

QUESTIONS TAKEN ON NOTICE AND FURTHER INFORMATION AGREED TO BE SUPPLIED AT THE PAEC HEARINGS

Consumer Affairs, Gaming and Liquor Regulation

1. Please advise the number of people who received services and sought services for the years in the following table:

(Page 8 of the Consumer Affairs, Gaming and Liquor Regulation portfolio transcript)

	2014-15 actual	2015-16 revised *	2016-17 expected
Clients who receive a service	6,962	7,118	7,120
People who seek assistance **	6,962	7,118	7,120

* Estimated 2015-16 year end based on actual data to 31 March 2016

** All clients who seek assistance are offered a service

2. Please advise what action is intended to be taken in the future to support the anticipated increased demand for gambling information and advice services.

(Page 10 of the Consumer Affairs, Gaming and Liquor Regulation portfolio transcript)

The Victorian Responsible Gambling Foundation (Foundation) provides education, research, treatment and support services with a view to reducing gambling-related harm and fostering responsible gambling. To this end the Foundation funds Gambler's Help services to deliver therapeutic and financial counselling to those affected by problem gambling, runs community education and information campaigns to encourage responsible gambling, provides information via the Gambling Information Resource Office to community groups, local government and the public about gambling and its regulation in Victoria and undertakes and commissions research to ensure programs are based on the best available evidence.

The Victorian Commission for Gambling and Liquor Regulation (Commission) is the statutory body that regulates Victoria's gambling and liquor industries. The Commission focuses on the people, premises, products and promotions involved in supplying gambling and liquor. The Commission operates a contact centre to provide information and advice to industry and community about the regulation of Victoria's liquor and gambling industries. The Commission does not generally receive calls seeking problem gambling assistance or referral. Any calls of this nature would be referred to Gambler's Help.

Both the Foundation and the Commission will continue to provide these services to support any anticipated increased demand for gambling information and advice services.

3. Please advise what recommendations have been tabled as part of Dr Cohen's review of the VCGLR's governance and decision-making processes.

(Pages 4, 16 of the Consumer Affairs, Gaming and Liquor Regulation portfolio transcript)

The former Minister for Consumer Affairs, Gaming and Liquor Regulation undertook at the PAEC hearing that she would be tabling some of the recommendations made by Dr Cohen that day. However, this did not take place on the day of the hearing. I will be working through the review in my role as the new Minister and anticipate being able to table some of the recommendations shortly.

4. Please provide the Committee with a breakdown of the cost of flights, accommodation and other expenses for departmental officials who undertook overseas travel in 2015-16.

(Pages 19 of the Consumer Affairs, Gaming and Liquor Regulation portfolio transcript)

Department expenditure is published in their Annual Report. Guidelines for the use of flights are outlined in the Victorian Public Sector Principles, which is available online.

5. Please advise the number of reported incidents of bullying that have been reported to the HR team, broken down by types of bullying, such as those identified by gender, sexuality, physical or other.

(Pages 19 of the Consumer Affairs, Gaming and Liquor Regulation portfolio transcript)

Information on the number of complaints, the application of public sector values, employment principles, codes of conduct and standards can be found in the Victorian Public Sector Commission's Annual Report.

6. With regard to the rooming house facilities which are inspected by the Department of Justice and Regulation but funded as part of the Department of Health and Human Services' Rooming House Upgrade Program please advise:

- a. **whether the properties in Ascot Vale, Flemington and St Kilda are owned by the Government, not-for-profit enterprises or the private sector**
- b. **why the phasing for the Rooming House Upgrade Program has deferred \$0.5 million from 2016-17 to 2018-19 since the publication of Labor's Financial Statement 2014?**

(Pages 20 of the Consumer Affairs, Gaming and Liquor Regulation portfolio transcript)

- a. All three properties are owned by the Director of Housing but are leased to registered not for profit housing agencies.
- b. Due to a shift in the proposed design for the properties, less funding is required in 2016-17 than previously anticipated. However, the total budget allocation over the three years remains at \$10 million.