



PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE

2016-17 BUDGET ESTIMATES QUESTIONNAIRE

Court Services Victoria

27 April 2016

1. Strategic priorities

Question 1

Regarding the machinery-of-government changes that occurred during 2014-15, please:

- (a) provide a revised estimate of the costs of carrying out the changes for 2015-16 and any estimated costs anticipated during 2016-17. Please include all costs of the changes, such as IT-related costs or relocation costs, excluding staff costs.

Year	Costs related to machinery-of-government changes
2015-16	N/A as Court Services Victoria (CSV) was not subject to machinery-of-government changes that occurred during 2014-15.
2016-17	

- (b) provide a revised estimate for 2015-16 and estimate for 2016-17 for anticipated staff impacts of the machinery-of-government changes, quantifying expected redeployments, redundancies (including targeted redundancies), non-renewal of contracts and any other means of reducing staff numbers. Please identify estimated staff costs and savings arising from each means. Please also identify the areas within the Department where staff reductions are anticipated.

	Number (FTE)	Resulting costs (\$ million)	Resulting savings (\$ million)
2015-16			
Redeployment	N/A as CSV was not subject to machinery-of-government changes that occurred during 2014-15.		
Redundancies			
Non-renewal of contracts			
Staff reductions through other means			
Areas where reductions are anticipated			
2016-17			
Redeployment	N/A as CSV was not subject to machinery-of-government changes that occurred during 2014-15.		
Redundancies			
Non-renewal of contracts			
Staff reductions through other means			
Areas where reductions are			

anticipated	
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- (c) detail any expected closures of offices, depots or other public service points as a result of the machinery-of-government changes, quantifying the number of each type of location to be closed.

N/A as CSV was not subject to machinery-of-government changes that occurred during 2014-15.

Question 2

- (a) What are the Department's key strategic priorities underpinning its budget for 2016-17 and over the forward estimates to 2019-20?

The key strategic priorities of Court Services Victoria (CSV) as outlined on its Corporate Plan 2015-19, are to:

1. Secure financial sustainability

To grow and prosper for an enduring organisation

2. Promote the safety and security of people in Victorian courts

The safety and security of all people who use Victorian courts and tribunals is vital

3. Facilitate business transformation to support innovative contemporary courts

Business transformation is critical to supporting innovative and contemporary courts and tribunals

4. Strengthen corporate governance and strategic planning to support judicial independence in the administration of justice

An enduring organisation is essential to supporting judicial independence in the administration of justice for the people of Victoria

5. Foster people, capabilities and service excellence

A culture of service excellence and development of capabilities is fundamental to enabling the people of CSV to deliver our mission

Court Services Victoria is also contributing to whole-of-government family violence initiatives, the Ice Taskforce, and to community safety initiatives.

These priorities underpin CSV's budget for 2016-17 and over the forward estimates to 2019-20.

- (b) If applicable, how do these priorities differ from the previous year?

N/A as CSV was established on 1 July 2014 and its key strategic priorities outlined in question 2(a) have not been changed since establishment.

- (c) What are the impacts of any differences in the Department's strategic priorities between 2015-16 and 2016-17 on funding and resource allocation in the 2016-17 Budget?

N/A as there are no differences between CSV's strategic priorities between 2015-16 and 2016-17.

- (d) Please identify any programs or initiatives (asset or output) over \$2.0 million relevant to the Department that have been curtailed, deferred, discontinued or completed as a result of changes in strategic priorities between 2015-16 and 2016-17. In describing

the programs or initiatives, please use the same names as are used in the budget papers where applicable.

N/A as there are no differences between CSV's strategic priorities between 2015-16 and 2016-17.

Question 3

Please identify any programs or initiatives (including asset or output initiatives) that have lapsed in 2015-16 (that is, they will not be continued in 2016-17). For each program or initiative, please indicate the expenditure on this program/initiative in 2015-16. If the program or initiative is to be extended, please identify whether the Department's own sources will be used or name any initiatives in the 2016-17 Budget that replace the lapsing initiative. Please also identify the impact on the community of the lapsing (including rescheduling of service provision or commencement of service provision). If there is no impact, please detail the actions undertaken by the Department to ensure this. In describing the programs or initiatives, please use the same names as are used in the budget papers where applicable.

Program or initiative	Expenditure in 2015-16 (\$ million)*	If it is to be extended into 2016-17, how is the program or initiative to be funded?	Impact on the community of lapsing or actions taken by the Department to ensure there is no impact
Transport of deceased persons	3.2	This initiative is to be extended into 2016-17 through a new output initiative 'Sustainable transport of deceased persons services' that is funded in the 2016-17 Budget.	No impact on community expected due to new output initiative 'Sustainable transport of deceased persons services' that is funded in the 2016-17 Budget.
Men's behaviour change programs (part of whole-of-Victorian-government (WoVG) Family Violence output initiative)	0.5	This initiative is to be extended into 2016-17 through a new WoVG output initiative 'Changing perpetrator behaviour – men's behaviour change programs' that is funded in the 2016-17 Budget.	No impact on community expected due to a new WoVG output initiative 'Changing perpetrator behaviour – men's behaviour change programs' that is funded in the 2016-17 Budget.
Victorian Court safety audit	0.1	Initiative is not to be extended into 2016-17.	The audit was funded for 2015-16 only. The outcomes of the audit informed the development of a new output initiative 'Court safety and security' that is funded in the 2016-17 Budget. The community is expected to benefit from the new initiative intended to deliver court safety and security improvements for those who attend and work at Victorian Courts and Tribunals.

* Year to date to 31 March 2016

Question 4

What are the key Government policies applicable to the Department in 2016-17 and how are these policies addressed in this budget?

CSV is established to operate independently of the direction of the executive branch of government. The following Government policies are relevant to CSV

- A Safe and Fair Society;
- The 2016-17 WoVG Family Violence initiative;
- The 2016-17 WoVG Ice Action Plan initiative;

The following budget initiatives relate to those policies

- Court safety and security;
- Integrated court case management system – planning;
- Sustainable transport of deceased persons services; and
- A modern and sustainable delivery model for Victorian Civil and Administrative Tribunal (VCAT).

Question 5

- (a) Please provide details of the Department's progress at developing corporate plans and long-term plans as detailed in BFMG-03 and the Department of Treasury and Finance's *A Guide to Corporate and Long-Term Planning* (April 2014).

CSV produced its Corporate Plan 2015-2019 in accordance with the Courts Council's Memorandum of Understanding with the Attorney-General. A copy was provided to the Attorney-General in August 2015.

- (b) If the Department's corporate plan is online, please provide the address below.

N/A as CSV's Corporate Plan is not available online.

- (c) If it is not online, please explain why it is not online and advise whether it is intended to be made publicly available in the future.

The Court Services Victoria Corporate Plan 2015-19 was prepared as an internal document and was not intended to be published externally.

In preparing future corporate plans, CSV will give consideration to preparing the document for public release on the CSV website.

2. Budget preparation

Question 6

In relation to the Department's budget across the forward estimates period, please indicate:

- (a) major areas of risk identified by the Department for its income estimates

There are no major areas of risk to CSV's income estimates.

- (b) major areas of risk identified by the Department for its expenses estimates

CSV expenses are forecast to increase faster than its appropriation. The major expense risks for CSV arise from ageing legacy Information Technology (IT) systems that are at or beyond the end of their useful life and are points of potential critical failure for the Courts. In addition, poor quality and unsafe court buildings and facilities that are not fit for purpose pose a significant expense risk.

Other major expense risks for CSV relate primarily to the growth in salary expenditure and insufficient funding to resource expected increases in demand.

- (c) what measures have been put in place to manage these risks.

In order to manage salary and demand expense risks, CSV will continue to monitor these risks and implement strategies to improve efficiencies to meet demand.

Jurisdictions continue to deliver business improvements through the streamlining of practices and procedures through the establishment of specialist registries in the Supreme Court; up-skilling of staff in jurisdictions to ensure timely finalisation of matters; and the infringements processes in the Magistrates' Court where multiple matters will now be consolidated into a single case on lodgement.

To manage ageing IT systems and court buildings and facilities risks, CSV will focus on programs to maintain safe and sustainable court buildings and to realise IT project deliverables. CSV's executive management will continue to monitor the condition of these assets and develop programs and initiatives to maintain, redevelop and/or replace obsolete assets.

Question 7

Please describe any expected sources of income or expenses where the Department has made a conservative estimate in the budget year or any year over the forward estimates, and as a result anticipates that the actual amount is likely to be more than 10 per cent greater than what has been estimated in the budget papers (for example, where the amount is difficult to predict so the budget paper estimates are zero or a low amount). Please also identify any items for which the budget estimates are zero but income or expenses are expected. Examples might include: 'fair value of assets and services received free of charge or for nominal consideration', grants from new national partnerships that the Commonwealth might announce at some point during the forward estimates period, or donations to community appeals.

Source of income/expenses	Affected line item	Details
N/A		

3. Spending

Question 8

Please explain any variations of more than ± 10 per cent (or greater than \$100 million) between the revised estimate for 2015-16 and the budget for 2016-17 for the following line items in the Department's operating statement in the Statement of Finances budget paper:

- (a) 'employee benefits'
- (b) 'grants and other transfers'
- (c) 'other operating expenses' in aggregate
- (d) the major components of 'other operating expenses' for your department (please supply categories as appropriate).

	2015-16 (revised estimate)	2016-17 (Budget)	Explanation for any variances greater than $\pm 10\%$ (or greater than \$100 million)
	(\$ million)	(\$ million)	
Employee benefits	278.6	294.7	N/A
Grants and other transfers	1.0	1.0	N/A
Other operating expenses	99.7	91.4	N/A
Major components of 'other operating expenses' (please supply categories):			
Rent/utilities	27.2	25.0	N/A
Outsourced contracts	21.1	22.1	N/A

If the Department is unable to provide estimates for the components of 'other operating expenses' in 2016-17, please explain how the amount of 'other operating expenses' listed for 2016-17 in the budget papers was calculated.

N/A

Question 9

For the line item 'payments for non-financial assets' for 2016-17 in the departmental cash flow statement in the Statement of Finances budget paper, please identify the amount that is expected to be funded using funds carried over from 2015-16.

N/A as CSV's estimated carryover from 2015-16 is \$0.

Question 10

In relation to the break-down of expenses from transactions disaggregated by government purpose classification in the budget papers, please provide details of the Department's component of the expenses in each category for 2015-16 and 2016-17. Please explain any variations between the years that are greater than ± 10 per cent (or greater than \$100 million) between 2015-16 and 2016-17 estimates.

For reference, the relevant information was in Note 12(a) to the general government sector consolidated operating statement the 2015-16 Statement of Finances budget paper, p.34.

Government purpose classification	2014-15 actual (\$ million)	2015-16 revised estimate (\$ million)	2016-17 Budget (\$ million)	Explanation for any variances greater than $\pm 10\%$ (or greater than \$100 million) between 2015-16 and 2016-17 estimates.
General public services				
Public order and safety	441.7	480.4	487.0	N/A
Education				
Health				
Social security and welfare				
Housing and community amenities				
Recreation and culture				
Fuel and energy				
Agriculture, forestry, fishing and hunting				
Transport and communications				
Other economic affairs				
Other purposes				

4. Expenditure reduction measures

Question 11

For each of the savings initiatives detailed in the table below, please detail (on the same basis of consolidation as the budget papers):

- (a) what actions the Department will take in 2016-17 to meet the various savings targets
- (b) any impact that these actions will have on the delivery of services during 2016-17
- (c) the Department's savings target for 2016-17, 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.

Initiative	Actions the Department will take in 2016-17	Impact of these actions on service delivery in 2016-17	Savings target for 2016-17 (\$ million)	Explanation for variances to the original target
Efficiency and expenditure reduction measures in 2013-14 Budget (2013-14 BP3 pp.62-4)	<p>CSV will continue to meet its savings target through an on-going review of contractor and consultant costs and by seeking more efficient and effective use of all administrative arrangements.</p> <p>CSV has reduced the budget available to each jurisdiction and support areas in line with the savings target.</p>	<p>CSV is working to ensure there is no material impact on service delivery, though this is challenging in an environment of escalating demand of court services. This demand puts the administration of justice under further pressure, particularly given the courts have a number of fixed ongoing costs that are unable to be targeted under efficiency initiatives.</p>	\$1.7	N/A
Efficiency measures in 2013-14 Budget Update (2013-14 BU pp.129-30)	N/A	N/A	N/A	N/A

Efficiency and expenditure reduction measures in 2014-15 Budget (2014-15 BP3 p.79)	N/A	N/A	N/A	N/A
Efficiency and expenditure reduction measures in 2015-16 Budget (BP3 pp.105-7)	N/A	N/A	N/A	N/A
Any efficiency and expenditure reduction measures in 2016-17 Budget	<p>CSV will continue to meet its savings target through more efficient fleet arrangements and electronic purchases.</p> <p>CSV has reduced the budget available to each jurisdiction and support areas in line with the savings target.</p>	<p>CSV is working to ensure there is no material impact on service delivery, though this is challenging in an environment of escalating demand of court services. This demand puts the administration of justice under further pressure, particularly given the courts have a number of fixed ongoing costs that are unable to be targeted under efficiency initiatives.</p>	\$0.1	N/A

Question 12

In relation to any programs or initiatives that have been reprioritised, curtailed or reduced for 2016-17 (including lapsing programs), please identify:

- (a) the amount expected to be spent under the program or initiative during 2016-17 at the time of the 2015-16 Budget
- (b) the amount currently expected to be spent under the program or initiative during 2016-17
- (c) the use to which the reprioritised funds will be put. Please include the name(s) of any program or initiative that will be funded or partially funded through the reprioritisation.

Program/initiative that has been reprioritised, curtailed	the amount expected to be spent under the program or initiative during 2016-17:	The use to which the reprioritised funds will be put
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or reduced	at the time of the 2015-16 Budget	at the time of the 2016-17 Budget	
N/A as CSV has no programs or initiatives funded in the 2015-16 Budget that was reprioritised, curtailed or reduced for 2016-17.			

Question 13

In relation to any funding from reprioritisation of existing resources in the 2016-17 Budget for your department, please provide the following information in relation to each initiative, program or project from which \$1.0 million or more of funding has been reprioritised. In describing initiatives, please use the same names as are used in the budget papers.

For reference, the aggregated information was in Table 4.4 (net impact of the *2015-16 Budget* new output initiatives) in 2015-16 Budget Paper No.2.

Initiative, program or project for which funding was initially provided	Amount reprioritised for 2016-17 (\$ million)	Amount reprioritised for 2017-18 (\$ million)	Amount reprioritised for 2018-19 (\$ million)	Amount reprioritised for 2019-20 (\$ million)
A modern and sustainable delivery model for VCAT	1.0	1.0	1.0	1.0
Court safety and security	6.5	6.6	6.7	6.9

5. Output and asset initiative funding

Question 14

Please list the factors that contributed to changes in total income from transactions reported in departmental operating statements in the budget papers between 2015-16 and 2016-17, as in the following table:

	Amount		Explanation
	(per cent)	(\$ million)	
Total income from transactions 2015-16	na	466.1	
New output initiative funding		10.1	Court Safety and Security [^] ; Sustainable Transport of Deceased Persons Services; A modern and sustainable delivery model for VCAT [^] ; Integrated court case management system – planning [*] ; and Expansion of the Drug Court of Victoria. * part of WoVG funding [^] whole or part of funding from reprioritisation
Savings and efficiency measures		-0.1	2016-17 Labour Financial Savings (LFS)
Inflation adjustment			

Other (please specify)		\$10.9	<p>Special appropriation increase of \$10.3 million attributable to the year-on-year growth rate due to indexation of 4.5%.</p> <p>\$0.6 million for other net movements including indexation as applied by Treasury's departmental funding model.</p>
Total income from transactions 2016-17	na	487.0	

Question 15

Please provide the following details of any outputs for which output resources allocation reviews or base reviews (as described in BFMG-05) were completed, or expected to be completed, in 2015-16:

(a) output resources allocation reviews

Output(s)	How the review was initiated	Changes as a result	Reasons for the change
N/A – no base reviews were completed in 2015-16			

(b) base reviews

Output	How the review was initiated	2015-16 base funding (\$ million)	2016-17 base funding (\$ million)	Reasons for the change
N/A – no base reviews were completed in 2015-16				

Question 16

In relation to the asset initiatives released in the 2016-17 Budget for the Department (as detailed in the Service Delivery budget paper), please quantify the amount of funding for those initiatives that is expected to come from the Department's own sources (such as depreciation, applied appropriations which have not been spent or other sources) and the amount of new funding provided specifically for these initiatives in this budget.

For reference, asset initiatives released in the 2015-16 Budget for the Department were detailed in *Budget Paper No.5: 2015-16 Statement of Finances*.

	2015-16 (\$ million)	2016-17 (\$ million)	2017-18 (\$ million)	2018-19 (\$ million)	2019-20 (\$ million)	TEI (\$ million)
Funding from the Department's own sources	0.0	0.0	0.0	0.0	0.0	0.0
New funding specifically for these initiatives in 2016-17 Budget	0.0	4.8	3.5	0.0	0.0	8.3
Total asset initiatives (as in Service Delivery budget paper)	0.0	4.8	3.5	0.0	0.0	8.3

Question 17

- (a) Please quantify the Department's balance of applied appropriations unspent as at 30 June 2015 as defined in the notes to note 39(a) of the 2014-15 Financial Report for the State, along with estimates for the equivalent figures as at 30 June 2016 and 2017.

	2015 (\$ million)	2016 (\$ million)	2017 (\$ million)
Applied appropriations unspent as at 30 June	45.1	74.3	99.5

- (b) Please indicate the intended use of these amounts.

The majority of the applied appropriations unspent relates to the accrued entitlements for individuals and payable amounts which existed or are forecast to exist at year end. The intention is for these funds to be utilised when the liability materialises.

The growth in the future years reflects an estimated accumulation of unspent depreciation equivalent revenue. CSV is planning to use these funds for a minor works capital program to be developed. At such a time CSV will adjust the estimates to reflect the expected consumption of accumulated depreciation equivalent to revenue.

6. Public private partnership expenditure

Question 18

Please identify the PPP projects that are being managed by the Department or its controlled entities:

- (a) Under construction (including in planning)

N/A

- (b) In operation (commissioned).

County Court building, 250 William Street, Melbourne, 3000

Question 19

For each line item in the Department's comprehensive operating statement or statement of cash flows which includes expenditure on all PPP projects in 2016-17 or across the forward estimates period, please identify:

- (a) the line item
 (b) the value of expenditure (**including staff costs**) on PPP projects included within that line item
 (c) what the expenditure is for (for example, labour costs, payment of interest, payment of capital, purchases of services, payment of contracted penalties etc.).

For reference, the Department's comprehensive operating statement or statement and cash flows were detailed in *Budget Paper No.5: 2015-16 Statement of Finances*.

Line item	2015-16 revised (\$ million)	2016-17 (\$ million)	2017-18 (\$ million)	2018-19 (\$ million)	2019-20 (\$ million)	Explanation
PPPs in operation						
Repayment of Finance Lease	10.2	12.3	12.3	12.7	14.1	Repayment of principal
Interest and Other Finance Costs paid	8.1	3.1	3.1	2.6	1.3	Interest
Depreciation	5.7	5.7	5.7	5.7	5.7	N/A
Other Operating Expenses	16.4	20.1	20.9	20.9	20.9	Lease expenses and management/operation of the facility

7. Revenue

Question 20

Please disaggregate the Parliamentary Authority for the Department for 2016-17 as in the table below.

	Provision of outputs	Additions to the net asset base	Payments made on behalf of the State	Total
Annual appropriations	259.8 ^(b)	43.3 ^(b)	0 ^(b)	303.1 ^(a)
Receipts credited to appropriations	65.4 ^(b)	0 ^(b)	0 ^(b)	65.4 ^(a)
Unapplied previous years appropriation	0 ^(b)	0 ^(b)	0 ^(b)	0 ^(a)
Accumulated surplus – previously applied appropriation	0	0	0	0 ^(a)
Gross annual appropriation (sum of previous 4 rows)	325.2	43.3	0	368.5 ^(a)
Special appropriations	208.4	0	0	208.4 ^(a)
Trust funds	16.6	0	0	16.6 ^(a)
Total parliamentary authority (sum of previous 3 rows)	550.2	43.3	0	593.5 ^(a)

(a) available in the 'Parliamentary authority for resources' table for the Department in Budget Paper No.3.

(b) available in Appendix A of Budget Paper No.5.

Question 21

In relation to 2016-17, please outline any new revenue-raising initiatives released in the 2016-17 Budget. For each initiative, please explain:

- (a) the reasons for the initiative
- (b) the assumptions underlying the reasons
- (c) the impact of any changes on service delivery (that is, please detail all programs/projects that have been revised as a result of changes to existing revenue initiatives)
- (d) any performance measures or targets altered as a result of the initiative
- (e) the anticipated total value of revenue gained/foregone as a result of the initiative.

In describing initiatives, please use the same names as are used in the budget papers where applicable.

Initiative/change	Reasons for the initiative/change	Underlying assumptions	Impact of changes on service delivery	Performance measures or targets altered	Anticipated total value of revenue gained/foregone
N/A					

Question 22

In relation to 2016-17, please outline any other major changes to existing revenue initiatives. For each change, please explain:

- (a) the reasons for the change
- (b) the assumptions underlying the reasons
- (c) the impact of any changes on service delivery (that is, please detail all programs/projects that have been revised as a result of the change)
- (d) any performance measures or targets altered as a result of the change
- (e) the anticipated total value of revenue gained/foregone as a result of the change.

Where possible, please use names for programs or initiatives as are used in the budget papers.

Change	Reasons for the change	Underlying assumptions	Impact of changes on service delivery	Performance measures or targets altered	Anticipated total value of revenue gained/foregone
N/A					

Question 23

In relation to 2016-17, please outline any new tax expenditures or concession/subsidy initiatives and/or major changes to existing tax expenditures or concession/subsidy initiatives. For each initiative/change, please explain:

- (a) the reasons for the initiative/change
- (b) the assumptions underlying the reasons
- (c) the impact of any initiatives/changes on service delivery (that is, please detail all programs/projects that have been revised as a result of changes to existing revenue initiatives)
- (d) any performance measures or targets altered as a result of the initiative/change
- (e) the anticipated total value of revenue gained/foregone as a result of the initiative/change.

In describing initiatives, please use the same names as are used in the budget papers where applicable.

Initiative/change	Reasons for the initiative/change	Underlying assumptions		Impact of changes on service delivery	Performance measures or targets altered	Anticipated total value of revenue gained/foregone
N/A						

Question 24

For the Department's income categories, as per the Department's operating statement in the Statement of Finances budget paper, please provide an explanation for any items that have a variance of greater than ± 10 per cent or \$100 million between the revised estimate for 2015-16 and the budget for 2016-17.

Income category	Revised estimate for 2015-16 (\$ million)	Estimate for 2016-17 (\$ million)	Explanation
N/A			

Question 25

What impact have developments at the Commonwealth level had on the Department's component of the 2016-17 State Budget?

N/A

8. Performance measures

Question 26

For each initiative (asset or output) in the 2016-17 Budget with a total cost over the forward estimates greater than \$20 million (or a TEI over \$20 million), please list all new and existing performance measures in the budget papers related to the initiative. In describing initiatives, please use the same names as are used in the budget papers.

Initiative	Related performance measures
Court safety and security	Average cost per case – Civil matters disposed in the Magistrates' Court Average cost per case – Criminal matters disposed in the Magistrates' Court
Expansion of the Drug Court of Victoria	Average cost per case – Civil matters disposed in the Magistrates' Court Average cost per case – Criminal matters disposed in the Magistrates' Court

Question 27

For each quality, quantity or timeliness performance measure newly introduced in the 2016 17 Budget, please attach any supporting documentation the Department has produced in developing the measure, such as:

- (a) a description of the measure, including the data that support it, assumptions made, and how the data are collected and transformed

The new Court File Integrity measure is proposed to be introduced in the 2016-17 Budget and aligns with the Global Measures from the International Framework for Court Excellence (IFCE).

The new measure is a quality measure that reflects the percentage of case files and records that meet established standards of availability, accuracy and completeness.

The first component of this measure, availability, is measured by documenting the amount of time it takes to retrieve the file. The actual retrieval times are compared to a courts established objective or performance target.

The second component of this measure, accuracy of the case files, is measured by the extent of agreement between the case file summary and the actual file contents, but does not explicitly investigate whether documents are missing from both the file and summary.

The final component of this measure, completeness, considers whether all documents filed with the courts are contained within the case file.

Each jurisdiction has established a formal Court File Integrity auditing process and tools to collect data for this measure.

- (b) If the measure is a ratio (including a percentage), please include a description of the numerator and denominator series that provide the ratio

The Court File Integrity measure is a percentage of court files audited which comply with all three of the established standards of availability, accuracy and completeness.

The numerator for this measure is the number of files which pass all three audit standards, the denominator is the total number of files included in the audit.

- (c) how the measure evaluates the performance of the Department or the task faced by the Department

Court File Integrity is a non-subjective measure of the courts' performance based on a transparent and stringent audit process. The measure is a valuable means of identifying business improvement opportunities and ensuring that the court files meet the rigorous standards that align with the Global Measures from IFCE.

- (d) the process the Department employed to set a target or anticipated result for this measure

Jurisdictions have established court file management standards and audit processes to capture the required data. Jurisdictions have also undertaken mock audits to determine a baseline for performance against the measure and this has assisted in determining the estimate.

- (e) a description of what constitutes good performance and how the performance measure indicates this

Court file audits undertaken to assess a court's performance in this area are rigorous – all criteria (availability, accuracy, and completeness must be met in order for a file to pass an audit. For example, in order to pass the availability criteria, case files should be available within fifteen minutes of a request for the file.

The second component of this measure, accuracy is measured by the extent of agreement between the case file summary and the actual file contents. This is measured by performing comparisons between entries on the summary of documents and the actual documents included in each file.

The final component of this measure considers how well the file contents comports with court requirements, as well as the completeness of the file.

Any file that fails any of the three audit criteria fails the overall audit.

The greater the percentage of cases that comply with the audit requirements the better the performance of the jurisdiction against this measure. It would be generally expected that courts would perform very well against a measure of court file integrity as this would be seen as a core component of the courts work, however, as this measure and the surrounding audit processes are relatively new the estimate for 2016-17 has been set somewhat conservatively at 90 per cent.

- (f) any shortcomings of the measure

Management of Court File Integrity is a largely manual process which may be challenging for jurisdictions with very large case volume and/or multiple registry locations.

- (g) how the department intends to estimate the 'expected outcome' of the measure at the time of the 2017-18 Budget

The results of trial audits in each jurisdiction will be used to estimate the 'expected outcome' of the measure.

- (h) how the department intends to evaluate the effectiveness of the measure in the future.

Regular review of the estimate provided by each jurisdiction will be conducted to ensure that the estimates are set at an appropriate level to reflect a high expected level of quality service delivery.

9. Staffing matters

Question 28

Please fully complete the table below, providing actual FTE staff numbers at 30 June 2015 and estimates of FTE staff numbers (broken down by the categories listed below) at 30 June 2016 and 30 June 2017 for the Department. Please provide figures consolidated on the same basis as the expenditure for the Department in the budget papers.

Grade	30 June 2015 (Actual FTE number)	30 June 2016 (Expected FTE number)	30 June 2017 (Forecast FTE number)
EO-1	1	1	1
EO-2	3	4	4
EO-3	5	7	7
VPS Grade 7 (STS)	3	5	5
VPS Grade 6	129	130	131
VPS Grade 5	171.3	182.5	183.5
VPS Grade 4	214.8	207.3	209
VPS Grade 3	479.4	470.1	472
VPS Grade 2	649.1	647.7	648.7
VPS Grade 1	0.8	0	0
Government Teaching Service	N/A	N/A	N/A
Health services	N/A	N/A	N/A
Police	N/A	N/A	N/A
Allied health professionals	1.7	2.3	2.3
Child protection	N/A	N/A	N/A
Disability development and support	N/A	N/A	N/A
Custodial officers	N/A	N/A	N/A
Other (Please specify): Solicitors	7.6	6.6	6.6
Judicial and Statutory Appointees * While not staff of CSV, judicial FTEs have been listed to give a complete picture of operations	303.6	315	315
Total	1969.3	1978.5	1985.1

Question 29

Please break down the actual staff numbers in your department as at 30 June 2015 and the estimates as at 30 June 2016 and 2017 according to the number of staff that are ongoing, fixed-term or casual.

	30 June 2015 (Actual FTE number)	30 June 2016 (Expected FTE number)	30 June 2017 (Forecast FTE number)
Ongoing	1742.1	1734.8	1737.8
Fixed-term	222.2	240.1	243.5
Casual	5	3.6	3.8
Total	1969.3	1978.5	1985.1

Question 30

Please detail numbers (FTE) and the actual amount that the Department spent on contractors and consultants in 2014-15 and the estimated numbers and expenditure in 2015-16 and 2016-17. A definition of the difference between consultants and contractors is contained in FRD 22G – Standard Disclosures in the Report of Operations. Please provide figures on the same basis of consolidation for the Department as used in the budget papers.

	2014-15 Actual		2015-16 Expected		2016-17 Forecast	
	(\$ million)^	FTE*	(\$ million)	FTE*	(\$ million)**	FTE**
Consultants	1.6	39	2.1	46	2.0	44
Contractors	8.1	256	6.9	209	6.0	182

* FTE numbers for contractors is headcount and consultants is based on the number of consultancies.

^ Actual \$ as per 2014-15 CSV Annual Report

** Budget requirements will be confirmed during the 2016-17 internal budget process in May 2016.

Contact details

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Contact Officer: Lisa Wills

Position: Chief Finance Officer

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The completed questionnaire must be returned by:

5:00 pm, Thursday 28th April 2016

Please return the response (**in Word format**) to paec@parliament.vic.gov.au, and a signed copy to:

Mr Phil Mithen

Acting Executive Officer

Public Accounts and Estimates Committee

Level 3, 55 St Andrews Place

EAST MELBOURNE VIC 3002

Telephone: (03) 8682 2867

Fax: (03) 8682 2898

Email: paec@parliament.vic.gov.au

For inquiries on this questionnaire, please contact the Acting Executive Officer or:

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