Survey Report</i>. 	<p>The results from the Victorian Health Monitor will be available on the DoH website and widely disseminated to stakeholders.</p> <p>Recipients will include PCP's, local government authorities (LGA), community health centres, VicHealth, the Heart Foundation, and the Cancer Council Victoria.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 13 (Page 131 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Department of Human Services consider means for sharing relevant health and lifestyle data gathered across lead and local agencies and non-government organisations in relation to issues associated with overweight and obesity and chronic disease to improve access and assist lead and local agency planning.</p>	<p>Accept</p>	<p>DoH is continually developing and improving the data collection and monitoring system relating to risk factors for chronic disease and effectively communicating this knowledge to agencies and the community.</p> <p>The data and information that DoH collects, analyses and disseminates include:</p> <ul style="list-style-type: none"> • the Burden of Disease study; • information on trends in avoidable mortality; • data on ambulatory care sensitive conditions; • the Victorian Health Information Surveillance System (an interactive web site); and • the Victorian Population Health Survey. <p>This information is available on the health status website and informs policy development and contributes to overall program planning for chronic disease prevention and other activities in Victoria.</p> <p>PCP's seek to improve integrated care and health promotion, particularly population groups at risk of poor health.</p> <p>PCPs are made up of a diverse range of member agencies and members increasingly align their health promotion activities with DoH state-wide priorities. All PCPs include hospitals, community health, local government and divisions of general practice as core members. Locally, PCPs engage with groups such as the police, schools and community groups.</p>	<p>The information from the expanded Victorian Population Health Survey at LGA level will be available in late 2009 in a report, 79 LGA fact sheets and on the DoH health status website.</p> <p>DoH reviews the data collection and dissemination on an ongoing basis to ensure it is both relevant and useful.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 14 (Page 139 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>VicHealth and the Department of Human Services work together to develop a research investment strategy which identifies and prioritises state-wide research projects in the area of health promotion directed at addressing the increasing rates of overweight and obesity in the population. In identifying projects, consideration should be given to:</p> <p>a) identifying the current gaps in the research base in respect of the factors which cause overweight and obesity and the most effective strategies to tackle these factors;</p> <p>b) research being undertaken nationally, interstate and overseas so as to minimise any potential areas of duplication and to assist in the design of research projects in the State;</p> <p>c) an assessment of the human and financial resources required to undertake the required research into obesity, dietary behaviour and physical activity together with an assessment of the adequacy of the current level of investment in research activities in these areas; and</p> <p>d) the development of criteria or methodology for prioritising the research projects identified.</p>	<p>Accept</p>	<p>VicHealth and the DoH have developed a broader prevention research agenda, aligning with the:</p> <ul style="list-style-type: none"> • priorities of the Council of Australian Governments' (COAG) National Partnership Agreement on Preventive Health (NPAPH), and • National Preventative Health Taskforce. <p>The alignment of VicHealth's strategic plan and the State's Public Health and Wellbeing Plan is essential to strengthen the prevention effort in Victoria.</p> <p>A joint VicHealth/DoH senior management group is meeting regularly with the aim to review the detail, synergies and gaps between intended strategic directions.</p> <p>The VicHealth Research Grants Program provides funding for investigator-initiated research to test new ideas to strengthen health promotion activities in Victoria. DoH worked with VicHealth in the short-listing of applications which demonstrated an understanding of the social determinants of health and the capacity to generate research findings that are immediately useful for health promotion practice.</p>	<p>DoH and VicHealth will develop a coordinated Strategic Prevention Research and Knowledge Strategy for Victoria.</p> <p>VicHealth will be invited to be a member of the Advisory Partner Network in the development of the State Public Health and Wellbeing Plan.</p> <p>The State Public Health and Wellbeing Plan and linked Municipal Public Health Plans will guide the State's research investment in obesity prevention.</p> <p>DoH will develop a system to undertake rapid reviews of research evidence to guide intervention design.</p> <p>DoH will engage VicHealth in the development of a Centre of Excellence in Intervention and Prevention Science for Victoria which will enable targeted and needed (gap) research in prevention for children, workers and communities. In particular this Centre will provide and build expertise in economic impact analyses of interventions to aid government decision making.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 15 (Page 153 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Department of Human Services finalise the development of comprehensive performance indicators relevant to the <i>Go for your life</i> Strategic Plan as a matter of urgency.</p>	<p>Accept in principle</p>	<p>Victoria has been an active contributor to the COAG reform agenda for preventative health. This has included establishment under the NPAPH, of nationally agreed outcomes and performance indicators relating to healthy weight, healthy eating and physical activity.</p> <p>These outcomes align to the objectives contained in the <i>Go for your life</i> Strategic Plan 2006-2010 and the indicators provide sharper definition of the <i>Go for your life</i> measures and assume a reform context in the 6-year period from 2009 with commitment to a significantly increased effort at national and State levels to achieve progress.</p> <p>Reporting on the 2006-2010 performance of <i>Go for your life</i> will reflect development of the evidence base, building capacity and partnerships and the ability to establish more robust benchmarks for performance assessment. This work is underway and the performance indicators will track progress against the 'short term impacts' identified in the <i>Go for your life</i> program logic.</p>	<p>Planning for the next phase of the <i>Go for your life</i> initiative beyond 2010 will establish, at the outset, a set of agreed priority actions, milestones and targets that will contribute to Victoria's performance on nationally agreed outcomes and performance indicators for healthy weight, healthy eating and physical activity.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 16 (Page 153 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>A concerted effort be made by the Department of Human Services, the Department of Planning and Community Development and the Department of Early Childhood Development to develop and implement comprehensive evaluation frameworks, which include relevant and appropriate performance indicators to improve the assessment and reporting of information about the health outcomes of health promotion programs and activities.</p>	<p>Accept in principle</p>	<p>DoH RESPONSE:</p> <p>The integrated health promotion approach is supported by the mandatory use of the integrated health promotion resource kit (as per the DoH response to Recommendation 11). Since 2002 this resource kit has enabled a consistent and evidence-based approach to the planning, implementation and evaluation of health promotion.</p> <p>New reporting measures have been developed to improve the measurement of the impacts of the health promotion effort in Primary Health. The new measures are being implemented as part of 2009-2012 service agreement with the funded sector consortia and organisations. The new measures will support improved evaluation of health promotion effort through the collection of standard measures, state-wide analysis of the data collected and dissemination of feedback to support continuous quality improvement.</p> <p>An agreed list of indicators and tools for nutrition and physical activity is in development, based on the <i>Health Promoting Communities: Being Active and Eating Well</i> evaluation plan and the 'Strengthening evaluation of public health programs' research project.</p> <p>DEECD RESPONSE:</p> <p>The effectiveness of programs in this area is measured in a number of different ways. Overall, an Evaluation Framework for health promotion projects has been established through the <i>Go for your life</i> Secretariat located in DoH. A review of <i>Go for your life</i> interim performance monitoring arrangements is being undertaken with the goal of working towards developing common indicators to be used across Departments.</p> <p>DEECD has developed a School Compliance Checklist. This tool requires schools to self report annually against a number of items regarding implementation of Victorian government policies relating to healthy eating and physical activity.</p> <p>These items relate to mandated time requirements for physical and</p>	<p>DoH RESPONSE:</p> <p>The National Partnership Agreement on Preventive Health (NPAPH) includes identified outcomes, performance targets and indicators related to healthy body weight, healthy eating and physical activity. Both DPCD and DEECD will be invited to participate in the governance structure for the development of Victoria's implementation plan under the National Partnership.</p> <p>DoH will convene a group to advise on continuous quality improvement of the new reporting measures for health promotion. The aim of this approach is to foster cross program consistency to the assessment and reporting of health promotion activity using a consistent framework and consistent measures.</p> <p>The indicators, tools and an evaluation framework developed through this group will be made available on the Health Promotion website so that they can be accessed by stakeholders.</p> <p>DEECD RESPONSE:</p> <p>Contribution to the development of the <i>Go for your life</i> Action Plan 2010-2015 that is currently being undertaken.</p> <p>DPCD RESPONSE:</p> <p>SRV will continue to evaluate the outcomes of all funded programs and projects with a view to both assessing each particular program and</p>

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		<p>sport education and adherence to the <i>School Canteen and Other School Food Services Policy</i> which:</p> <ul style="list-style-type: none"> • provides for a healthy school food service; • does not supply high sugar content soft drinks; and • is phasing out the sale of confectionery. <p>This data is provided to program areas and DEECD's regional offices for information and action. Questions on the checklist are updated to reflect current DEECD policy.</p> <p>DPCD RESPONSE:</p> <p>SRV provides health promotion funding for a diverse range of programs and projects. Appropriate evaluation frameworks are developed for funded programs and projects and thorough evaluations are undertaken in ways appropriate for each type of project/program.</p> <p>Evaluations undertaken by SRV have a strong emphasis on assessing the outcomes of funded projects. The findings are used to improve particular programs and to refine outcome-related evaluation frameworks and performance indicators on an ongoing basis.</p> <p>The various evaluation frameworks consider a range of factors such as:</p> <ul style="list-style-type: none"> • evidence-based research; • opportunities for involvement in physical activity in local communities by people underrepresented in physical activity participation; • factors which support/impede individual change in relation to physical activity, health and well-being; • increased awareness of the importance of and opportunities to be physically active, increased capacity amongst communities to support physical activity and increased participation in physical activity amongst the target communities; and • effectiveness of providing supported physical activity opportunities to sole parent families with the intention of 	<p>further refining the evaluation of outcomes.</p>

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		increasing their level of activity.	
<p>• Recommendation 17 (Page 153 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Government review the State's current investment in evaluation of health promotion programs to ensure that sufficient funds are available to assess the effectiveness of government programs and activities in this area.</p>	<p>Accept in principle</p>	<p>DoH regularly reviews its funding models to achieve efficient and effective outcomes. Three year integrated health promotion plans are put in place that respond to the agreed priorities. The plans are annually updated and provide flexibility in addressing emerging and longer term local needs and issues.</p> <p>Recurrent funding for health promotion is based on a weighted population formula which includes burden of disease data, and provides for continuity, refinement and sustainability of programs. Provision for administration and evaluation are included in the funding approach.</p> <p>The integrated health promotion approach is supported by the mandatory use of the integrated health promotion resource kit. Since 2002 this resource kit has enabled a consistent and evidence-based approach to the planning, implementation and evaluation of health promotion.</p> <p>New reporting measures have been developed to improve the measurement of the impacts of the health promotion effort in primary health. The new measures are being implemented as part of 2009-2012 service agreement with the funded sector consortia and organisations. The new measures will support improved evaluation of health promotion effort through the collection of standard measures, state-wide analysis of the data collected and dissemination of feedback to support continuous quality improvement.</p> <p>An agreed list of indicators and tools for nutrition and physical activity is in development, based on the <i>Health Promoting Communities: Being Active and Eating Well</i> evaluation plan and the 'Strengthening evaluation of public health programs' research project.</p>	<p>As part of the <i>Primary Health Branch Funded Organisation Requirements 2009–2012</i> funded sector organisations and consortia will be required to:</p> <ul style="list-style-type: none"> strengthen the focus on agreed local priorities and the Victorian health promotion priorities; and develop evaluation plans should as part of the of the overall plan for health promotion. <p>DoH will convene a group to advise on continuous quality improvement of the new reporting measures for health promotion. The aim of this approach is to foster cross program consistency to the assessment and reporting of health promotion activity using a consistent framework and consistent measures.</p> <p>The indicators, tools and an evaluation framework will be made available on the Health Promotion website so that they can be accessed by stakeholders.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 18 (Page 153 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
The Department of Education and Early Childhood Development undertake appropriate evaluations of Commonwealth and State initiatives to assess the impact of programs and ways for streamlining any program crossovers aimed at the promotion of physical activity and healthy eating by school children.	Accept in principle	All DEECD student wellbeing and health support programs are evaluated on an 'as needed' basis in order to determine their continued efficacy. As a result of this ongoing review process, policies and programs relating to student wellbeing and health support are refined and updated. This includes Commonwealth funded initiatives. This reflects DEECD's strong commitment to an evidence based policy.	Consideration of recommendations which emerge from the Victorian Parliamentary Inquiry into the Potential for Schools to Become a Focus for Promoting Healthy Community Living.
<p>• Recommendation 19 (Page 153 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
Work being undertaken by the Department of Human Services to address the recommendations contained in the Evaluation of the Environments for Health report, should be afforded a high priority to improve the effectiveness of Municipal Public Health Plans as a health planning tool.	Accept	<i>Environments for Health</i> has been revised in line with the evaluation findings and other review results. The report has also been supplemented with other publications, which are now in final draft form.	A support strategy for local government will be implemented aimed at improving planning and evaluation activities associated with Municipal Public Health Planning and the NPAPH.

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 20 (Page 153 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The importance of local government in effecting changes to the lifestyle and behaviour of local communities warrants greater attention and support from the Department of Human Services and the Department of Planning and Community Development in supporting local government to build capacity and develop its workforce so that they are equipped to undertake meaningful assessments of the outcomes of their Municipal Public Health Plans.</p>	<p>Accept in principle</p>	<p>DoH RESPONSE:</p> <p>DoH produces a range of guides to support local government planning and evaluation aimed at improving lifestyle and behaviour. These include evidence guides, an evaluation guide and a revised <i>Environments for Health</i> planning resource.</p> <p>DPCD RESPONSE:</p> <p>DPCD supports local government in developing its workforce so that they are equipped to undertake meaningful assessments of the outcomes of their Municipal Public Health Plans.</p>	<p>DoH RESPONSE:</p> <p>A support strategy aimed at improving planning and evaluation for preventive health activities will be implemented in line with the NPAPH and the <i>Public Health and Wellbeing Act 2008</i>.</p> <p>Further planning will be undertaken to boost capacity and capability building of local government to effect local community health and wellbeing in accordance with the <i>Public Health and Wellbeing Act 2008</i>.</p> <p>DPCD RESPONSE:</p> <p>DPCD will continue to support local government to build capacity and develop its workforce so that they are equipped to undertake meaningful assessments of the outcomes of their Municipal Public Health Plans.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 21 (Page 161 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
In respect to Aboriginal Health Promotion and Chronic Care plans, the Department of Human Services develop measures to assist agencies in improving the quality and comprehensiveness of these Plans. Consideration needs to be given to ensuring these agencies have adequate funding and training assistance to undertake the required health planning.	Accept in principle	<p>New reporting measures have been developed to improve the measurement of the impacts of the health promotion effort. The new measures will be implemented as part of 2009-2012 service agreement between DoH and the funded sector consortia and organisations. The new measures will support improved evaluation of health promotion effort through the collection of standard measures, state-wide analysis of the data collected and dissemination of feedback to support continuous quality improvement.</p> <p>In the initial implementation phase of Aboriginal Health Promotion and Chronic Care (AHPACC), effort has focussed on partnership development between the Indigenous and non-Indigenous agencies. This has provided a foundation for the coordination and collaboration of effort.</p>	<p>DoH and the Victorian Aboriginal Community Controlled Health Organisation, are currently developing phase two of the AHPACC program. This will involve more rigorous monitoring of activities and the provision of more support for planning to improve quality and to focus on client outcomes.</p> <p>This work will coincide with Victoria's implementation of the National Partnership Agreement on Improving Outcomes in Indigenous Health Outcomes over four years from 1 July 2009. The first stage of this work will involve regional needs analyses, which will address such matters as adequate funding and training for the development and delivery of health initiatives for Aboriginal people, both within and outside the AHPACC program.</p>
<p>• Recommendation 22 (Page 161 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
The Department of Education and Early Childhood Development should seek to improve its understanding of the chronic disease risk factors facing school-aged children through increased research and analysis to better inform the design of activities and programs aimed at encouraging healthy lifestyle choices and behaviour.	Accept in principle	<p>DEECD places a high priority identifying potential opportunities for schools to become a focus for promoting healthy community living. Schools promote holistic healthy living within their school communities involving healthy eating, active lifestyles, sun smart awareness and appreciation of the effects of harmful substances.</p> <p>DEECD researches and reviews:</p> <ul style="list-style-type: none"> • successful programs which have been instituted in schools in other States or internationally; • opportunities for linking with community leaders and forming partnerships with business and community organisations; and • existing broader health promotion policies and activities. 	Consideration of recommendations which emerge from the Victorian Parliamentary Inquiry into the Potential for Schools to Become a Focus for Promoting Healthy Community Living.

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 23 (Page 166 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Government give consideration to the development of a social marketing campaign which focuses on the issue of overweight and obesity and its links to chronic diseases. Such a campaign should be directed at raising awareness of the risks associated with unhealthy lifestyle and promoting positive changes in individual and societal attitudes and behaviours over time.</p>	<p>Accept in principle</p>	<p>The current <i>Go for your life</i> social marketing program includes project level and local level awareness raising such as the state-wide 'Life! – <i>Taking Action on Diabetes</i>' media campaign targeting Victorians at high risk of type 2 diabetes, promotion of the Premier's Physically Active Families Challenge and the school-based coordinated healthy message campaign under the <i>Kids – Go for your life</i> program.</p> <p>In addition, a program of sponsorships promotes the <i>Go for your life</i> message through, for example, partnerships with sporting groups such as the Australian Football League Victoria. Information for organisations and the general public on <i>Go for your life</i> activities and resources is made available through a dedicated website and telephone information line. The mobile Community Education Program targets the school and school environment and is integrated into the local school and community-based <i>Go for your life</i> activities.</p> <p>In contributing to the development of the COAG National Partnership Agreement on Preventive Health (NPAPH), Victoria has supported building on the social marketing campaign component of the Australian Better Health Initiative to roll out consistent national messages during 2010 - 2013 on the risks associated with unhealthy lifestyles. The campaign will support national and State initiatives to promote healthy and active lifestyles and complement social marketing activities at the State level.</p>	<p>Planning has commenced for proposed social marketing to support <i>Go for your life</i> action 2010 and beyond on lifestyle related risk factors for chronic disease. This will be informed by the evidence from population health surveillance of the health and lifestyle of Victorians and the most effective use of social marketing techniques in supporting increased awareness and the adoption of healthy and active lifestyles.</p> <p>Planning will also take into account the Commonwealth Government's investment in a national social marketing campaign to reduce obesity and other key risk factors under the COAG NPAPH. The national campaign will be developed through ongoing consultation with States and territories and include a small allocation to States for complementary local social marketing activities.</p>
<p>• Recommendation 24 (Page 169 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Government consider a review of the current investment in preventative health promotion in the State given the costs associated with the treatment of chronic diseases and the benefits to be gained from reducing the rate of chronic disease in the State.</p>	<p>Accept in principle</p>	<p>The Victorian Government is a signatory to the National Partnership Agreement on Preventive Health (NPAPH).</p> <p>The objectives of the NPAPH include reducing the risk of chronic disease for all Australians. The development of the NPAPH considered existing and future needs in preventative health.</p> <p>The NPAPH provides for increased investment in preventive health linked with targets for reductions in obesity, unhealthy eating, physical</p>	<p>A Victorian implementation plan for the NPAPH will be developed.</p> <p>Through the development of health economics capacity via the Centre of Excellence in Intervention and Prevention Science, DoH will undertake routine economic impact analyses of prevention interventions.</p> <p>DoH will consider undertaking an initiative to estimate the returns on investment from</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
		inactivity, smoking, and hazardous alcohol consumption.	Victorian prevention for COAG priorities.
• Recommendation 25 (Page 171 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)			
<p>The Department of Education and Early Childhood Development give consideration to increasing programs and activities in school, aimed at the development of life skills in good nutritional habits and choices with the aim of skilling the future adult population of the State in healthy lifestyle choices and behaviour.</p>	<p>Accept in principle</p>	<p>The provision of Health Education and Physical Education for all Victorian students is directed through the Victorian Essential Learning Standards and mandated times for Physical Education and Sport.</p> <p>All Victorian students receive health education through the Victorian Essential Learning Standards which outlines essential learning for all students. Health and Physical Education is an essential domain, with standards for students at all levels from Prep to Year 10.</p> <p>Government schools must provide a minimum of:</p> <ul style="list-style-type: none"> • 20-30 minutes a day of physical education and activity for Prep to Year 3 students; • three hours per week (with at least 50 per cent being the physical education component) for Year 4 to 6 students; and • 100 minutes physical education and 100 minutes of timetabled sport each week for Year 7 to 10 students. <p>'Go for your life' Healthy Canteen Kit supports schools to implement the <i>School Canteens and Other School Food Services</i>. This involves developing a whole-school approach to healthy eating that includes the provision of food services in school environments and a teaching and learning component.</p> <p>The 'Go for your life' Kitchen Garden Project with Stephanie Alexander has been implemented in 46 Victorian schools. This project supports schools to develop programs around growing and preparing healthy foods.</p>	<p>Consideration of recommendations which emerge from the Victorian Parliamentary Inquiry into the Potential for Schools to Become a Focus for Promoting Healthy Community Living.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 26 (Page 171 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Government give consideration to the development of a chronic disease prevention strategy for Victoria. Such a strategy needs to:</p> <ul style="list-style-type: none"> a) clearly identify the causes of serious chronic disease in the State; b) Specifically consider those groups most at risk, particularly indigenous Victorians; c) determine the research requirements and gaps in the evidence-base; d) determine the medium and long term objectives of the strategy; e) assign responsibilities across government; f) articulate the mechanisms for coordination and communication of activities under the strategy; and g) determine the monitoring and evaluation mechanisms needed to provide feedback on achievements and determine future direction. 	<p>Accept in principle</p>	<p>DoH has developed a Cancer Action Plan, a Tobacco Control Strategy and a Strategic Framework for Diabetes Prevention and Management.</p> <p>The NPAPH will provide a common framework for action from 2009 to 2015 to reduce the risk factors associated with chronic diseases.</p> <p>Together, these initiatives are responsive to the requirements of the recommendation and address the issues identified.</p>	<p>DoH will continue to progress work with the existing chronic disease action plans / strategies and the NPAPH.</p>

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 27 (Page 173 of Part C: Promoting Better Health through Healthy Eating and Physical Activity)</p>			
<p>The Government, under the auspice of the Department of Premier and Cabinet, review the Victorian Health Promotion Foundation's enabling legislation to ensure that:</p> <p>a) VicHealth is recognised as the Government's pre-eminent health promotion agency and is given responsibility for leading and coordinating the State's future strategy on the prevention of chronic diseases;</p> <p>b) the legislation reflects most accurately the current environment in which VicHealth operates; and</p> <p>c) VicHealth is not restricted about how and where best to direct its resources to drive the State's strategy on preventative health in the most effective manner.</p>	<p>Reject</p>	<p><i>The response to this recommendation has been provided by DoH.</i></p> <p>VicHealth was established as a Statutory Authority of government under the <i>Tobacco Act</i> 1987. It is governed by a Board responsible to the Minister for Health and is funded through DoH.</p> <p>Government has established a contractual and strategic relationship with VicHealth which enables it to create the environments conducive to and provides resources required for good health for Victorians. This is done with, and as a part of, the government's total program in the prevention of chronic diseases. VicHealth's funding service agreement is for a three-year period in line with the three-year business cycle adopted by DoH (formerly Human Services).</p> <p>The responsibility for leading and coordinating "the State's future strategy on the prevention of chronic disease" is the responsibility of DoH, in particular, as part of a comprehensive whole of government program of work.</p> <p>VicHealth is one component of the government's investment in health promotion and disease prevention in Victoria and not the totality of investment. For example, the new <i>Public Health and Wellbeing Act</i> 2008 specifies the development of Victoria's first State Public Health and Wellbeing Plan. This plan, through whole of government, non-government and community engagement and collaboration will set the State directions for prevention.</p> <p>On July 1 2009 the six-year NPAPH, signed by all Australian First Ministers, commenced. This Agreement focuses preventive health attention and investment on social marketing for tobacco and healthy active living, and reducing excessive alcohol consumption and obesity rates through healthy communities (local government), healthy children and healthy worker investments. DoH has been the lead negotiation agency in development of the NPAPH which specifies a significant role in the new preventive health agenda for Victoria.</p> <p>Under the leadership of the DoH, VicHealth plays an important role in collaborative State health promotion and prevention efforts.</p>	<p>DoH has no plans to review the <i>Tobacco Act</i> 1987.</p> <p>DoH is the lead agency and jurisdictional representative responsible for developing the Victorian Implementation Plan for the National Preventive Health agenda. DoH is represented on a National Implementation Working Group, National Development Committees for: data and surveillance, social marketing and tobacco, industry partnerships, workforce audit and strategy, healthy children, healthy workers and healthy communities. DoH is in the process of establishing mechanisms to deliver an effective and robust preventive health program in Victoria. Multiple advisory and working groups are being established and facilitated by DoH to enable a collaborative State response e.g. A healthy worker planning group with WorkHealth, a Child Health Strategy with DEECD. VicHealth will be invited to participate in these processes along with multiple prevention groups.</p> <p>The development of the first State Public Health and Wellbeing Plan is underway to provide a strategic framework for government directions in promoting, protecting and maintaining the health of the population. The implementation and evaluation of the Agreement on Preventive Health will be a component of this State plan.</p> <p>DoH will continue to work collaboratively with VicHealth as the peak body for health promotion in Victoria to ensure it's activities are aligned with Government's strategic priorities.</p>

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PART D – PRIORITY TWO FOLLOW-UP

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
• Recommendation 28 (Page 180 of Part D: Priority Two Follow-ups, Chapter 1: Managing Emergency Demand in Public Hospitals)			
The Department of Human Services should explain in a more transparent manner in its public reporting that triage-to-treatment times does not include patients who left prior to receiving treatment.	Accept in principle	The Department of Health (DoH) (formerly part of the Department of Human Services) publishes this information in the technical appendix that accompanies the <i>Your Hospitals</i> report. The <i>Your Hospitals</i> technical appendix is available from the <i>Your Hospitals</i> website at www.health.vic.gov.au/yourhospitals/download.htm	Not applicable.
• Recommendation 29 (Page 181 of Part D: Priority Two Follow-ups, Chapter 1: Managing Emergency Demand in Public Hospitals)			
The Department of Human Services should enlist the Emergency Care Improvement and Innovation Clinical Network to develop procedures for patient re-triaging and management.	Accept	<p>The Emergency Care Improvement and Innovation Clinical Network was established in June 2008 and has adopted a program of activity to reduce variation in clinical practices for high volume clinical conditions.</p> <p>The Emergency Program has undertaken substantial work to guide health services in improving patient experiences in emergency department.</p> <p>DoH, in collaboration with the Emergency Care Improvement and Innovation Clinical Network, is undertaking significant enhancement in emergency department patient care, this includes waiting room policies and guidelines for clinical management.</p>	DoH will continue to work with the Emergency Care Improvement and Innovation Clinical Network to maintain and improve emergency care.
• Recommendation 30 (Page 188 of Part D: Priority Two Follow-ups, Chapter 1: Managing Emergency Demand in Public Hospitals)			
The Department of Human Services act to ensure there are appropriate security controls over emergency Department data management systems.	Accept	<p>The Minister for Health has announced that all hospital staff are to have unique system log ons (as opposed to generic ones) and that audit logs are to be maintained for all emergency department and elective surgery access data systems.</p> <p>Spot audits are being conducted at three health services and a further three spot audits will be conducted in the second half of 2009.</p> <p>DoH is undertaking a comprehensive audit of emergency department data that will be completed by the end of 2009.</p> <p>All Health Services have been advised that data accuracy must be subject to appropriate controls and regular internal audit.</p>	<p>The Director, Hospital Data Integrity is developing internal control guidelines.</p> <p>Health service responsibility will be specified in Statements of Priorities.</p>

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PART D – PRIORITY TWO FOLLOW-UP

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
• Recommendation 31 (Page 186 of Part D: Priority Two Follow-ups, Chapter 2: Raising and Collection of Fees and Charges by Departments)			
In accordance with Government guidelines, Departments should undertake a review of fees and charges every year.	Accept in principle	<p>Departments agree that a regular review of fees and charges helps ensure that fees and charges remain both relevant and appropriate.</p> <p>The Department of Treasury and Finance (DTF) will continue to work with departments to assist them in meeting the obligations of the Standing Directions of the Minister for Finance through the development of supplementary guidance materials.</p>	It is envisaged that the current review of the public finance legislation will help to further clarify requirements around the administration of activities such as the administration of fees and charges, which will assist departments and agencies in their compliance obligations going forward.
• Recommendation 32 (Page 188 of Part D: Priority Two Follow-ups, Chapter 2: Raising and Collection of Fees and Charges by Departments)			
Departments should have in place appropriate internal guidance and policies relating to fees and charges.	Accept in principle	<p>At the whole of government level, the recently developed <i>Cost Recovery Guidelines</i>, together with the Budget and Financial Management Guidance (BFMG) – 21 <i>Guidelines for Setting Fees and User Charges</i> provide relevant guidance to departments.</p> <p>Additionally, where relevant and based on risk management considerations, departments have sought to develop their own policies and procedures relating to fees and charges to assist them in complying with Standing Direction 3.4 <i>Policies and Procedures</i> as required by the <i>Financial Management Act 1994</i>.</p>	It is envisaged that the current review of the public finance legislation will help to further clarify such requirements, which will assist departments and agencies in their compliance obligations going forward.
• Recommendation 33 (Page 188 of Part D: Priority Two Follow-ups, Chapter 2: Raising and Collection of Fees and Charges by Departments)			
Departments should ensure that their systems for fees and charges efficiently interface with their primary financial management system.	Accept in principle	<p>Departments continually review internal systems to ensure they have effective and efficient internal control frameworks, which take into account risks relevant to their business and any risks associated with the interface of internal management information systems.</p> <p>Where efficiency opportunities are identified, they are generally pursued as part of a continuous improvement process.</p>	Not applicable.

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
• Recommendation 34 (Page 189 of Part D: Priority Two Follow-ups, Chapter 2: Raising and Collection of Fees and Charges by Departments)			
The Department of Treasury and Finance should enhance the Financial Management and Compliance Framework to ensure that annual certifications include the requirements related to the administration of fees and charges.	Accept in principle	<p>Ministerial Standing Direction 3.4.1 <i>Policies and Procedures – Revenue</i> states that public sector agencies must implement and maintain an effective internal control framework over revenue transaction processing and management to ensure that revenue is completely and accurately identified, recorded and collected. Specifically, procedure (c) of the direction states that:</p> <p><i>'The levels of charges for goods or services provided must be documented and approved by the Chief Finance and Accounting Officer (CFAO), and must be reviewed at least annually by a delegate of the CFAO and a recommendation made to the Responsible Body as to how they should be updated'.</i></p> <p>Compliance with the <i>Policies and Procedures</i> directional requirement, as part of the annual certification process, is considered to provide an appropriate framework for the administration of fees and charges by public sector agencies.</p>	As part of a continuous improvement process, DTF will continue to conduct regular reviews of the Financial Management and Compliance Framework and the associated Ministerial Directions, for on-going relevance and appropriateness.
• Recommendation 35 (Page 190 of Part D: Priority Two Follow-ups, Chapter 2: Raising and Collection of Fees and Charges by Departments)			
The Department of Treasury and Finance should, in consultation with departments, undertake investigations into the feasibility of developing or purchasing a common system for departments that administer fees and charges that integrates with its primary financial system.	Accept in principle	<p>DTF agrees in principle, that a common information system for departments for the administration of fees and charges may potentially provide benefits in the administration of fees and charges.</p> <p>However, it is yet to be determined if the development/acquisition of such a system is feasible given the vast diversity of fees and charges administered across departments, or that it would provide net benefit to the public sector given the low materiality of these revenue sources.</p>	DTF will further consider this matter as part of its continuous broad examination of whole of government level systems, through consultation with departmental Chief Financial Officers.

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PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
• Recommendation 36 (Page 198 of Part D: Priority Two Follow-ups, Chapter 2: Administration of Non-Judicial Functions of the Magistrates' Court of Victoria)			
The Magistrates' Court of Victoria in conjunction with the Department of Justice continues to develop its staff rotation policy and encourage the development of staff via secondments outside of the court system.	Accept in principle	<p>The Department of Justice (DOJ) reported to the Public Accounts and Estimates Committee (the Committee), prior to the release of report 86, that the Magistrates' Court of Victoria (the Court) has put in place a workforce planning strategy, which included encouraging staff to undertake secondments.</p> <p>The Committee considers that encouraging more staff to undertake secondments outside of the Court system would be beneficial to the organisation.</p> <p>In the context of recent Enterprise Bargaining Agreement (EBA) negotiations, the Court is currently reviewing its staff rotation policy and will consider measures to facilitate and encourage Court staff to seek career development opportunities, external to the Court, in this review.</p>	A key outcome of the Court's Business Plan for 2009/10 is to determine the Court's future workforce model including career pathways and succession planning and develop a workforce strategy that is reflective of the Court's changing workforce and customer base.
• Recommendation 37 (Page 199 of Part D: Priority Two Follow-ups, Chapter 2: Administration of Non-Judicial Functions of the Magistrates' Court of Victoria)			
The Magistrates' Court of Victoria implement a performance measure that strives for continuous improvement in the timeliness of complaint handling.	Accept	<p>DOJ reported the Court's aims for timeliness in dealing with complaints via its Complaints Actions System (CAS).</p> <p>While the Court has built in a measure to track the number of complaints, the Committee is of the view that the Court should include in its performance measures an appropriate indicator that tracks timeliness of complaint handling.</p> <p>The Court is preparing a customer service review which will include the overall management of complaint handling including timeliness. The Court's current Customer Service Charter will be reviewed as part of a broader strategy to reform customer service across the Court.</p>	Customer Service Standards and the Court's current Complaints Policy, which incorporates standards for responding to complaints, will be redeveloped as part of this process.

**GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 86, Review of the findings and recommendations of the Auditor-General's reports tabled
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PART D – PRIORITY TWO FOLLOW-UP

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 38 (Page 200 of Part D: Priority Two Follow-ups, Chapter 2: Administration of Non-Judicial Functions of the Magistrates' Court of Victoria)**

<p>The Magistrates' Court of Victoria investigate formal and informal methods for gathering information for measuring and reporting on the needs and perceptions of public court users on a regular basis. Pervasive needs of users over a period of reasonable time will need to be addressed by the Magistrates' Court of Victoria.</p>	<p>Accept</p>	<p>The original Auditor-General report found processes were in place to obtain feedback from professional users of the Court, but this did not include public users. In response, DOJ reported that the Court had put in place The Magistrates' Court 2015 Project, part of which engages public court users to provide feedback.</p> <p>The Committee agreed with the Auditor General's concern over 'the absence of systematic methods for regularly measuring and reporting public user satisfaction with Court services' and noted while the Court has sought views of public court users for its project, it had not set about to implement the Auditor-General's recommendation.</p> <p>The Magistrates' Court 2015 Project found that 'In Person Appearances' should be recognised and accepted as a permanent, significant, and increasing court client group. As such, one of the findings of the Magistrates' Court 2015 Project was to "Investigate ways for the Court to accurately collect data on the Court's Self-Represented Litigants and their impact on the costs and efficiency of the Court".</p> <p>The New Directions Project is currently undertaking an In Person Appearances Data Analysis designed to assess the quantity and nature of the Court's interactions with self-represented parties, who form a sizeable group within the Court users. This will provide an opportunity to review and improve services available to Court users.</p>	<p>Information gathered from the <i>In Person Appearances Data Analysis</i> will enable assessment of self-represented litigants as a specific group of Court users, and provide insight into their impact on Courts and Tribunals. The analysis will present a greater understanding of this significant group of Court users, and provide an opportunity to increase the quality and appropriateness of services available to them, whilst simultaneously improving the efficiency of the Court.</p> <p>All data collated will assist in constructing a methodical device to develop and improve court performance. Acquiring this information will provide a new perspective of the impact self-represented parties have on the Court, and how services to this group of Court users can be improved and used to inform an <i>In Person Management Plan</i> for the Court.</p>
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PART D – PRIORITY TWO FOLLOW-UP

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
• Recommendation 39 (Page 203 of Part D: Priority Two Follow-ups, Chapter 2: Administration of Non-Judicial Functions of the Magistrates' Court of Victoria)			
The Magistrates' Court of Victoria, Department of Justice and the Victorian Auditor-General's Office quickly agree and implement a best practice model for the management of the Court Fund, including guidelines for funds accountability and decision making on distribution of funds.	Accept	<p>The Auditor-General originally found that administering the Court Fund created an extra administrative burden for Court staff, as well as posing a number of risks. As a result, the Courts and Tribunals' Organisational Capability Unit (OCU) undertook a review during 2008, which delivered a report containing a number of recommendations.</p> <p>Further action on auditing the Courts' compliance in relation to the management of the Court Fund relied upon finalisation of the report via input from relevant parties. Subsequently, the Court discussed the report recommendations with the Victorian Auditor-General's Office (VAGO) to determine the financial implications of the operations of the Court Fund. This activity supports action to improve and streamline the management and administration of the Fund.</p>	Following discussions with VAGO, the report is now being reviewed by the Court and is currently with the Court's Executive Group to determine further actions.
• Recommendation 40 (Page 211 of Part D: Priority Two Follow-ups, Chapter 2: Contracting and Tendering Practices in Selected Agencies)			
The Victorian Auditor-General's Office undertake cross agency audits of contracting and tendering practices in selected agencies every three years.	Not applicable.	The Government has reviewed the recommendations the Committee has made for VAGO and considers these matters to be operational. Therefore, it is appropriate that VAGO address these recommendations independently.	Not applicable.

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PART D – PRIORITY TWO FOLLOW-UP

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
<p>• Recommendation 41 (Page 212 of Part D: Priority Two Follow-ups, Chapter 2: Contracting and Tendering Practices in Selected Agencies)</p>			
The Department of Transport implement initiatives to ensure users of the Construction Supply Register submit performance reports.	Accept in principle	<p>Since the VAGO report of 2007, DOT has held discussions with key users of the CSR to determine the barriers to submitting reports and has developed a performance report format in consultation with Construction Contracts Advisory Panel (CCAP).</p> <p>Pursuant to the <i>Guide to Ministerial Direction #1 Tendering Provisions for Public Construction</i> (effective 1 May 2009 - the Ministerial Direction is issued under the <i>Project Development and Construction Management Act 1994</i>), the Secretary of the Department of Planning and Community Development (DPCD) will establish performance reporting requirements for department and public bodies where deemed appropriate.</p>	Not applicable.