

PARLIAMENT OF VICTORIA

Public Accounts and Estimates Committee



2020-21 Budget Estimates General Questionnaire

Court Services Victoria

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2020–21 Budget Estimates questionnaire

Introduction

The Committee's inquiry into the 2020-21 budget estimates examines the Government's expenditure and revenue.

The Committee's budget estimates inquiry aims to benefit the Parliament and the community by:

- promoting the accountability, transparency and integrity of the executive and the public sector
- encouraging effective and efficient delivery of public services and assets
- enhancing the understanding of the budget estimates and the wider economic environment
- assisting members of Parliament in their deliberation on the appropriation bills.

This questionnaire seeks information about how the budget affects each department, including how budget allocations are connected to service delivery, infrastructure projects and assets, and other key economic, financial management and emerging issues.

Timeline and format

Responses to this questionnaire are due by **5.00pm the day after the State Budget is handed down**.

It is essential that the Committee receive responses by this date to allow sufficient time to consider them before the budget estimates hearings.

The completed questionnaire and Excel worksheet in response to Question number 10 should be sent (in the format received) to: paec@parliament.vic.gov.au.

Guidance for questionnaire

Consistency with the budget papers

Whenever referring to an initiative (including output, asset and savings initiatives) that is also referred to in the budget papers, please use the name used in the budget papers. This ensures that the Committee can correlate the information provided by the Department with the information in the budget papers.

Whenever providing details about the Department (including amounts of funding, anticipated expenditure and revenue and savings targets), please provide figures for the Department on the same basis of consolidation as is used in the budget papers, unless otherwise specified.

Specific guidance

Additional guidance is provided for particular questions in the questionnaire.

For any inquiries on this questionnaire, please contact the Committee secretariat:

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Major initiatives

Question 1

What progress has been made in implementing the major initiatives/programs identified in the 2019-20 Budget for the Department. If progress of these programs/initiatives was impacted by COVID-19, please note whether these programs/initiatives will be removed or roll forward to other years. Please identify a minimum of five initiatives/programs.

Response

	Major initiatives/ programs	Output	Activities undertaken	Progress against performance measures as at 30 June 2020	Progress achieved against key Government outcomes	Note any COVID-19 impact. Is this removed/rolled over? If rolled over, to which financial year?
1.	Bendigo Law Courts re-development	Courts	<ul style="list-style-type: none"> Schematic design completed November 2019. Court's future service model development commenced in May 2020. Detailed user-centred building design completed June 2020. Decanting of Bendigo Kangan Institute building completed in July 2020. Land ownership of site transferred to Court Services Victoria (CSV) in September 2020. Main works (building construction) tender released September 2020. Early works tender completed, and contractor engaged in October 2020. Redevelopment is on schedule for completion in December 2022, to be 	Progress against courts output performance measures not yet available as project was not complete as at 30 June 2020.	The initiative is part of the Whole of Government 'Delivering for Regional and Rural Victoria Program' (2019-20 Budget) and acquits a <i>Labor Financial Statement 2018</i> commitment. The land transfer and engagement with a contractor for early works is complete and sets the foundation for the main works tender and creation of regional jobs and court services for local communities. As a large regional project, the government's Social Procurement Strategy outcomes are a key objective for procurement activities in	<ul style="list-style-type: none"> Project on track for completion in December 2022, assuming Stage 3 restrictions or less. Potential three-month delay due to COVID-19 will be tested in tendering process. CSV is mitigating the risk of COVID-19 related delays by: <ul style="list-style-type: none"> - Assessing COVID-19 management plans in tender process - Requiring compliance with approved COVID-19 plans in contracts. - Rescheduling contracted project deliverables from June 2020 to Q1, 2020-21 to minimise impact to schedule critical path.

	Major initiatives/ programs	Output	Activities undertaken	Progress against performance measures as at 30 June 2020	Progress achieved against key Government outcomes	Note any COVID-19 impact. Is this removed/rolled over? If rolled over, to which financial year?
			<p>operational in 2023, with scope subject to government decisions.</p> <ul style="list-style-type: none"> Research commenced to develop future use options for Bendigo’s historical court. 		this project (see question 25 for more details).	
2.	Courts case management system	Courts	<ul style="list-style-type: none"> Journal Technologies appointed technology partner in July 2019. Commenced designing and configuring first two major stages of the project - civil and child protection. Proof of concept solution elements built and successfully demonstrated, including court orders. More than 25 million court records validated and successfully migrated to the new platform. Interactions with external stakeholders mapped to inform future process design. 	Progress against courts output performance measures not yet available as project was not complete as at 30 June 2020.	The initiative is part of the Whole of Government ‘Family Violence’ package (2017-18 Budget).	<ul style="list-style-type: none"> The pandemic has not impacted the delivery schedule, and the project is on target to be completed by 2022. However, in response CSV requested the delivery of key elements including electronic document exchange, online payments and automated notifications be brought forward.
3.	Specialist Family Violence Integrated Court Response	Courts	<ul style="list-style-type: none"> Specialist Family Violence Court (SFVC) works complete at five Magistrates’ Courts: Ballarat, Shepparton and Moorabbin throughout 2019-20, Heidelberg in October 2020 and Frankston in November 2020. 	The SFVC works at Shepparton, Ballarat and Moorabbin contribute to the courts output	The works are part of the Whole of Government ‘Family Violence’ package (2017-18 Budget) and provide FV victims with improved access to legal protection and responses necessary for their safety and recovery and	CSV has actively managed COVID-19 related risks to project delivery with minimised impacts experienced.

	Major initiatives/ programs	Output	Activities undertaken	Progress against performance measures as at 30 June 2020	Progress achieved against key Government outcomes	Note any COVID-19 impact. Is this removed/rolled over? If rolled over, to which financial year?
			<ul style="list-style-type: none"> Courts redesigned and upgraded to enhance safety and accessibility for family violence victim survivors. 	performance measures related to FV interventions orders as at 30 June 2020.	facilities to support changed perpetrator behaviour.	
4.	Essential resources for Victorian courts (County Court (CCV) active case management pilot; Community Engagement Program; and Court Network)	Courts	<ul style="list-style-type: none"> CCV engaged lawyers to support Criminal and Common Law divisions to undertake case management. Stakeholders participated in the pilot. Emergency Case Management Protocol introduced to manage suspended jury trials and not guilty pleas, with judicial registrars and divisional lawyers integral to the response. Community Engagement Program provided community leaders, students and the public an opportunity to engage with judges and the court system and provide education and resources. Court Network Service assisted court users across multiple court venues, providing support and information. 	Activities enable cases to progress which contributes to the court's case clearance and on-time case processing performance measures.	These initiatives contribute to the timely and efficient dispensing of justice, leadership and best practice in court administration, public confidence and fair and equitable access to justice.	<ul style="list-style-type: none"> The pilot was postponed after one matter due to COVID-19. In March 2020 divisional lawyers were redeployed through the court's emergency case management protocols to assist in pre-trial case management of existing trials. The court plans to recommence its ACM pilot after jury trials resume in November 2020. Community Engagement Program activities impacted by COVID-19 were suspended or replaced with virtual events (some of which will continue to be offered in a digital format in 2021). Court Network Service implemented a telephone service to continue to support

	Major initiatives/ programs	Output	Activities undertaken	Progress against performance measures as at 30 June 2020	Progress achieved against key Government outcomes	Note any COVID-19 impact. Is this removed/rolled over? If rolled over, to which financial year?
						court users as an alternative to face to face interaction.
5.	Fast Track Remand Court (FTRC)	Courts	<ul style="list-style-type: none"> FTRC received 701 presentments for remand and determined 699 bail applications in 2019-20, compared with 415 presentments and 363 bail applications in 2018-19. A review and formal evaluation of the FTRC is planned for 2021-22 to assess capacity for an after-hours service and potential to expand the FTRC to include other metropolitan or regional courts. 	The initiative contributes to the court's output performance measures during the year to 30 June 2020.	FTRC contributes to government's activities arising from numerous reports and inquiries. This includes Recommendation 6.1 "address the rise in remand" in Armytage and Ogloff review into the Youth Justice system.	ChCV has prioritised and continued to hear remand matters remotely. During the COVID-19 period, the FTRC has heard and determined 62 bail applications per month on average. The FTRC is critical in curbing and reducing the growth of pending matters resulting from the pandemic.
6.	Reducing reoffending and improving community safety	Courts	<ul style="list-style-type: none"> Recruitment of new staff for the multi-jurisdictional Court Integrated Services Program (CISP). Multi-jurisdictional CISP (Phase 1) and Virtual Mental Health Advice and Response Service (MHARS) online delivery models developed, to be implemented mid-November 2020. Stakeholder engagement and communication across the justice and community sectors. Procurement complete for Monitoring and Evaluation services. Training developed and staff training underway. Remaining training for 	Progress against courts output performance measures not yet available as project was not yet complete as at 30 June 2020..	This model recognises the critical role of therapeutic jurisprudence initiatives in improving community safety and reducing pressure on the Victorian justice system through front end diversion, rehabilitation and community reintegration.	COVID-19 impacted project milestones and deliverables including implementation, recruitment and training. The initial implementation date of April 2020 was not met, however implementation of online delivery models is well underway.

	Major initiatives/ programs	Output	Activities undertaken	Progress against performance measures as at 30 June 2020	Progress achieved against key Government outcomes	Note any COVID-19 impact. Is this removed/rolled over? If rolled over, to which financial year?
			staff and judiciary will be delivered using virtual technology.			
7.	Security upgrades to strengthen court safety	Courts	<ul style="list-style-type: none"> The contract for the replacement of obsolete security entrance equipment has been awarded and roll out of equipment commenced, including to the new Specialist Family Violence Court entrances and regional courts: Bendigo and Horsham. Compliance audit of security equipment including CCTV and duress alarms at every court and tribunal venue has been completed against the CSV Security Standards, with priority to Horsham, Wonthaggi, Werribee, Sunshine and Moorabbin courts. 	No direct impacts on court output performance measures as at 30 June 2020.	This initiative enables the Victorian courts and tribunals to improve community safety within its venues, and the provision of enhanced security for vulnerable court users, including family violence victims, serves to provide greater access to justice.	COVID-19 health directions impacted project deliverables, including completion of the audit and delivery and installation of equipment. CSV anticipates that all equipment will be installed by December 2020.
8.	Improving court access through additional audio-visual technology	Courts	<ul style="list-style-type: none"> Installation and commissioning of 27 courtrooms in Metropolitan Melbourne, 1 installation at Stawell Court and an audio-visual link (AVL) upgrade at Hamilton Court. As part of the AVL project, Bar Table Phone infrastructure was installed in all AVL fitted courts to facilitate communications between remandees and legal practitioners, thus reducing 	Upgrades are an essential component of the courts' COVID-19 recovery through increasing AVL capacity.	Due to COVID-19 impacts on Court operations, the progress towards key Government outcomes will not be evident until November 2020 and onwards as judicial officers and court staff return to physical hearings.	The changes to court operations during COVID restrictions enabled the project to be completed ahead of schedule.

	Major initiatives/ programs	Output	Activities undertaken	Progress against performance measures as at 30 June 2020	Progress achieved against key Government outcomes	Note any COVID-19 impact. Is this removed/rolled over? If rolled over, to which financial year?
			the need to adjourn matters for these communications to occur.			
9.	Family Drug Treatment Court (FDTC)	Courts	<ul style="list-style-type: none"> The FDTC continued to operate at Broadmeadows Children’s Court to assist parents reduce their alcohol and drug dependence and regain custody of their children from out-of-home care. The budget funding allowed the FDTC to provide support for up to 30 participants a year. 	The FDTC contributed to the courts output performance measures during the year to 30 June 2020.	The FDTC enables timely family reunifications which improves outcomes for at-risk children and reduces court and child protection involvement due to effective intervention.	The FDTC has continued to operate during the period of COVID-19 restrictions, with all operations moving online from March 2020, and FDTC staff working and supporting their participants from home (subject to varying levels of restrictions in place). Progress Review Hearings, where participants ordinarily attend court to discuss their progress and challenges with the magistrate and the FDTC team occur remotely on a weekly basis.
10.	Regional Drug Courts (MCV expansion to Ballarat and Shepparton; CCV Drug and Alcohol Treatment Court Pilot)	Courts	<ul style="list-style-type: none"> The program will be governed, managed and implemented in an integrated and multi-jurisdictional approach, with a Multijurisdictional Steering Committee established. MCV expansion to Ballarat and Shepparton: <ul style="list-style-type: none"> Negotiations underway for Shepparton site and site assessments being conducted in Ballarat. Recruiting two officers to manage project mechanisms and controls. 	Progress against courts output performance measures not yet available as project was not yet complete as at 30 June 2020..	This model recognises the critical role of therapeutic jurisprudence initiatives in improving community safety and reducing pressure on the Victorian justice system through front end diversion, rehabilitation and community reintegration. The courts liaise regularly with the Department of Justice and Community Safety in relation to the Justice Legislation	Due to the impact of COVID, significant work was delayed during the year to 30 June 2020. Consequently \$1.855 million of funding was rolled over to 2020-21.

	Major initiatives/ programs	Output	Activities undertaken	Progress against performance measures as at 30 June 2020	Progress achieved against key Government outcomes	Note any COVID-19 impact. Is this removed/rolled over? If rolled over, to which financial year?
			<ul style="list-style-type: none"> • CCV Drug and Alcohol Treatment Court Pilot: <ul style="list-style-type: none"> - Recruiting project management roles to support project planning activities and the meeting of critical timelines and deliverables. - Planning phase underway for securing appropriate accommodation. 		Amendment (Drug Court and Other Matters) Bill 2020.	

Strategic issues

Question 2

In order of priority, please list up to 10 strategic issues that were caused by the COVID-19 pandemic that influenced the development of the Department’s estimates for the 2020-21 financial year. Please describe how the Department will address these issues in 2020-21.

Response

	Strategic issue	How the Department will address the issue in 2020-21	Progress achieved as at 01 October 2020
1.	Increase in pending matters, especially in MCV and the Victorian Civil and Administrative Tribunal (VCAT), the two highest volume jurisdictions.	<ul style="list-style-type: none"> The Courts, VCAT and CSV will address pending matters through a range of initiatives including virtual hearings in VCAT and the Online Magistrates' Court (OMC), enabled by infrastructure works as well as digital and business transformation programs. The Courts, VCAT and CSV will also implement an online courts pilot to conduct improved online proceedings, including complex cases. 	<ul style="list-style-type: none"> Significant technology uplift of audio-visual technology across courtrooms within several jurisdictions, video conferencing solutions and the introduction of an electronic legally valid signature solution. MCV implemented the Online Magistrates' Court (OMC) in July to hear priority matters including bail and family violence matters. VCAT accessed emergency funding to digitise the Planning and Environment List, including processing and hearing matters online.
2.	Increase in pending jury trials due to the suspension of jury trials from March to November 2020.	<ul style="list-style-type: none"> The Courts and CSV will address pending jury trials through a range of initiatives in the higher courts including: <ul style="list-style-type: none"> Active case management (ACM) programs. Courtroom technology and digital transformation investments in CCV to enable all courtrooms to better support online hearings without outdated technology constraints. Operational and infrastructure works to support COVIDsafe in person court hearings, including jury trials. 	<ul style="list-style-type: none"> Divisional lawyers redeployed through the court's emergency case management protocols to assist in pre-trial case management of existing trials, including early resolution of guilty pleas. The Supreme Court (SCV) also utilised ACM approaches to case manage pending trials across a range of its divisions. Infrastructure works completed at SCV and CCV buildings in Melbourne to enable resumption of jury trials in November 2020.

<p>3.</p>	<p>Operational and infrastructure works needed to support physical distancing, including COVIDsafe court hearings and jury trials.</p>	<ul style="list-style-type: none"> • CSV seeks to undertake a range of critical operational and infrastructure works in Melbourne and major regional courts including: <ul style="list-style-type: none"> - Leasing spaces to support jury empanelment within a socially distanced environment. - Procedure changes including transport and meal provisions to jury members to minimise COVID-19 exposure. - Continued provision of PPE, cleaning services, and specialist advice to mitigate risks. 	<ul style="list-style-type: none"> • All court venues remained open with hand sanitisers, Perspex screens, COVIDsafe signage, and cleaning regimes installed to mitigate risks. PPE including face masks and shields have also been provided to court attendees. • Infrastructure works completed at SCV and CCV buildings in Melbourne to enable resumption of jury trials in November 2020. • Extensive coronavirus (COVID-19) risk assessments and audits were conducted to ensure the safety for those essential staff who were permitted to attend workplaces, and to prepare for a return of staff working remotely when restrictions are lifted. • CSV is currently assessing its social distancing requirements as part of a report due to government in December 2020.
<p>4.</p>	<p>Courts information technology systems (ITS) need to support increased online court hearings and document management.</p>	<ul style="list-style-type: none"> • In addition to digital investments in CCV, MCV and VCAT outlined above, CSV will invest in critical technology initiatives including: <ul style="list-style-type: none"> - SCV virtual hearing and digital litigation upgrades. - AVL expansions in 14 regional MCV venues and 28 CCV courtrooms. - Voice over internet protocol (VOIP) upgrades for 22 MCV venues. - ChCV courtroom and remote witness technology upgrades. - VCAT e-hearing capability build. - Computers, licences, portable devices, support and maintenance across jurisdictions. 	<ul style="list-style-type: none"> • To minimise in person attendances, all courts and VCAT moved to online hearings where possible which involved: <ul style="list-style-type: none"> - significantly increased AVL usage. - working with Corrections Victoria to enable increased AVL capacity. - implementation of voice conferencing services at VCAT to hear Guardianship and Residential Tenancy matters. - cloud-hosted solutions to support remote operations of family violence and VCAT contact centres.

5.	Increase in need for family violence court services.	<ul style="list-style-type: none"> The completion of five SFVCs will enable MCV to offer enhanced safety, accessibility and support services for victim survivors and interventions for perpetrators. MCV will continue to prioritise FV matters through new initiatives including: <ul style="list-style-type: none"> Remote hearing services at 10 locations state-wide including six Orange Door facilities and in Mildura, Bendigo, Dandenong and Wyndham. a LGBTIQ practitioner program. security services at SFVCs. 	<ul style="list-style-type: none"> MCV continued to prioritise FV matters throughout the pandemic including: <ul style="list-style-type: none"> extending interim FV intervention orders (FVIOs) from 28 days to three months. online FVIO application forms rolled out in June 2020. online FVIO application hearings from August 2020.
6.	COVID-19 measures may have unintended impacts on vulnerable court users with critical needs.	<ul style="list-style-type: none"> The courts recognise that MCV will prioritise services to participants of CISP, the Assessment and Referral Court and the Koori Court while ChCV will prioritise services across its specialist programs. 	<ul style="list-style-type: none"> MCV continued to deliver specialist supports remotely where possible. ChCV established hubs across Melbourne with minimal staffing to provide flexible services and mitigate COVID-19 risks. CCV Koori Court trialled remote hearings in late July with MCV and ChCV developing operational guides to implement this approach.
7.	Increase in need for drug and alcohol court services.	<ul style="list-style-type: none"> MCV will expand its Drug Court program to Ballarat and Shepparton to provide specialist court services for regional participants. CCV will pilot a Drug Court program to increase accessibility and to continue to support program participants as their matter moves from MCV to CCV. 	<ul style="list-style-type: none"> Due to the impact of COVID, significant work was delayed during the year to 30 June 2020. Prior to 1 October 2020, preliminary planning, governance and property search activities were undertaken in anticipation of the program initiation in 2020-21.

<p>8.</p>	<p>Meeting the challenges and wellbeing needs of the judiciary and court staff in a COVID-19 operating environment.</p>	<ul style="list-style-type: none"> • CSV, the Judicial College, the courts and VCAT will identify offsets in its constrained budget to continue to implement care and wellbeing programs. 	<ul style="list-style-type: none"> • The Judicial College established the Coronavirus Judicial Wellbeing Reference Group was established in April to raise understanding of wellbeing issues across each jurisdiction and to identify wellbeing priorities and offers a range of curated resources online. • CSV promptly deployed resources to ensure the health, safety and wellbeing of its workforce during the pandemic, including establishing an Incident Management Team, increasing access to the Employee Assistance Program, and providing access to information, resources and training.
<p>9.</p>	<p>Resourcing needed for COVID-19 related coronial investigations.</p>	<ul style="list-style-type: none"> • CSV will be required to seek resources needed for investigation of five deaths at St Basil’s aged care home with the possibility that further deaths will be reported to the Coroners Court. 	<ul style="list-style-type: none"> • The State Coroner has commenced an investigation into the deaths of five residents at St Basil’s Home for the Aged. His Honour has directed Victoria Police to compile a coronial brief of evidence. The focus of the coronial investigation will be determined following receipt of the brief.

Revenue and expenditure – variances

Question 3

Budget Paper No.5: Statement of Finances provides a comprehensive operating statement that details each department's revenue and expenses on an accrual basis reflecting the cost of providing its output.

For each line item of the comprehensive operating statement if there is a variance of greater than 10 per cent (positive or negative) or greater than \$100 million (positive or negative), please explain the reason for the variance between the budget for 2019-20, the revised estimate for 2019-20 and the budget for 2020-21.

Variances that occurred due to COVID-19, please provide a detailed breakdown of the components that led to the variance.

Guidance

Where the variance is in 'Other operating expenses', please supply the relevant expense category.

Response

Line item	2019-20 Budget (\$ million)	2019-20 Revised budget (\$ million)	Explanation for any variances greater than $\pm 10\%$ (or greater than \$100 million)
			2019-20 Budget vs. Revised budget
Income from transactions			
Output appropriations	472	479	
Special appropriations	178	183	
Grants	17	17	
Other income	0	0	
Total income from transactions	667	679	
Expenses from transactions			
Employee benefits	384	386	
Depreciation (a)	59	63	
Interest expense (a)	9	9	
Grants and other transfers	3	4	Increase in grants to agencies for supporting at risk persons involved in court proceedings. Finalisation of agreements for grants payments to external agencies often post-date the published budget.

Capital asset charge	46	46	
Other operating expenses (a)	166	171	
Total expenses from transactions	667	679	
Net result from transactions (net operating balance)	0	0	
Other economic flows included in net result			
Total other economic flows included in net result	0	0	
Net result	0	0	
Changes in non-financial assets revaluation surplus	0	0	
Total other economic flows – other comprehensive income	0	0	
Comprehensive result	0	0	

Line item	2019-20 Revised budget (\$ million)	2020-21 Budget (\$million)	Explanation for any variances greater than ±10% (or greater than \$100 million) 2019-20 Revised budget vs. 2020-21 Budget If variances were caused by the COVID-19 response, please provide a detailed explanation
Income from transactions			
Output appropriations	479	518	
Special appropriations	183	187	
Grants	17	17	
Other income	0	..	
Total income from transactions	679	723	
Expenses from transactions			
Employee benefits	386	412	
Depreciation (a)	63	61	
Interest expense (a)	9	8	Interest expense for the County Court leased accommodation asset reduces between budgets as the lease principal is paid down.

Grants and other transfers	4	3	Grants are predominantly to agencies to support at risk persons involved in court proceedings. Finalisation of agreements for grants payments to external agencies often post-date the published budget, resulting in actual expenditure is higher than the published budget.
Capital asset charge	46	48	
Other operating expenses (a)	171	190	The increase reflects continued investment in services provided by courts, in particular, family violence funding increases by \$14m ongoing against the revised budget.
Total expenses from transactions	679	723	
Net result from transactions (net operating balance)	0	0	
Other economic flows included in net result	0	0	
Total other economic flows included in net result	0	0	
Net result	0	0	
Changes in non-financial assets revaluation surplus	0	0	
Total other economic flows – other comprehensive income	0	0	
Comprehensive result	0	0	

Line item	2019-20 Actual (\$ million)	2020-21 Budget (\$million)	Explanation for any variances greater than ±10% (or greater than \$100 million) 2019-20 Revised budget vs. 2020-21 Budget If variances were caused by the COVID-19 response, please provide a detailed explanation
Income from transactions			
Output appropriations	480	518	
Special appropriations	168	187	\$1.9m increase for <i>Additional Court Capacity</i> initiative (2018-19 Budget); \$0.9m increase for <i>Regional Drug Court</i> initiative (2019-20 Budget, released March 2020 and rephased to 2020-21); \$7.4m increase for remuneration indexation; \$9m increase reflects portion of the budget available to fund reserve judges and sessional tribunal members).
Grants	26	17	The decrease reflects the timing of grant contract renewals with other government departments which typically post-date the published budget. It is anticipated that 2020-21 grants will increase post-budget, especially for VCAT lists provided for Consumer Affairs Victoria laws.

Other income	0	0	
Total income from transactions	674	723	
Expenses from transactions			
Employee benefits	377	412	
Depreciation (a)	74	61	Revaluation of the County Court lease resulted in the recognition of accelerated depreciation of the current leased asset in 2019-20.
Interest expense (a)	5	8	The increase is due to the full-year effect of recently renegotiated accommodation leases for MCV locations as well as increases in estimates for new accommodation arising from the <i>Regional Drug Courts</i> initiative.
Grants and other transfers	8	3	Finalisation of agreements for grants payments to external agencies often post-date the published budget. It is anticipated that final grant expenditure will be similar to 2019-20 actual.
Capital asset charge	46	48	
Other operating expenses (a)	160	190	The increase is materially due to government investment in services provided through the courts. In particular, family violence funding will be \$20m higher in 2020-21 compared to actual spending in 2019-20.
Total expenses from transactions	669	723	
Net result from transactions (net operating balance) Dr=Surplus	5	0	
Other economic flows included in net result	-1	0	The outflow represents the net loss from disposals of assets.
Total other economic flows included in net result	-1	0	
Net result	4	0	
Changes in non-financial assets revaluation surplus	-59	0	The reduction in the Revaluation Reserve is caused by the revaluation of the County Court leased asset.
Total other economic flows – other comprehensive income	-45	0	The non-cash outflow against Accumulated Surplus is due to recognition of prior year adjustments for depreciation expense stemming from the revaluation of the County Court leased accommodation asset.
Comprehensive result	-100	0	

Question 4

Please identify the programs and/or initiatives that were announced as part of the COVID-19 response in the order of the highest amount allocated. For these programs/initiatives, please provide the following details:

- a) name of the program/initiative
- b) objective of the program
- c) amount allocated at the announcement
- d) recurring expenditure or new/additional expenditure
- e) budget year (i.e. 2019-20 or 2020-21)
- f) amount allocated in the budget
- g) source of funding

Name of the program/initiative	Objective	Amount at the announcement	Recurring expenditure or new/additional expenditure	Budget year	Amount allocated in the budget	Source of funding
Court response to coronavirus (COVID 19)	<ul style="list-style-type: none"> • physical distancing infrastructure to enable in-person hearings across the courts system; • CCV digital transformation project and upgrades courtroom technology including additional AVL; • continued SCV and CCV active case management at SCV and CCV to resolve more cases sooner and reduce judicial workloads; 	20.7	New (one-off and lapsing at end of 2020-21)	2020-21	20.7	Output and asset

Name of the program/initiative	Objective	Amount at the announcement	Recurring expenditure or new/additional expenditure	Budget year	Amount allocated in the budget	Source of funding
	<ul style="list-style-type: none"> • MCV online court and Business Intelligence Unit to increase court productivity. 					
Victorian Civil and Administrative Tribunal (VCAT) remote hearing services	Digital Service Transformation project and technology upgrades hear planning and other matters remotely and provide access to justice.	10.7	New (one-off and lapsing at end of 2020-21)	2020-21	10.7	Output, asset & special appropriation
Online courts pilot	Online pilot to hear more complex matters using remote technology and supporting infrastructure.	4.8	New (one-off and lapsing at end of 2020-21)	2020-21	4.8	Output and asset

Revenue initiatives – new and changed

Question 5

For all new revenue initiatives in the 2020-21 budget papers and for all existing revenue initiatives that have changed in the 2020-21 budget papers as compared to the previous financial year, please provide the:

- a) name of the initiative as used in budget papers
- b) reason for the new initiative or change to the initiative
- c) expected outcome/benefit for the Victorian community of the new initiative/change to the initiative
- d) anticipated revenue in the financial year 2020-21 and over the forward estimates gained or foregone as a result of the new initiative/change to the initiative.

If the revenue initiatives changed were part of the COVID-19 response or if new revenue initiatives are part of the COVID-19 response, please provide details as to the reasoning behind the initiatives being introduced as part of the COVID-19 response.

Not applicable - CSV has no new or existing revenue initiatives.

Response

a)	Name of the initiative as used in budget papers	<i>Not applicable</i>
b)	Reason for new initiative or change	
c)	Expected outcome/benefit for the Victorian community of the new initiative/change to the initiative	
d)	Anticipated revenue in financial year 2020-21 gained or foregone	
	Anticipated revenue in financial year 2021-22 gained or foregone	
	Anticipated revenue in financial year 2022-23 gained or foregone	
	Anticipated revenue in financial year 2023-24 gained or foregone	
COVID-19 response		

Expenditure – new programs and initiatives (output and asset)

Question 6

For all new programs and initiatives (output and asset) in the 2020-21 budget papers, please provide the:

- name of the program/initiative
- budgeted expenditure in financial year 2020-21 on the program/initiative
- amount expended as at 01 October 2020
- details of how it will be funded (i.e. through new output appropriation, Commonwealth funding, internal reprioritisation etc.).

Response

Name of the program/initiative	Budgeted expenditure in financial year 2020-21 on the program/initiative \$m	Amount expended as at 01 October 2020	Details of how it will be funded
Continuing the intermediaries program	0.2	-	Output appropriation
Court response to coronavirus (COVID-19)	8.2	-	Output appropriation (including \$0.3m funded from internal reprioritisation)
	12.5	-	Asset appropriation
Implementing Youth Control Orders and Intensive Bail Orders	3.5	-	Output appropriation (including \$1.2m funded from internal reprioritisation)
New Wyndham Law Court	0.5	-	Output appropriation
	6.0	-	Asset appropriation
Online Courts Pilot	0.6	-	Output appropriation
	2.0	-	Asset appropriation
Specialist family violence integrated court response	1.9	-	Output appropriation (including \$1.1m funded from internal reprioritisation)
	0.0	-	Output appropriation

Sunshine Law Courts Redevelopment	0.5	-	Asset appropriation
Victorian Civil and Administrative Tribunal remote hearing services	0.8	-	Output appropriation
	9.9	-	Asset appropriation

Expenditure – lapsing programs (output initiatives including grants)

Question 7

For all programs (output initiatives including grants) with total funding of equal to or greater than \$5 million, that were to lapse in financial year 2019-20, where funding is to be extended in the 2020-21 Budget, please provide the:

- a) name of the program
- b) expenditure in the financial years 2019-20 and 2020-21 (and where relevant, future years)
- c) details of how the program will be funded (i.e. through new output appropriation, Commonwealth funding, internal reprioritisation etc.)
- d) evidence of the continued need for the program, and Government’s role in delivering it
- e) evidence of the program’s progress toward its stated objectives and expected outcomes, including an alignment between the program, its output (as outlined in *Budget Paper No.3: Service Delivery*), departmental objectives and any government priorities
- f) evidence of the program being delivered within its scope, budget, expected timeframe and in line with appropriate governance and risk management practices
- g) extent and level of efficiencies realised in the delivery of the program
- h) information about what the nature of the impact of the program ceasing would be and what strategies have been identified to minimise any negative impacts
- i) evidence that the further funding reflects the actual cost required to deliver the program.

Guidance

Lapsing program – The Committee uses the definition of lapsing program as set out in the Department of Treasury and Finance, *Performance Management Framework – For Victorian Government Departments*: ‘A program where funding is provided for a specified period only and for which funding is scheduled to conclude by the end of the current financial year’.

Response

Not applicable - CSV did not have any programs with total funding of equal to or greater than \$5 million that were to lapse in financial year 2019-20 and where funding is to be extended in the 2020-21 Budget.

a)	Name of the program		
b)	Expenditure in the financial years 2019-20 and 2020-21 (and where relevant, future years)	2019-20	2020-21
c)	Details of how the program will be funded		
d)	Evidence of the continued need for the program and the Government’s role in delivering it		

e)	Evidence of the program's progress toward its stated objectives and expected outcomes	
f)	Evidence of the program being delivered within its scope, budget, expected timeframe and in line with appropriate governance and risk management practices	
g)	Extent and level of efficiencies realised in the delivery of the program	
h)	Nature of the impact of the program ceasing and what strategies have been identified to minimise any negative impacts	
i)	Evidence that the further funding reflects the actual cost required to deliver the program	

Question 8

For all programs (output initiatives including grants) with total funding of equal to or greater than \$5 million that are to lapse in 2019-20, please provide the:

- a) name of the program
- b) expenditure in the financial year 2019-20
- c) reasons why the program was established
- d) details of who (describe the type of users for example, health care providers, families, volunteers etc.) and how many used the program, and evidence of the outcomes achieved
- e) reasons why further funding is not being sought
- f) nature of the impact of ceasing the program
- g) strategies that are being implemented to minimise any negative impacts.

Response

Not applicable - CSV did not have any programs with total funding of equal to or greater than \$5 million that are to lapse in financial year 2019-20.

a)	Name of the program	
b)	Expenditure in the financial year 2019-20	
c)	Reasons why the program was established	
d)	Details of who and how many used the program and evidence of the outcomes achieved	
e)	Reasons why further funding is not being sought	
f)	Nature of the impact of ceasing the program	
g)	Strategies that are being implemented to minimise any negative impacts	

Question 9

For grant programs announced as part of the COVID-19 response during March to June 2020 and July to October 2020, please provide:

- a) name of the program
- b) objective of the program
- c) estimated expenditure for the budget year and forward estimates
- d) actual expenditure as at 30 June 2020 and 01 October 2020-21
- e) source of funding
- f) number of applications received and number of total eligible applicants as at 30 June 2020 and 01 October 2020
- g) number of successful applicants
- h) the status of the program
- i) outcomes achieved as at 30 June 2020 and 01 October 2020

Response

Not applicable - CSV did not have any grant programs during March to June 2020 and July to October 2020.

2019-20

a)	Name of the program				
b)	Objective of the program				
c)	Estimated expenditure for 2019-20 and forward estimates	2019-20	2020-21	2021-22	2022-23
d)	Actual expenditure as at 30 June 2020				
e)	Source of funding				
f)	Number of applications received and number of total eligible applicants	Number of applications received as at 30 June 2020		Number of total eligible applicants as at 30 June 2020	
g)	Number of successful applicants				
h)	Status of the program				
i)	Outcomes achieved as at 30 June 2020				

2020-21

a)	Name of the program				
b)	Objective of the program				
c)	Estimated expenditure for 2020-21 and forward estimates	2020-21	2021-22	2023-24	2024-25
d)	Actual expenditure as at 01 October 2020				
e)	Source of funding				
f)	Number of applications received and number of total eligible applicants	Number of applications received as at 30 June 2020		Number of total eligible applicants as at 30 June 2020	
g)	Number of successful applicants				
h)	Status of the program				
i)	Outcomes achieved as at 01 October 2020				

Capital assets

Question 10a

Budget Paper No.5: Statement of Finances provides cash flow statements for departments.

Budget Paper No.4: State Capital Program provides the capital projects undertaken by departments.

For the 'Payments for non-financial assets' line item in the 2020-21 cash flow statement, please provide a breakdown of these costs and indicate which capital project they relate to.

Please differentiate the capital projects that were announced as part of Building Works Package and/or any other COVID-19 related response.

If any other line items in the cash flow statement comprises expenditure on Public Private Partnerships (PPPs), please list the PPP it relates to and the cost.

Guidance

Capital projects extracted from the cash flow statements are expected to correspond to capital projects listed in *Budget Paper No.4: State Capital Program* as 'New projects', 'Existing projects', or 'Completed projects'.

Question 10b

Please provide the following details for those capital projects identified as part of the post-COVID-19 economic repair/recovery.

- i) Name of the projects
- ii) Total estimated investment
- iii) Project commencement date
- iii) Estimated expenditure 2020-21
- iv) Source of funding
- v) Expenditure incurred as at 01 October 2020
- vi) Number of jobs estimated to create - 2020-21 & 2021-22

Response

Please see Excel Worksheet for response

Public Private Partnerships – expenditure

Question 11

Budget Paper No.5: Statement of Finances provides a comprehensive operating statement that details each department's revenue and expenses on an accrual basis reflecting the cost of providing its output.

- a) In the 2020-21 comprehensive operating statement please identify all expenditure on Public Private Partnerships (PPP) by line item and provide a breakdown of these costs and indicate to which project they relate.

Guidance

If the line item 'Other operating expenses' in the comprehensive operating statement comprises expenditure on PPPs, please also list the PPP it relates to and the cost.

- b) Please also provide the estimated/forecast expenditure for all PPPs across forward estimates.

Response

a)

Line item	2018-19 Actual	2019-20 Budget	2019-20 Actual	2020-21 Budget
	(\$million)	(\$million)	(\$million)	(\$million)
Expenses from transactions*				
Depreciation	9.1	15.5	16.6	16.4
Interest expense	4.8	3.5	3.5	2.2
Other operating expenses	19.7	20.3	18.5	22.1
Total	33.6	39.3	38.6	40.6
*Property taxes excluded				

b)

PPPs	2018-19 Actual (\$ million)	2019-20 Budget (\$ million)	2019-20 Actual (\$ million)	2020-21 Budget (\$ million)	2021-22 Estimated/Forecast (\$ million)	2022-23 Estimated/Forecast (\$ million)
County Court Accommodation Lease	33.6	39.3	38.6	40.6	38.1	TBD
Total	33.6	39.3	38.6	40.6	38.1	TBD

Carryover funding for payments for non-financial assets

Question 12

For the line item 'payments for non-financial assets' for 2020-21 in the departmental cash flow statement in *Budget Paper No. 5: Statement of Finances* budget paper, please identify the amount that is expected to be funded using funds carried over from 2019-20.

Response

Payments for non-financial assets	\$ amount expected to be funded
Payments for non-financial assets	7.3 million

Treasurer’s advances

Question 13

Appropriation (Interim) Bill 2020 outlined a total draw down of additional advances to the Treasurer in the following:

- 1 Jan 2020 to 30 June 2020 (2nd half of 2019-20) – \$10.0 billion
- 1 July 2020 to 30 December 2020 (1st half of 2020-21) – \$14.5 billion

For the Budgets related to the two financial years 2019-20 and 2020-21, please identify all output(s) and portfolio(s) (and relate them to departmental programs) for which the department received additional funding through the Treasurer’s Advances under the Appropriation (Interim) Bill 2020.

Please identify if the programs were announced as part of the COVID-19 response, bushfire response or if other please state ‘other’.

2019-20

Output(s) and portfolio(s)	Program	Recurrent program or new program	COVID-19 response, bushfire response or other	Funding received under the Treasurer’s Advances – 2019-20	Amount expended as at 30 June 2020	Reasons why additional funding was required
<i>Not applicable for CSV.</i>						
Total 2019-20						

2020-21

Output(s) and portfolio(s)	Program	Recurrent program or new program	COVID-19 response, bushfire response or other	Funding received under the Treasurer’s Advances – 2020-21	Amount expended as at 01 October 2020	Reasons why additional funding was required
<i>Not applicable for CSV.</i>						
Total 2020-21						

Savings initiatives from past budgets

Question 14

For each of the savings initiatives detailed in the 2017-18 Budget, 2018-19 Budget, 2019-20 Budget and 2020-21 Budget, please detail (on the same basis of consolidation as the budget papers):

- a) how the Department will meet the various savings targets in 2020-21
- b) the nature of the impact that these actions will have on the delivery of services and assets/infrastructure during 2020-21
- c) the Department's savings target for 2020-21, with an explanation for any variances between the current target and what was originally published in the budget papers when the initiative was released. If the change in Government affected the implementation of these measures, please provide a more detailed explanation.

Response

Initiative	Actions the Department will take in 2020-21	Impact of these actions on service delivery in 2020-21	Savings target for 2020-21 (\$million)	Explanation for variances to the original target
Savings and efficiencies and expenditure reduction measures in 2017-18 Budget	n/a	n/a	n/a	2017-18 savings initiative did not apply to CSV.
Savings and efficiencies and expenditure reduction measures in 2018-19 Budget	Savings made through efficiencies and reductions administration, procurement, communications, consultancies and staffing.	No impact on service delivery.	3.7 ongoing	2018-19 savings were announced by government post published budget.
Savings and efficiencies and expenditure reduction measures in 2019-20 Budget	Savings made through efficiencies and reductions administration, procurement, communications, consultancies and staffing.	No impact on service delivery.	1.6 ongoing	Additional savings from a reduction in 2019-20 indexation.
Savings and efficiencies and expenditure reduction measures in 2020-21 Budget	These measures are to be confirmed by government.			

Use of funds saved from other programs or initiatives

Question 15

In relation to any programs or initiatives that have been reprioritised, curtailed or reduced for 2020-21 (including lapsing programs), please identify:

- the amount expected to be spent under the program or initiative during 2020-21 at the time of the 2019-20 Budget
- the amount currently to be spent under the program or initiative during 2020-21
- the use to which the funds realised by this reduction will be put. Please include the name(s) of any program or initiative that will be funded or partially funded.

Response

Program/initiative that has been reprioritised, curtailed or reduced	The amount expected to be spent under the program or initiative during 2020-21 \$m		The use to which the funds will be put
	At the time of the 2019-20 Budget	At the time of the 2020-21 Budget	
CSV ongoing output funding	1.9	1.6	New security upgrades to strengthen safety in Victorian courts, including regional locations (<i>Security upgrades to strengthen court safety - 2019-20 Budget</i>).
CSV additions to net assets	2.7	1.5	
Magistrates' Court Act 1989 (No. 51/1989), sch. 1 Pt 1 cl. 10	1.2	1.2	Recruitment of three reserve coroners (<i>Coroners Court expansion – 2019-20 Budget</i>).
Court Fee Pool (s29 <i>Financial Management Act 1994</i> revenue)	2.0	2.0	Maintain essential support services for court users and expanded contemporary public information channels and content (<i>Essential resources for Victorian courts – 2019-20 Budget</i>).
Magistrates' Court ongoing output funding	-	0.3	Implementation of MCV Business Intelligence Unit to increase court productivity (<i>Court response to coronavirus (COVID-19) – 2020-21 Budget</i>).
Specialist family violence integrated court response – (2017-18 Budget)	-	1.2	Continuation of lapsing LGBTIQ practitioner program and security services at each of the SFVCs currently operating (<i>Specialist family violence integrated court response – 2020-21 Budget</i>).

Performance measures – new

Question 16

For all new performance measures in the 2020-21 *Budget Paper No.3: Service Delivery*, please provide:

- a) a description/purpose of the measure
- b) the assumptions and methodology underpinning the measure (including how the supporting data is calculated or derived, source and frequency of data collection, as well as any other business rules and assumptions)
- c) how the target was set
- d) the shortcomings of the measure
- e) how the measure will enable the Committee to assess the impact of the service

Not applicable - CSV has no new performance measures in 2020-21.

Response

	Performance measure	
a)	Description/purpose of the measure	
b)	Assumptions and methodology underpinning the measure	
c)	How target was set	
d)	Shortcomings of the measure	
e)	How the measure will enable the committee to assess the impact of the service	

Performance measures – modifications

Question 17

For all existing performance measures with an associated target that has been modified in the 2020-21 *Budget Paper No.3: Service Delivery*, please provide:

- a) a description/purpose of the measure
- b) the previous target
- c) the new target and how it was set
- d) the justification for changing the target
- e) an explanation of why the target was not met in 2018-19, if applicable and the 2019-20 actual outcome
- f) the methodology behind estimating the expected outcome in the 2020-21 Budget.

Not applicable – CSV's existing performance measures did not have their estimates modified in the 2020-21 Budget Paper No. 3. The estimates for average cost per case measures did change due to CSV's overall output budget increasing in 2020-21 as compared to its 2019-20 output budget.

Employees

Question 18

Please provide the Department's (actual/expected/forecast) Full Time Equivalent (FTE) staff numbers for the financial years ending 30 June 2019, 30 June 2020 and 30 June 2021:

- broken down into employee classification codes
- broken down into categories of on-going, fixed term or casual
- according to their gender identification
- for employees identifying as Aboriginal or Torres Strait Islander or having a disability.

Guidance – In responding to this question please provide details about the Department on the same basis of consolidation as is used in the comprehensive operating statement audited by the Victorian Auditor-General's Office in the Department's Annual Report.

Response

a)

Classification	As at 30-06-2019		As at 30-06-2020		As at 30-06-2021	
	(Actual FTE Number)	(% of total staff)	(Actual FTE Number)	(% of total staff)	(Forecast FTE Number)	(% of total staff)
Secretary						
EO-1	1	0.05%	1	0.04%	1	0.04%
EO-2	6.9	0.33%	5.6	0.25%	8	0.34%
EO-3	8	0.39%	13	0.58%	14.8	0.62%
VPS Grade 7.3	7.9	0.38%	9.8	0.44%	8.8	0.37%
VPS Grade 7.2	2.9	0.14%	4	0.18%	5.9	0.25%
VPS Grade 7.1	5	0.24%	4	0.18%	8	0.34%
VPS Grade 6.2	87	4.20%	95.2	4.23%	103.1	4.35%
VPS Grade 6.1	77.8	3.76%	105	4.66%	106.4	4.49%
VPS Grade 5.2	99.3	4.79%	107.6	4.78%	111.5	4.70%
VPS Grade 5.1	171.2	8.26%	199.9	8.88%	208.4	8.79%
VPS Grade 4	371.1	17.91%	401.4	17.82%	433.9	18.30%
VPS Grade 3	630	30.42%	683.5	30.34%	699.8	29.51%

VPS Grade 2	599.6	28.94%	618.2	27.44%	659.6	27.81%
VPS Grade 1	2	0.10%	2	0.09%	0	0.00%
Government Teaching Service						
Health services						
Police						
Allied health professionals	1.1	0.05%	1.1	0.05%	1.1	0.05%
Child protection						
Disability development and support						
*Youth Justice Workers						
*Custodial officers						
Other (Please specify)	0.8	0.04%	1	0.04%	1	0.04%
Total	2,071.6	100%	2,252.3	100%	2,371.3	100%

*Please provide a breakdown for Youth Justice and Custodial officers by level (for example, YW1, YW2, YW3, YW4, YW5 and YW6).

b)

Category	As at 30-06-2019		As at 30-06-2020		As at 30-06-2021	
	(Actual FTE Number)	(% of total staff)	(Actual FTE Number)	(% of total staff)	(Forecast FTE Number)	(% of total staff)
Ongoing	1665.2	80.38%	1817.1	80.68%	1887.7	81.38%
Fixed-term	401.2	19.37%	425.6	18.90%	423.5	18.26%
Casual	5.2	0.25%	9.6	0.42%	8.4	0.36%
Total	2071.6	100%	2252.3	100%	2,319.6	100%

c)

Identification	As at 30-06-2019		As at 30-06-2020		As at 30-06-2021	
	(Actual FTE Number)	(% of total staff)	(Actual FTE Number)	(% of total staff)	(Forecast FTE Number)	(% of total staff)
Men	652.6	31.50%	686.5	30.48%	713	30.74%

Women	1417	68.40%	1563.9	69.44%	1604.6	69.18%
Self-described	2	0.10%	1.9	0.08%	2	0.08%
Total	2071.6	100%	2252.3	100%	2,319.6	100%

d)

Identification	As at 30-06-2019		As at 30-06-2020		As at 30-06-2021	
	(Actual FTE Number)	(% of total staff)	(Actual FTE Number)	(% of total staff)	(Forecast FTE Number)	(% of total staff)
People who identify as Aboriginal or Torres Strait Islander	37.8	1.82%	44.8	1.99%	54	2.33%
People who identify as having a disability	7	0.34%	9.6	0.43%	11.8	0.51%
Total	2071.6	2.16%	2252.3	2.42%	2,319.6	2.84%

Contractors, consultants, labour hire arrangements and professional services

Question 19

- a) What are the main gaps in the Department's capability and capacity identified in the 2019-20 financial year, and expected in the 2020-21 and 2021-22 financial years?
- b) For the 2018-19 and 2019-20 financial years, please detail:
 - i. the (actual/expected/forecast) Full Time Equivalent (FTE) numbers of contractors, consultants and labour hire arrangements
 - ii. the corresponding expense(s)
 - iii. the relevant occupation category for the contractors, consultants or labour hire arrangements (for example human resources, executive management, technology).
- c) Where the 2018-19 and 2019-20 financial year actuals for contractors, consultants and labour hire arrangements, differs by greater than 5 per cent (positive or negative) compared to the estimates/forecasts provided in response to the Committee's previous Budget Estimates questionnaires, please explain the reason for these variances.
- d) In light of the new Administrative Guidelines on Engaging Labour Hire and Professional Services for the Victorian Public Service, for the 2019-20 and 2020-21 financial years, please detail:
 - i. the estimated/forecast Full Time Equivalent (FTE) numbers of labour hire and professional services arrangements
 - ii. the corresponding estimated/forecast expense(s)
 - iii. the relevant occupation category for the labour hire and professional services arrangements (for example human resources, executive management, technology).

*Guidance – for definitions of labour hire and professional services arrangements please refer to the Victorian Government, *Administrative Guidelines on Engaging Labour Hire in the Victorian Public Service*, 2019; and the Victorian Government, *Administrative Guidelines on Engaging Professional Services in the Victorian Public Sector*, 2019.*

Guidance – In responding to this question please provide details about the Department on the same basis of consolidation as is used in the comprehensive operating statement audited by the Victorian Auditor-General's Office in the Department's Annual Report.

CSV response: It is noted that the Administrative Guidelines on Engaging Labour Hire and Professional Services for the Victorian Public Service do not apply to Court Services Victoria as it is an exempt body under section 4 of the Public Administration Act 2004.

Response

a)

Financial year	Main gaps in capability and capacity
2019-20	Information Technology/Business Analyst/Digitisation; Web Design; Human Resources; Project Management; Facilities/Building Management; Policy/Analyst; Legal; Mediation; Family Violence/Specialist Case Management; Finance/Accounting/Procurement
2020-21	Information Technology/Business Analyst/Digitisation; Project Management; Facilities/Building Management; Mediation; Family Violence/Specialist Case Management
2021-22	Information Technology/Business Analyst/Digitisation; Project Management; Facilities/Building Management; Mediation; Family Violence/Specialist Case Management

b)

	Contractors	Consultants	2018-19 Actual Labour Hire Arrangements	2019-20 Actual Labour Hire Arrangements
FTE Number	See 'Note A' below.		87.5	91.5
Corresponding expense	See 'Note B' below.		\$7.7 million	\$8.4 million
Occupation category			IT/Business Analyst; Communications; Human Resources; Project Management; Facilities/Building Management; Legal; Mediation; Family Violence/Specialist Case Management; Finance/Accounting/Procurement	IT/Business Analyst/Digitisation; Web Design; Human Resources; Project Management; Facilities/Building Management; Policy/Analyst; Legal; Mediation; Family Violence/Specialist Case Management; Finance/Accounting/Procurement

Note A: FTE information is not readily available for contractors and consultants.

Note B: As in previous years, information is provided as required in CSV's Annual Reports.

c)

Expense type	Estimated/forecast costs for 2018-19 financial year	Actual costs for 2018-19 financial year	Variance	Explanation
Contractor	See 'Note C' below.			
Consultant				
Labour Hire Arrangement	\$7.4 million	\$7.7 million	\$0.3 million (4%)	

Note C: As in previous years, information is provided as required in CSV's Annual Reports.

Expense type	Estimated/forecast costs for 2019-20 financial year	Actual costs for 2019-20 financial year	Variance	Explanation
Contractor	See 'Note D' below.			
Consultant				
Labour Hire Arrangement	\$7.4 million	\$8.4 million	\$1 million (13.5%)	The variance was mainly attributed to an increase in labour hire FTEs required for service delivery (including IT services).

Note D: As in previous years, information is provided as required in CSV's Annual Reports.

d)

2019-20 Actual	Labour hire	Professional services
FTE Number	91.49	See 'Note E' below.
Corresponding actual expense	\$8.4 million	
Occupation category	IT/Business Analyst/Digitisation; Web Design; Human Resources; Project Management; Facilities/Building Management; Policy/Analyst; Legal; Mediation; Family Violence/Specialist Case Management; Finance/Accounting/Procurement	
2020-21	Labour hire	
FTE Number	92.38	
Corresponding estimated/forecast expense	\$9.0 million	
Occupation category	IT/Business Analyst/Digitisation; Human Resources; Project Management; Facilities/Building Management; Mediation; Family Violence/Specialist Case Management	

Note E: Information is provided as required in CSV's Annual Reports.

Enterprise Bargaining Agreements

Question 20

- a) Please list all Enterprise Bargaining Agreements (EBAs) that are expected to be completed during the 2020-21 year that affect the Department, along with an estimate of the proportion of your Department's workforce (Full Time Equivalent) covered by the EBA.
- b) Please describe the effect the EBAs listed above have had on estimates of 2020-21 employee benefits.

Response

a) The *Victorian Public Service (VPS) Enterprise Agreement 2020* was approved and implemented during 2020-21. The estimated percentage of CSV's workforce who will be covered by the new VPS Agreement is 99.2%.

b) The *Victorian Public Service (VPS) Enterprise Agreement 2020* is expected to increase CSV's 2020-21 employee benefits by approximately \$6 million which will be partly offset by departmental indexation and other adjustments.

Advertising – expenditure

Question 21a

Please provide a list of forecast/budgeted advertising expenditure (excluding COVID-19 advertising campaign) for the Department and its portfolio agencies in 2020-21 and across the forward estimates, including the following:

- a) total expenditure
- b) breakdown of expenditure by medium (for example, radio/TV/print/social media etc.)
- c) campaign title and date
- d) objectives and outcomes
- e) global advertising costs for recruitment (i.e. it is not necessary to breakdown costs for recruitment of every vacancy).

Response

CSV has expended on average of approximately \$0.15 million per financial year since 2014-15 on advertising. CSV does not engage in policy or departmental related advertising. CSV's advertising costs are mainly in relation to recruitment of personnel.

Question 21b

Please provide details of advertising costs related to COVID-19 including:

- i) the budget allocated to the department in 2019-20 and 2020-21
- ii) actual cost as at 30 June 2020 (from the 2019-20 budget)
- iii) actual cost as at 01 October 2020 (from the 2020-21 budget)
- iv) outcomes achieved

Please provide the same information for CALD communities advertising expenditure relating to COVID-19.

CSV is not funded for, and does not engage in, policy related advertising.

Relationship between the Commonwealth, National Cabinet and Victoria

Question 22

- a) What impact have developments at the Commonwealth level had on the Department's 2020-21 Budget?

Response

Developments at the Commonwealth level are not anticipated to impact CSV's 2020-21 Budget.

- b) What impact have developments at the National Cabinet level had on the Department's 2020-21 Budget?

Response

Developments at the National Cabinet level are not anticipated to impact CSV's 2020-21 Budget.

Service delivery

Question 23

Budget Paper No.3: Service Delivery presents departmental performance statements that state the Department’s outputs by departmental objectives.

Please provide by ministerial portfolio, the relevant output(s), objective(s), objective indicator(s) and performance measure(s) as provided in the 2020-21 Budget.

Please also indicate in the response where changes have occurred in the output structure since the 2019-20 Budget.

Response

	2020-21 Budget	Changes (if any) since 2019-20 Budget
Minister	Attorney-General	No changes made.
Portfolio	Attorney-General	
Output(s)	Courts	
Objective(s)	The fair, timely and efficient dispensing of justice	
Objective indicator(s)	Clearance of criminal caseload (finalisations/lodgements)	
	Clearance of civil case load (finalisations/lodgements)	
Performance measure(s)	<ol style="list-style-type: none"> 1. Average cost per case – Civil matters disposed in the Supreme Court 2. Average cost per case – Civil matters disposed in the County Court 3. Average cost per case – Civil matters disposed in the Magistrates’ Court 4. Average cost per case – Family Division matters disposed in the Children’s Court 5. Average cost per case – Civil matters disposed in Victorian Civil and Administrative Tribunal 6. Average cost per case – Coronial matters disposed in the Coroners Court 7. Average cost per case – Criminal matters disposed in the Supreme Court 8. Average cost per case – Criminal matters disposed in the County Court 9. Average cost per case – Criminal matters disposed in the Magistrates’ Court 10. Average cost per case – Criminal matters disposed in the Children’s Court 11. Case clearance rate – Civil matters disposed in the Supreme Court 12. Case clearance rate – Civil matters disposed in the County Court 	

13. Case clearance rate – Civil matters disposed in the Magistrates’ Court
14. Case clearance rate – Family Division matters disposed in the Children’s Court
15. Case clearance rate – Civil matters disposed in Victorian Civil and Administrative Tribunal
16. Case clearance rate – Coronial matters disposed in the Coroners Court
17. Case clearance rate – Family violence intervention orders disposed in the Magistrates’ and Children’s Courts
18. Case clearance rate – Criminal matters disposed in the Supreme Court
19. Case clearance rate – Criminal matters disposed in the County Court
20. Case clearance rate – Criminal matters disposed in the Magistrates’ Court
21. Case clearance rate – Criminal matters disposed in the Children’s Court
22. Court file integrity in the Supreme Court – availability, accuracy and completeness
23. Court file integrity in the County Court – availability, accuracy and completeness
24. Court file integrity in the Magistrates’ Court – availability, accuracy and completeness
25. Court file integrity in the Children’s Court – availability, accuracy and completeness
26. Court file integrity in the Coroners Court – availability, accuracy and completeness
27. Court file integrity in Victorian Civil and Administrative Tribunal – availability, accuracy and completeness
28. On time case processing – Civil matters resolved or otherwise finalised within established timeframes in the Supreme Court
29. On time case processing – Civil matters resolved or otherwise finalised within established timeframes in the County Court
30. On time case processing – Civil matters resolved or otherwise finalised within established timeframes in the Magistrates’ Court
31. On time case processing – Family Division matters resolved or otherwise finalised within established timeframes in the Children’s Court
32. On time case processing – Civil matters resolved or otherwise finalised within established timeframes in Victorian Civil and Administrative Tribunal
33. On time case processing – Coronial matters resolved or otherwise finalised within established timeframes in the Coroners Court
34. On time case processing – Criminal matters resolved or otherwise finalised within established timeframes in the Supreme Court
35. On time case processing – Criminal matters resolved or otherwise finalised within established timeframes in the County Court
36. On time case processing – Criminal matters resolved or otherwise finalised within established timeframes in the Magistrates’ Court
37. On time case processing – Criminal matters resolved or otherwise finalised within established timeframes in the Children’s Court
38. On-time case processing – Family violence intervention orders resolved or otherwise finalised within established timeframes in the Magistrates’ and Children’s Courts

Question 24

Please provide by ministerial portfolio a list of the agencies/entities/bodies and their category (for example statutory/administrative office/authority) to which the information contained in this questionnaire relates.

Response

Ministerial Portfolio	Name of agency/entity/body	Category of agency/entity/body
Attorney-General	Court Services Victoria	Independent statutory body corporate established under the <i>Court Services Act 2014</i>

Social procurement

Question 25

- a) What Social Procurement Framework objectives is the Department prioritising and what progress has been made toward improving the Department’s performance against these objectives?
- b) What opportunities have been identified in the Department’s Social Procurement Strategy (SPS) for increasing its direct social procurement and what progress has been made to implement these opportunities?
- c) What social outcomes will be measured by the Department to assess the benefits of its SPS?
- d) How are employees informed about the Department’s SPS and how does the Department record and track social procurement employee education?

Response

a)

SPF objective prioritised	Progress toward objective
Opportunities for Victorian Aboriginal and Torres Strait Islander peoples	Where appropriate, Invitations to Supply will set targets for supplier expenditure with social enterprises, Australian Disability Enterprises (ADE) or Aboriginal and Torres Strait Islander businesses, (preferably <10 staff), and ask suppliers to demonstrate how they will meet targets. In 2020-21, CSV will investigate unbundling individual procurement activities to further identify opportunities for social enterprises, ADE or Aboriginal and Torres Strait Islander businesses*.
Women’s Equality and Safety	Where appropriate, as part of Invitations to Supply, suppliers are required to demonstrate gender equitable employment practices and family violence support practices. Weighting factors are applied to evaluation criteria as appropriate*.
Sustainable Victorian Regions	Where relevant, suppliers are required as part of Invitations to Supply to demonstrate environmentally sustainable business outputs practices. Invitations to Supply will incorporate requirements as relevant on recycled content, waste management and energy consumption. Weighting factors are applied to evaluation criteria as appropriate*.
	*CSV’s Invitation to Supply templates have standard wording to cover all social procurement initiatives. This allows the business to adapt this as appropriate (and as outlined above). Once CSV’s Social Procurement Strategy has been finalised the templates will be updated accordingly.

b)

Opportunity identified in SPS	Progress toward implementing opportunity
Cleaning Services Panel	CSV’s Cleaning Services Panel contract soon to commence contains supplier commitment obligations associated with the following primary Social Procurement objectives:

	<ul style="list-style-type: none"> • Opportunities for Victorian Aboriginal and Torres Strait Islander peoples, and • Sustainable Victorian Regions.
<p>Essential Safety Measures (Ensures safety systems for a building are working at required operational levels)</p>	<p>An Invitation to Supply has been published to the market in relation to this procurement. Finalisation of the market approach followed by evaluation, selection, approval and contract execution is planned for completion by August 2021. Suppliers have been asked to demonstrate their commitment to obligations in respect of CSV’s primary Social Procurement objectives:</p> <ul style="list-style-type: none"> • Opportunities for Victorian Aboriginal and Torres Strait Islander peoples • Women’s Equality and Safety, and • Sustainable Victorian Regions.
<p>Bendigo Law Courts redevelopment project</p>	<p>As a large regional Victoria project, Social Procurement outcomes are a key objective for procurement activities in this project. A 10% weighted evaluation criteria on Social Procurement was included in the Invitation to Supply for the early works procurement component of the project. The contract with the successful supplier contains four agreed Social Procurement targets relating to:</p> <ul style="list-style-type: none"> • Opportunities for Victorian Aboriginal and Torres Strait Islander peoples • Opportunities for Victorians with disability • Opportunities for disadvantaged Victorians • Sustainable Victorian Regions. <p>The Invitation to Supply for the main works procurement component of the project includes a 10% weighted evaluation criteria for Social Procurement focusing on CSV’s three primary Social Procurement objectives:</p> <ul style="list-style-type: none"> • Opportunities for Victorian Aboriginal and Torres Strait Islander peoples • Women’s Equality and Safety, and • Sustainable Victorian Regions.

c)

<p>Social outcomes that will be measured to assess the benefits of its SPS</p>
<p>CSV is adopting a scalable and flexible approach to determine social outcomes that are to be measured to assess the benefits of SPS. In this context, priority has been assigned to three primary Social Procurement objectives that align with CSV’s strategic purpose and function:</p> <ul style="list-style-type: none"> • Opportunities for Victorian Aboriginal and Torres Strait Islander peoples • Women’s Equality and Safety, and • Sustainable Victorian Regions. <p>In line with this scalable and flexible approach to SPS, CSV will also be able to address other potential social outcomes where appropriate to the procurement requirements.</p>

d)

How employees are informed about the Department's SPS and how SPS employee education is tracked

CSV has adopted the following action plan in respect of informing and educating employees about its social procurement approach:

- CSV is progressing towards completion of its Procurement Improvement Program, a major change initiative including the introduction of an eSourcing platform and enhanced Procurement Governance Framework designed to include Social Procurement as a key component of policies, procedures and guidelines
- Procedures and guidance documentation addressing the preparation of procurement planning, evaluation and Invitation to Supply documentation incorporating CSV's Social Procurement objectives, is central to developing the Social Procurement capability of CSV procurement practitioners, and
- Staff training and education about the Social Procurement Framework is embedded in CSV's Procurement Improvement Program, including the delivery of comprehensive face-to-face and on line training to ensure CSV's Social Procurement Strategy and proposed Social Procurement objectives and outcomes are understood and implemented. Staff training for the Social Procurement Framework will be tracked through CSV's online personal development platform (PALMS).

Question 10a - Capital Assets

2020-21 State Budget Paper No. 5

(i) Line Item (\$ mil)	2018-19 actual (\$ million)	2019-20 budget (\$ million)	2019-20 revised (\$ million)	2019-20 actual (\$ million)	2020-21 budget (\$ million)
Payment for non financial assets	65.60	83.50	83.50	79.80	147.1
Total	65.60	83.50	83.50	79.80	147.1

2020-21 State Budget Paper No. 4

(ii) Capital projects - (not related to COVID-19 response)	2018-19 actual (\$ million)	2019-20 budget (\$ million)	2019-20 revised (\$ million)	2019-20 actual (\$ million)	2020-21 budget (\$ million)
New					
New Wyndham Law Court					6.0
Sunshine Law Courts Redevelopment					0.5
Existing					
Bendigo Law Courts Redevelopment (Bendigo)		19.90	19.90	0.5	29.2
Aboriginal Justice Agreement 4 (Melbourne)	0.40	0.64	0.64	0.4	0.6
Courts case management system (statewide)	7.36	7.02	7.02	6.2	18.0
Forensic mental health implementation plan - Priority services reform (regional various)	1.35	1.00	1.00	0.1	0.1
Implementation of Youth Justice Reform (metropolitan various)	2.47	5.29	5.29	5.3	6.2
Improving court access through additional audio-visual technology (statewide)	1.87	1.90	1.90	1.9	3.8
Safe and sustainable Victorian courts (statewide)	1.78	5.32	5.32	2.3	2.9
Specialist Family Violence Integrated Court Response (statewide)	10.15	30.30	30.30	26.7	9.2
Supreme Court of Victoria - IT upgrade (Melbourne)	2.96	4.05	4.05	5	2.9
Regional Drug Court Pilot					5.3
Completed					
Bendigo Law Court Redevelopment - land acquisition (Bendigo)	4.00	16.00	16.00	12	
Court Integrated Service Program (CISP) and CISP Remand Outreach Pilot (statewide)	1.25	3.20	3.20	0.2	
Echuca Court Safety and Security (Echuca)	1.65	0.27	0.27	4.5	
Shepparton Law Courts (Shepparton)	3.20			0.3	
Wyndham Law Court - land acquisition (Werribee)	8.00			8	
Access to Justice - VCAT (Melbourne)	2.75				
Drug Court Expansion (Melbourne)	0.46				
Sub total	49.64	94.88	94.88	73.40	84.6

(iii) Capital projects - COVID-19 response					2020-21 budget (\$ million)
Building works package					
Building works					13.8
Children's Court works					6.9
Any other capital projects					
Online Courts Pilot					2.0
Court response to coronavirus (COVID 19)					5.0
Victorian Civil and Administrative Tribunal remote hearing services					9.9
Sub total					37.5

(iv) Line Item	2018-19 actual (\$ million)	2019-20 budget (\$ million)	2019-20 revised (\$ million)	2019-20 actual (\$ million)	2020-21 budget (\$ million)
CSV Annual Provisions Capital		-11.38	-11.38		0.0
Adjustments to ASSAMs to align with PNFA cash flows	-3.46			0.2	
Funded projects not included in ASSAM module	-0.28				
PPP/Accounting standards change adjustments	0.10			-93.2	0.1
Other Adjustments to PNFA	0.72			74.4	
Own Sourced Revenue Funded Capital Programs	13.28			24.2	8.9
Minor Capital Works	5.60			0.8	
Sub total	15.96	-11.38	-11.38	6.40	9.0

(v) PPPs	2018-19 actual (\$ million)	2019-20 budget (\$ million)	2019-20 revised (\$ million)	2019-20 actual (\$ million)	2020-21 budget (\$ million)
County Court					16.06
Sub total					16.06

Total Payment for non financial assets	65.60	83.50	83.50	79.80	147.10
	Correct	Correct	Correct	Correct	Correct

Please note the total of capital projects for each year is expected to reconcile to the total payments for non financial assets
Please insert lines as required

Question 10b - Capital Assets

(vi) Capital projects - COVID-19 response	Total estimated investment (\$million)	Estimated expenditure 2020-21 (\$million)	Project commencement	Source of funding	Expenditure incurred as at 01 October 2020	Number of jobs estimated to be created*	
						2020-21	2021-22
Building works	\$ 18.4	\$ 13.8	1/07/2020	2020-21 Budget	\$ -	85	28
Children's Court works	\$ 9.4	\$ 6.9	1/07/2020	2020-21 Budget	\$ -	43	
Online Courts Pilot	\$ 2.0	\$ 2.0	1/07/2020	2020-21 Budget	\$ -	12	
Court response to coronavirus (COVID 19)	\$ 12.5	\$ 12.5	1/07/2020	2020-21 Budget	\$ -	75	
Victorian Civil and Administrative Tribunal remote hearing services	\$ 9.9	\$ 9.9	1/07/2020	2020-21 Budget	\$ -	58	

* Estimates based on DTF model for 2020-21 Budget.