

Questions taken on notice

Portfolio:	Secretary
Witness:	Mr Andrew Crisp
Committee member:	Mr Danny O'Brien
Page of transcript:	5

Mr D O'BRIEN: Can I ask, sorry, Commissioner, what is the current percentage of females in the fire services?

Mr CRISP: I believe it is about 3 per cent career in Fire Rescue Victoria.

Mr D O'BRIEN: Do you have figures for CFA?

Mr CRISP: In terms of volunteers, I would have to take that one on notice.

Response:

Fire Rescue Victoria (FRV)

- In June 2021, the FRV workforce included:
 - 4.7 per cent female operational firefighters
 - 51.8 per cent female corporate employees.
- As at November 2021, the FRV workforce includes:
 - 5.1 per cent female operational firefighters
 - 49 per cent female corporate and operational support employees.
- The functions referenced above are classified as follows:
 - Operational firefighters – All firefighter ranks including Instructor, Manager Community Safety and Fire Service Communication Controllers.
 - Corporate and operational support – All corporate staff and technicians (such as Communications Technical Service officers, Practical Area Drill & Protective Equipment Technicians, mechanical).
- Casual and agency staff have been excluded.

Country Fire Authority (CFA)

- In June 2021, 22.4 per cent of the CFA volunteer workforce were female, including:
 - 14.8 per cent of operational volunteers
 - 33.5 per cent of support volunteers (including Junior members)
- In addition, 58.9 per cent of CFA employees were female.

Forest Fire Management, Department of Environment, Land, Water and Planning

- The current percentage of female firefighters in Forest Fire Management Victoria is not part of the Department of Justice and Community Safety.

Portfolio:	Secretary
Witness:	Ms Rebecca Falkingham
Committee member:	Mr Danny O'Brien
Page of transcript:	5

Mr D O'BRIEN: This possibly is more a question for the Secretary. Page 70 of the annual report lists 'Grant expense', and I am guessing by the numbers it is not actually grants, it is the actual funding to the organisations. Noting that of course we have had the change from MFB to FRV and change with CFA as well, the figures from 2020 to 2021 are still quite remarkable in that the increase of funding to Fire Rescue Victoria compared to what the MFB used to have is something like 90 per cent. The decrease to the CFA is about 60 per cent. Can you explain why there is such a disparity, noting of course big chunks of the CFA have obviously gone across to FRV, so there would have been an increase but not that disparity where there is effectively a 60 per cent reduction to CFA but a 90 per cent increase to FRV.

Ms FALKINGHAM: Obviously during that time the government has made a number of investments. I presume you are just talking about the emergency service organisation grants when you are referring to the annual report.

Mr D O'BRIEN: Yes. It is the table on page 70, which—

Ms FALKINGHAM: There has been no reduction in CFA funding commensurate with the functions and responsibilities that CFA retain. So we are happy to provide you on notice a comparison between CFA and FRV funding, which will show that there is no reduction in CFA funding in fact.

Mr D O'BRIEN: Just so I am clear on this—as I said, it is table 3.3. It says 'Grant expense', and it is in thousands so where it says \$4 million for Victoria Police I assume that is \$4 billion, and the CFA figure goes from \$790 million down to \$343 million. So are you telling me that that is entirely just the transfer of the CFA professional stations to FRV?

Ms FALKINGHAM: That is correct, yes. But we will provide you with a breakdown because, as I said, there is no reduction in funding to the CFA commensurate to the responsibilities and functions they retain. In fact their funding has gone up.

Response:

The overall funding provided to the Country Fire Authority (CFA) and Fire Rescue Victoria (FRV) remained similar to that of the CFA and Metropolitan Fire Brigade (MFB) in the past, but was distributed differently in 2020-21. This new distribution recognises the transfer of all career firefighters, staff, assets and other costs from CFA to FRV under the new fire services model.

The overall grant funding to the Country Fire Authority (CFA) and the Metropolitan Fire Brigade (MFB) / Fire Rescue Victoria (FRV) in the Financial Years 2019-20 and 2020-21 is set out in Table 1 below.

Table 1

	2019-20 Grant (\$,000)	2020-21 Grant (\$,000)	% variation on 2019-20
Total grants	1,252,580	1,198,410	- 4%
Grants to CFA	790,787	343,516	- 57%
% of total grants	63%	29%	-34%
Grants to MFB/FRV	461,793	854,894	85%
% of total grants	37%	71%	34%

In 2019-20, total grants provided to the two agencies were \$1.25 billion. Of this, MFB grants accounted for around 37% and CFA grants accounted for around 63%.

In 2020-21, total grants provided to the two agencies were \$1.20 billion. Of this, FRV grants accounted for around 71% (a 34 percentage points increase) and CFA grants accounted for around 29% (a 34 percentage points decrease).

The decrease in grants provided to CFA in 2020 was due to a combination of the transfer of staff, functions and assets to FRV commensurate with CFA's responsibilities under the new fire services model; and one-off grants provided to the CFA in 2019-20 to cover employee costs.

The -4% variation in the total grants between 2019-20 and 2020-21 was due to the 2019-20 grants being higher than usual because they included one-off grants paid during the unprecedented 2019-20 fire season.

Portfolio:	Secretary	Committee member	Mr Danny O’Brien
Witness:	Ms Rebecca Falkingham	Page of transcript	5-7

Mr D O’BRIEN: All right. I would be interested to see that breakdown. Likewise, on page 73 of the annual report, it lists ‘Employee benefit expenses’. Across the portfolio areas for ‘Departmental outputs’, Secretary, for ‘Reducing the impact of emergencies’—which is obviously the emergency services—the employee expenses have gone from, in 2020, \$50 million to, in 2021, \$442 million. It is a 784 per cent increase. I had to sort of re-read those figures a few times. Notwithstanding there have been some structural changes, what explains that?

....

Mr D O’BRIEN: Okay. If I could get on notice a breakdown of where that figure is per agency or organisation within your department, I would appreciate it.

Response:

Movement in Employee benefits expense within the "Reducing the impact on emergencies" output					
Employee benefits expense within the Reducing the impact on emergencies output	2019/20	2020/21		30-Jun-20	30-Jun-21
	Actual	Actual	Variance	FTE	FTE
	\$m	\$m	\$m	point in time	
State Control Centre	4.164	6.509	2.346	14.3	30.0
CQV	-	357.001	357.001	-	3,058.5
Operation High Risk Industries - Engagement and Enforcement	-	6.472	6.472	-	71.4
Bushfire Recovery Victoria (previously in DPC in 2019-20)	-	17.669	17.669	-	122.5
Inspector General Emergency Management	4.054	5.050	0.996	33.6	32.8
Emergency Management Victoria and corporate allocation	42.350	49.848	7.499	na	na
	50.567	442.549	391.982		
Note: employee benefits expense for Emergency Services Organisations (ESOs) including CFA, FRV, VicSES and ESTA are captured within their respective Annual Reports and are not captured in the above figures. Payments from DJCS to these ESOs are captured within the Grant expense category.					

Portfolio:	Secretary
Witness:	Ms Larissa Strong
Committee member:	Mr Sam Hibbins
Page of transcript:	12

Mr HIBBINS: Thanks, Chair. And thank you, everyone, for appearing this morning. I would like to start off—I think I ask this question every time. It is around service delivery outcomes for prisons, and I am just wondering—you know, on notice, if required—if I could just get a breakdown of the service delivery outcomes for prisons that make up the current aggregate number that is published?

Response:

The 2020-21 outcome for this measure is 79.2% – representing the benchmarks for 244 Service Delivery Outcomes having been achieved or exceeded, out of a total of 308 SDOs across all prisons. This is lower than the target of 90% but an improvement on the 2019-20 result of 78.6%.

This measure is impacted by pressures on the prison system from an increased remand population, with significant prisoner turnover and movements along with COVID-19, presenting a number of challenges to the operation of the prison system.

At present, 22 measures are used in the calculation of the aggregated BP3 indicator, 'Proportion of benchmark measures in prison services agreement achieved'. Not all service delivery outcomes (SDO) measures apply to all prisons, due to differing roles played by different facilities across the system – and their varied security classifications, remandee and risk profiles and so on. Different benchmarks apply to SDOs at each location for the same reason.

Current SDO and reference number		Prisons where measure applicable
1	Escapes	All
2	Assault on staff or other persons [not prisoners]	All
3	Out of cell hours	All
4	Number of unnatural deaths	All
5	Self-harm	All
6	Assault on prisoners by other prisoners	All
7	Assault on prisoners by staff	All
8	Random general urinalysis	All
9	Medical screening within 24 hours	All
10	'At-risk' assessments within 2 hours	All
14	Proportion of prisoners engaged in purposeful activity	All except MAP, MRC
15	Vocational education and training participation	All except MAP, JLTC
16	Education and training unit of competency completions	All except JLTC
17	Prisoner-related harm reduction	DPFC, MAP, MRC, PPP, RCC
18A	Offending behaviour programs scheduled	FCC, RCC, PPP
18B	Offending behaviour programs completed	All except MAP, MRC, JLTC
20A	Pre-release program and assistance [sentenced prisoners]	All

Current SDO and reference number		Prisons where measure applicable
20B	Court discharge information session [remandees]	Barwon, DPFC, FCC, MAP, MRC, Hopkins, Marngoneet, Karreenga, RCC, PPP
22	Prison industries	All except FCC, MAP, RCC, PPP, JLTC
23	Case management	All
24	OH&S/WorkCover	All except FCC, RCC, PPP
25	Disability training	PPP

Prison	Number of applicable SDOs in 2020-21	Reference numbers of SDOs <i>not</i> measured at location	Aggregate performance of each prison (% of SDO benchmarks passed)
Barwon	19	17, 18A, 25	84.2
DPFC	20	18A, 25	75.0
MAP	16	14, 15, 18A, 18B, 22, 25	68.8
MRC	18	14, 18A, 18B, 25	61.1
PPP	20	22, 24	75.0
Hopkins	19	17, 18A, 25	73.7
Fulham	18	17, 22, 24, 25	94.4
Loddon	18	17, 18A, 20B, 25	77.8
Marngoneet	19	17, 18A, 25	68.4
Karreenga	19	17, 18A, 25	89.5
Ravenhall	19	22, 24, 25	73.7
Middleton	18	17, 18A, 20B, 25	77.8
Beechworth	18	17, 18A, 20B, 25	77.8
Dhurringile	18	17, 18A, 20B, 25	83.3
LKK	18	17, 18A, 20B, 25	83.3
Tarregower	18	17, 18A, 20B, 25	88.2
JLTC	14	14, 15, 16, 17, 18A, 20B, 22, 25	100.0
TOTAL	309		79.2%

Portfolio:	Secretary
Witness:	Ms Rebecca Falkingham
Committee member:	Mr Sam Hibbins
Page of transcript:	15

Mr HIBBINS: Thank you. I might change tack now and ask about VCAT and renters. In the questionnaire, on page 26, I think it says that 72 000 reduced rent agreements were lodged through the scheme. How many of those involved a deferral of rent where the amount of unpaid rent had to be repaid at the end of the reduced rent agreement?

Ms FALKINGHAM: I will have to take that on notice.

Response:

Data on the number of reduced rent agreements that involved a deferral of rent was not collected under the Residential Tenancies Dispute Resolution Scheme.

However, in a report published in December 2020, Consumer Affairs Victoria examined three random samples of rental agreements lodged in different periods during 2020. The results are below.

	Sample 1	Sample 2	Sample 3
Number of agreements	100	100	192
Time Period	Late April-mid May	Mid-late May	Late June – early September
% rent reduction only	67%	81%	88%
% rent deferral and payment plan	16%	8%	7%
% no rent reduction	9%	6%	4%
% rent deferral and other conditions	–	3%	0.5%
% conditional on other factors	7%	2%	–

Portfolio:	Secretary
Witness:	Ms Rebecca Falkingham
Committee member:	Mr David Limbrick
Page of transcript:	25

Mr LIMBRICK: Thank you, Chair. And thank you, Secretary and team. I wanted to start by asking a question about the performance outcomes for the Victorian Equal Opportunity and Human Rights Commission. There was a very large increase in complaints that went to them in the last financial year. It says in the notes in the budget paper that it is due to the impact of the pandemic. I was wondering if you could give us some detail around the nature of those complaints and what sorts of resolutions there were for those people.

Ms FALKINGHAM: Mr Limbrick, I am happy to take that on notice. We would only have themes in relation to some of those complaints, because it is important that they are independent of the department. Obviously those issues do go to issues of discrimination and go to issues of concern through the pandemic in terms of rights and responsibilities, but I am really happy to take it on notice for you and come back to you with more detail if VEOHRC can provide that.

Response:

VEOHRC managed a significant increase in demand for its services in 2020-21, handling 8,578 enquiries (29% increase on 2019-20) and 1,303 complaints (43% increase on 2019-20).

Almost one third of complaints made to VEOHRC in 2020-21 were related to the COVID-19 pandemic (383 of 1,303 complaints, 29%). Most (312 of 383, 81%) of these complaints were disability discrimination complaints by persons with a lawful exemption from wearing a face mask, who alleged they had been denied service, or otherwise discriminated against for not wearing a mask.

Other COVID-19 pandemic related complaints were commonly about:

- delay and cancellation of medical treatment
- denial of flexible work requests made by persons with child care responsibilities and/or who are immunocompromised
- refusal of reasonable adjustment requests made by students struggling with home learning
- racial discrimination against persons of Chinese or Asian origin or descent.

Withdrawal and rejection rates for COVID-related complaints were similar to VEOHRC averages (10-11%).

Of the 383 COVID-related complaints made to VEOHRC in 2020-21, 84.5% of those which proceeded to dispute resolution settled, a significantly higher settlement rate than VEOHRC's overall average settlement rate of 66% of complaints.

Respondents to COVID-related complaints were often unclear about their obligations under the *Equal Opportunity Act 2010* and the Chief Health Officer's directions. VEOHRC advise that the dispute resolution process was an effective way to educate participants on their rights and obligations, and is reflected in the high settlement rate.

Portfolio:	Secretary
Witness:	Mr Andrew Crisp
Committee member:	Mrs Bev McArthur
Page of transcript:	32

Mrs McARTHUR: Thank you, Chair. My first question is to Commissioner Crisp, if possible, please. I wonder if you could give us an update on the Fair Work case in which 31 former CFA staff now employed by Fire Rescue Victoria are claiming backdated overtime payments. I mean, media reports suggest it is in the vicinity of \$50 million. Is this correct? What provision has the department made for potential liability here if the decision results in all operational staff making the same claim?

Mr CRISP: Sorry, Mrs McArthur. So these are the outstanding overtime claims from CFA people before they transitioned across to Fire Rescue Victoria? My understanding is that all those matters have been settled. The only one outstanding is for a former MFB person. We expect that to be finalised in the near future.

Mrs McARTHUR: Sorry, what was the liability?

Ms FALKINGHAM: We will take that on notice. FRV will have that information for you.

Response:

The Fair Work Commission (FWC) matters referred to in the question are resolved. There were originally 31 claimants who pursued their Special Rosters Legacy Over-time payments claim through FWC. Five discontinued their claims. FRV assessment of these remaining 26 claims totalled \$404,744. These claims from the former CFA firefighters have now been finalised.

With respect to other operational staff making legacy deployment and overtime claims there has been an additional 123 claimants (comprising 37 former MFB firefighters and 86 former CFA firefighters). Total payments to date for 103 of the 123 claims has totalled \$1,075,771.36. FRV is working to resolve the remaining claims.

The major fires of 2019 and 2020 in Victoria and indeed in other states demanded many resources and these fire fighters were required to work many additional hours and deploy away from home, which they did so with great commitment to serve their community through a devastating and challenging time.

Portfolio:	Secretary
Witness:	Ms Rebecca Falkingham
Committee member:	Mrs Bev McArthur
Page of transcript:	32

Mrs McARTHUR: Good. Thank you, Chair. So now to the Secretary, if possible. To go back to ESTA and the 000 issue, the \$20 million-plus contract with NEC to supply telephony solutions and services to ESTA is due to expire next March. Will this be analysed, and what additional community safety conditions will the government look at weaving into any potential contract?

Ms FALKINGHAM: It is a really good question, but given the commercial nature of those negotiations I obviously cannot go into much detail. But in terms of any information I can provide from the ESTA board, who obviously brief the emergency services minister, I am happy to take that on notice for you.

Response:

The Emergency Services Telecommunications Authority (ESTA) is focussed on providing the critical link between the community and emergency services for triple zero, and partners with emergency services agencies to improve service delivery to the community. Currently, there is no significant issue with the existing NEC contract. To ensure it continues to have a stable telephony platform, ESTA is currently considering its contractual options. Telephony requirements will be reviewed as part of the next tender process. In accordance with probity protocols, ESTA cannot share any confidential information that may affect the outcome of any future contract negotiations.

Portfolio:	Secretary
Witness:	Chief Commissioner Patton
Committee member:	Mrs Bev McArthur
Page of transcript:	33

Mrs McARTHUR: Okay. So to the Chief Commissioner: over this financial year, what we are discussing, how many private security licences did LRD approve, reject, cancel and investigate for improper conduct?

Chief Comm. PATTON: I do not have those figures with me at the moment.

Mrs McARTHUR: Would you take them on notice?

Chief Comm. PATTON: I would be happy to provide them. They are very active where they can be, and yes, I would be happy to provide that.

Response:

Number of approved private security licence applications for FY 2020/21

	New application	Renewal application	Application to vary licence activities	Total approvals by licence type
Private Security Business Licence	44	335	12	391
Private Security Business Registration	78	219	1	298
Private Security Individual Licence	3,384	9,762	179	13,325
Private Security Individual Registration	476	980	10	1,466
Total approved applications	3,982	11,296	202	15,480

Number of rejected private security licence applications for FY 2020/21

	New application	Renewal application	Total by licence type
Private Security Business Licence	4	3	7
Private Security Business Registration	0	0	0
Private Security Individual Licence	46	12	58
Private Security Individual Registration	1	0	1
Total rejected applications	51	15	66

Considerations for application refusals/rejections, licence or registration cancellations or suspensions

Refusals (rejection of application)

The primary reason for the refusal of a licence or registration is that the applicant is not considered to be a fit and proper person to be working in the private security industry. This can be because they have adverse criminal history, criminal charges pending or they have committed offence(s) which prohibit them from being licensed. The criminal associations or history of an individual may also contribute to an application being refused. Less often, an application may be refused where the applicant has failed to complete appropriate competency requirements or training.

Cancellations, suspensions and disciplinary inquiries

Generally a licence or registration will be cancelled because Victoria Police has become aware that the person committed a prohibiting offence, they are no longer considered to be a fit and proper

person to be authorised to undertake private security activities or it would not be in the public interest to have them continue to hold a licence or registration. There are also certain circumstances in which a person's medical history may make the person a risk to themselves or the public in a private security role.

Licensing and Regulation Division (LRD) also conducts disciplinary inquiries which may lead to the suspension of the licence or registration. A suspension will follow if Victoria Police considers that the holder:

- Would be refused if they were to apply for a new licence
- Has contravened any licence condition, or
- Has engaged in conduct while carrying on any activity authorised by their licence which is unfair, dishonest or discreditable.

Not all suspensions lead to cancellations of a licence or registration. The suspension of the licence provides Victoria Police an opportunity to undertake an inquiry and provide the holder with a chance to demonstrate that they are fit and proper persons to be involved in the Private Security Industry.

Not all licences or registrations are cancelled for judicial reasons, there are also voluntary cancellations undertaken when the holder no longer requires the licence.

Portfolio:	Secretary
Witness:	Chief Commissioner Patton
Committee member:	Mrs Bev McArthur
Page of transcript:	33-34

Mrs McARTHUR: Thank you. We could take that on notice, Chair. Chief Commissioner, also, how many full-time equivalent staff are tasked with regulating Victoria's private security industry within the licensing and regulation division today?

Chief Comm. PATTON: I do not have the number with me—again, sorry.

Mrs McARTHUR: So we will put that on notice as well, Chair?

The CHAIR: If the question is in relation to the previous financial year as opposed to today. You asked as of today, and we are discussing the financial year 2020–21. I would ask you to keep your questions to the relevant period, please.

Mrs McARTHUR: Well, for the relevant period, then.

Response:

- As at 30 June 2021, there were 135 FTE VPS positions and 13 FTE Sworn at LRD which services the regulation of the private security, firearms and weapons industry.
- 11.4 FTE VPS positions are dedicated to private security licensing processes and regulation.
- The Regulation Support Unit of LRD with 30 FTE, including 13 FTE operational (sworn member) is dedicated to the administration, licensing assessments and determinations, customer services, auditing and enforcement activities of the Private Security, Firearms and Weapons industries in Victoria.
- In addition to the above, the Public Enquiry Service division in RSD also contributes to the regulation of the private security industry by issuing police checking and fingerprinting services.

Portfolio:	Secretary
Witness:	Chief Commissioner Patton
Committee member:	Mrs Bev McArthur
Page of transcript:	34-35

Mrs McARTHUR: So is the firearms registry frequently audited? How often? When was it last audited?

Chief Comm. PATTON: When you say 'audited', we maintain internal audits and conduct internal audits and the like. The licensing and regulation division make sure that their governance is accurate. I do not have the information as to whether we have had an external audit conducted, but I can come back to you on that obviously.

Mrs McARTHUR: That would be helpful.

Response:

- There are no records of VAGO having completed an audit of the firearms registry in recent times.
- RSD conducts regular audits of firearm dealers throughout Victoria which provides a significant opportunity to review and reconcile firearms and records against the data held in LARS. In 2021 to date, 17 audits have been conducted by the team. The ability to undertake audits has been affected by the pandemic in the last two years, in 2020 9 audits were completed compared to 23 in 2019.
- In 2018, DJCS oversaw the execution of a Regulatory Impact Statement of the Firearm Regulations 2018 which was prepared with the assistance of KPMG. This included ABC modelling of the activities undertaken by Victoria Police associated with regulating firearms.
- In February 2020, the independent internal auditors at Victoria Police completed a firearms and weapons licensing review. This work was undertaken by Ernst and Young and was overseen by the Victoria Police Audit Committee, which comprises independent members
- In response to the identification of unaccounted-for firearms, Victoria Police established Operation Ravelings to reconcile the firearms records and revise the business practices associated with licensing and regulation to ensure such a situation cannot arise in future. Victoria Police appointed RSM to review the proposed business practices. RSM provided its report on the review to Victoria Police in November 2021.
- Victoria Police will also establish continued auditing of the firearms databases and take account of recommendations arising from external reviews, such as coronial inquests.

Portfolio:	Secretary
Witness:	Ms Rebecca Falkingham
Committee member:	Mr Tim Richardson
Page of transcript:	40

Mr RICHARDSON: And just in the final minute that we have got I just want to take you to the department's work on minimising gambling and alcohol-related harm in regional Victoria. You have pointed to the establishment of hubs in Ararat and Sale, in your questionnaire. Are you able to talk a little bit about the success of these initiatives?

Ms FALKINGHAM: Yes, I am. Thank you for your question. Obviously right throughout the last 12 months we have been working to ensure that we have learned from some of the regional harm that we have seen play out and making sure that the right supports are in place—be that through online services, be that through telephonic services—to ensure that we can give people the support that they actually want to move away from some of those harms. So between the two hubs we cover over 2300 licensed venues, including 70 clubs and pubs, with more than 2800 gaming machines. So evaluation of the hubs in 2020 found they are contributing to the minimisation of really serious gambling and alcohol related harm, and in the 12 seconds I have got left I might take on notice and provide you with some more details in relation to the outcomes of that evaluation.

Response:

The VCGLR was provided funding in the 2017-18 Victorian State Budget to develop two offices, or hubs, in eastern and western Victoria to support the VCGLR's compliance efforts in regional Victoria. The hubs were established in Sale and Ararat.

An evaluation of the regional hubs in 2020 found they are contributing to the minimisation of serious gambling and alcohol related harm. The evaluation found that since their establishment, the percentage of the VCGLR's regional inspections at high-risk times had more than doubled. In addition, regional operations with co-regulators increased, stakeholder engagement improved, and enforcement activities increased due to the VCGLR's scrutiny of regional venues at high-risk times.

Clarification

Portfolio:	Secretary
Witness:	Ms Rebecca Falkingham
Committee member:	Mr Danny O'Brien
Page of transcript:	7-8

Ms FALKINGHAM: As part of obviously the funding from 2021–22, ESTA recruited 43 new full-time equivalent call-taking dispatch and mental health support roles to help meet the growth in ambulance demand and improve patient outcomes. So that work has been completed, and we continue to work through what other support we can provide to ESTA. Obviously, as you know, it is a very specialist role. We cannot immediately just move people onto ESTA call taking; we need to make sure that they are appropriately recruited and trained and can respond to what are, as I said, really peaks in demand for their services.

Mr D O'BRIEN: So that \$46.2 million, that is a recurrent spend, I assume.

Ms FALKINGHAM: That is right.

Mr D O'BRIEN: That is on extra staff. That will roll out over the next four years—

Ms FALKINGHAM: It will, yes.

Mr D O'BRIEN: or is that an immediate injection for the 2021–22 year?

Ms FALKINGHAM: That is correct, yes. And obviously that has been critical to giving the certainty to ESTA employees. How we recruit people into the future is giving them the ongoing certainty about their roles within ESTA.

Clarification:

Government has provided funding to the Emergency Services Telecommunications Authority (ESTA) for 43 new full-time equivalent call-taking dispatch and mental health support roles to help meet the growth in ambulance demand and improve patient outcomes over the next two years, 2021-22 and 2022-23.

ESTA's current service delivery functions, including staff required to deliver its services and associated capability needs, are being examined through an independent review of ESTA's capability and service delivery, led by former Victorian Chief Commissioner of Police, Graham Ashton AM. Any changes required to improve ESTA's capability across a range of areas will be considered in 2022 once the review is completed.