



PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE

**2009-10 AND 2010-11 FINANCIAL AND PERFORMANCE
OUTCOMES QUESTIONNAIRE — PART TWO**

DEPARTMENT OF JUSTICE

DUE: TUESDAY 13 DECEMBER 2011

Question 1

The Victorian Auditor-General's report on Working with Children Check (October 2008) recommended that '*DOJ should develop performance measures that demonstrate the achievement of the objectives and expected outcomes of the WWCC scheme.*' What is the status of the recommendation?

Reporting on the achievement of the objectives and expected outcomes of the Working with Children Check scheme has continued to be a focus for the Working with Children Check Unit, and is one of the Unit's strategic priorities for 2011-12.

As a result of work undertaken since the Auditor-General's report, the Unit now tracks its performance against 24 performance indicators in addition to its BP3 targets, and in 2011-12 will consider whether changes should be made to the scheme's existing measures to better demonstrate achievement against its purpose and objectives.

Question 2

The *Annual Report 2009-10* (p.24) indicates that prisons contribute to the economy of local communities, particularly in regional areas. Please provide details for each prison project of the expected net benefits to the economy of local communities, and any assessment that has been done of actual benefits.

Secondary to the protection of the community by holding offenders accountable and working to reduce re-offending, Victoria's correctional facilities provide a broad range of economic benefits to their respective local communities. The benefits arise during both the construction and operational phases. Importantly, prisons provide significant ongoing local employment opportunities, as well as employment during the construction phase. Prisons also have a broader economic benefit, such as supporting local business through supply contracts and local purchasing, and from prison visitors.

Corrections Victoria operates Victoria's eleven public prison facilities and one transition centre, and oversees the contracts relating to the two privately operated prisons, the Fulham Correctional Centre and Port Phillip Prison. Many of these correctional facilities are located in rural areas, and are often the largest employers in those towns. For instance, when the new Hopkins Correctional Centre becomes operational in Ararat, it will be the largest employer in the area, with 350 construction jobs to be created in the construction phase and 140-150 new prison jobs once the construction is complete.

Employment opportunities are also generated from expansions to correctional facilities. Recent expansions of Dhurringile Prison (54 beds) (near Murchison), the Beechworth Correctional Centre (40 beds), Marngoneet Correctional Centre (88 beds) and Tarrengower Prison (18 beds) resulted in the creation of:

- 11 additional FTE's at Beechworth Correctional Centre;
- 13 additional FTE's at Dhurringile Prison;
- 8 additional FTE's at Tarrengower Prison; and
- 30.4 additional FTE's at Marngoneet Correctional Centre.

A further two expansions underway at Dhurringile (54-beds) and Langi Kal Kal Prison (54-beds) (near Beaufort) in 2012 will result in similar staffing increases with the expected creation of:

- 13 additional FTE's at Dhurringile Prison; and
- 13 additional FTE's at Langi Kal Kal Prison

These economic benefits extend to local industries connected to the community in which the correctional facilities are located. For example, the privately operated Fulham Correctional Centre has a 'buy local' policy, committing the prison to buying from local suppliers if the price is within five per cent of what the prison can purchase elsewhere. As a result of this 'buy local' policy, Fulham Correctional Centre contributes approximately \$28 million annually to the local economy. Corrections Victoria will consider local suppliers where appropriate when sourcing products and services for prisons, within the context of its obligations under the Victorian Government Purchasing Rules (VGPR).

Question 3

Please provide details (TEI, expenditure expected to be incurred, actual expenditure incurred) of the projects funded under the Regional Racing Infrastructure Fund for 2009-10 and 2010-11.

Note: due to the nature of capital works programs, actual expenditure on individual projects often occurs across a number of financial years.

Project	TEI	Expected expenditure 2009-10	Actual expenditure 2009-10	Expected expenditure 2010-11	Actual expenditure 2010-11
Ballarat Function Room and Toilet Upgrade	188,950	188,950	188,950	0	0
Ballarat 390 Metre Start	81,325	81,325	81,325	0	0
Ballarat New Starting Boxes (390 and 450 metres)	47,664	47,664	47,664	0	0
Geelong Grandstand and Track Redevelopment	4,337,473	4,337,473	1,734,989	0	2,602,484
Bendigo and Sale - Water Desalination Plants	86,897	86,897	0	0	86,897
Warragul Track Redevelopment	1,317,470	1,317,470	1,317,470	0	0
Hamilton Track Upgrade	418,500	418,500	418,500	0	0
Cooling of Horse Stalls at Tabcorp Park	53,082	53,082	53,082	0	0
Multi Purpose Building at Tabcorp Park	2,285,013	2,285,013	936,000	0	873,121
Ararat New Jockey and Raceday Administration Building	154,000	154,000	154,000	0	0
Ballarat Sand Track Upgrade	54,000	54,000	54,000	0	0
Ballarat Uphill Training Track (design phase)	36,000	36,000	30,091	0	0
Ballarat Irrigation Infrastructure and Dam Upgrade	209,206	209,206	0	0	189,000
Ballarat Uphill Training Track (construction phase)	2,160,000	2,160,000	864,000	0	1,080,000
Bendigo Raceday Officials Facility	52,500	52,500	0	0	21,000
Bendigo	16,730	16,730	0	0	11,200

Project	TEI	Expected expenditure 2009-10	Actual expenditure 2009-10	Expected expenditure 2010-11	Actual expenditure 2010-11
Stormwater Harvesting and Dam Storage Investigation					
Cranbourne Training Centre Bullring	45,000	45,000	18,000	0	0
Cranbourne Training Complex - Gated Access	47,518	47,518	0	0	45,510
Echuca Toilet Upgrade	58,000	58,000	23,200	0	29,000
Geelong Jog Track	105,000	105,000	105,000	0	0
Geelong Stormwater Harvesting Project	266,000	266,000	266,000	0	0
Geelong Irrigation Upgrade	405,000	405,000	0	0	364,500
Hamilton Ambulance Track	25,000	25,000	10,000	0	0
Kilmore Droughtproofing Feasibility Study	31,500	31,500	14,810	0	0
Kyneton Jog Track	105,000	105,000	86,780	0	0
Moe Starting and Practice Gates	94,400	94,400	94,400	0	0
Mornington Treated Water Pipeline Project	480,000	480,000	480,000	0	0
Mornington 1600 Metre Chute Retaining Wall Reconstruction	100,000	100,000	100,000	0	0
Mornington Sand Track Upgrade	112,000	112,000	112,000	0	0
Mornington Course Proper Upgrade	1,170,000	1,170,000	1,170,000	0	0
Practice Starting Gates (Mornington, Echuca & Warrnambool)	49,700	49,700	49,700	0	0
Plastic Running Rails	2,083,500	2,083,500	833,400	0	1,250,100
Plastic Running Rails (Donald, Stony Creek & Terang)	280,000	280,000	0	0	280,000
Wimmera (Stawell) Starting Gates and Trailer	136,000	136,000	136,000	0	0
Warrnambool Bookmakers Ring Shelter	100,000	100,000	40,000	0	60,000
Werribee International Horse Quarantine Centre	1,120,000	1,120,000	798,574	0	321,426
Werribee Racecourse Course Proper Reconstruction	2,500,000	2,500,000	2,250,000	0	250,000
Werribee International Horse Quarantine Centre (additional)	380,000	380,000	0	0	380,000
Woolamai Stewards Towers	8,652	8,652	0	0	8,652
Yarra Valley - Stage 1 Regional Racecourse Revitalisation	250,000	250,000	100,000	0	125,000
Bendigo	1,000,000	0	0	1,000,000	0

Project	TEI	Expected expenditure 2009-10	Actual expenditure 2009-10	Expected expenditure 2010-11	Actual expenditure 2010-11
Grandstand and Track Redevelopment					
Healesville Pavilion and Track Redevelopment	375,000	0	0	375,000	150,000
Ballarat Front Entrance Upgrade	142,622	0	0	142,622	57,049
Ballarat Car Park Upgrade	76,541	0	0	76,541	0
Bendigo Track Lighting Upgrade	133,445	0	0	133,445	53,378
Bendigo Diesel Generator	27,200	0	0	27,200	10,880
Cranbourne Communal Harness Training Facility	918,307	0	0	918,307	241,828
Harness Racing Track Equipment (6 venues)	117,800	0	0	117,800	47,120
Shepparton Horse Stalls	143,322	0	0	143,322	143,322
Swan Hill Track and Lighting Development	1,775,750	0	0	1,775,750	710,300
Ballarat Starting Stalls	59,224	0	0	59,224	59,224
Benalla Track Drainage Upgrade	154,300	0	0	154,300	138,870
Bendigo Sand Training Track Upgrade	350,000	0	0	350,000	307,216
Cranbourne Night Racing Track Lighting	4,690,000	0	0	4,690,000	3,686,158
Cranbourne Training Complex - Synthetic Track	2,100,000	0	0	2,100,000	2,100,000
Cranbourne Training Complex New Chute	236,000	0	0	236,000	94,400
Geelong Racecourse Masterplan Development	31,000	0	0	31,000	0
Kilmore Administration Building Wall Replacement	58,134	0	0	58,134	58,134
Kyneton - Horse Stalls Surface Upgrade	24,499	0	0	24,499	24,499
Kyneton - Viewing Deck Floor Replacement	15,710	0	0	15,710	15,710
Kyneton Flood Damage Repairs	105,000	0	0	105,000	94,500
Moe Flood Repairs - Track Drainage	36,000	0	0	36,000	32,400
Various - Electrical Infrastructure Upgrades (7 venues)	25,000	0	0	25,000	18,275
Various - Safety Fencing (3 venues)	62,500	0	0	62,500	56,250
Various - Stewards Towers (7 venues)	50,000	0	0	50,000	20,000
Various - Underground Utilities location	97,500	0	0	97,500	39,000

Project	TEI	Expected expenditure 2009-10	Actual expenditure 2009-10	Expected expenditure 2010-11	Actual expenditure 2010-11
and mapping					
Ambulance Track Upgrades (Benalla, Echuca & Moe)	75,000	0	0	75,000	50,000
Barrier Stalls Padding Upgrades (Various)	10,000	0	0	10,000	4,000
Judges & Officials Towers Upgrades (Various)	12,500	0	0	12,500	9,968
Swabbing Stall Facility Upgrades (Various)	25,000	0	0	25,000	11,947
Track Drainage Investigations (6 venues)	140,000	0	0	140,000	0
Sale Irrigation Upgrade - Design Phase	22,500	0	0	22,500	9,000
Seymour Course Proper Upgrade - Design Phase	19,153	0	0	19,153	19,153
Seymour Water Sustainability Project	420,000	0	0	420,000	168,000
Terang Track Drainage Upgrade	45,000	0	0	45,000	18,000

Question 4

The total output cost for Gaming and Racing Management and Regulation in 2009-10 was \$8.9 million (7.2 per cent) underspent due to the lower than planned Regional Racing Infrastructure Fund grants. The *Annual Report 2009-10* indicated (p.57) that '*changes to the funding allocation process will address the lower than anticipated take up*'. However, the Committee notes that the 2010-11 output cost was \$18.2 million (14 per cent) underspent '*due to grant under expenditure*' (*Annual Report 2010-11*, p.69). Were the same factors responsible for the underspend in 2010-11 as 2009-10? If so, what further action is planned to address the matter?

Changes to the funding allocation process implemented in 2009-10 resulted in increased project expenditure in 2010-11. However, this was still less than anticipated, owing to delays to capital works programs and fewer than anticipated applications from the racing industry (note response to Q5 below).

The racing industry has indicated that its continued commitment to the RRIF will be reflected in a number of substantial projects included as part of its forward works program during the remainder of 2011-12 and 2012-13.

Question 5

What measures has the Department developed for evaluating the performance of the Regional Racing Infrastructure Fund? Please provide commentary on its performance over 2009-10 and 2010-11

While the efficiency of government programs are constantly evaluated by government there are no plans currently in place for a formal evaluation of the RRIF. The purpose of the RRIF is to provide financial support to racing controlling bodies for capital developments and improvements at non-metropolitan racing and training venues and for selected programs

designed to further stimulate industry growth and development. Over the term of the fund, a range of outcomes have been delivered that are clearly consistent with its stated purpose.

Shortfalls in program expenditure have occurred in 2009-10 and 2010-11 due to continuing uncertainty regarding the capacity of the racing industry to meet its obligation to matching funding. The uncertainty of racing industry revenues is a direct result of the ongoing legal challenges to the capacity of racing controlling bodies to demand and collect racing product fees from wagering providers located elsewhere in the Commonwealth.

Question 6 -

Can the Department provide a status report for the Ararat Prison, including the original and updated dates of expected completion, as well as an explanation of how the project being made a Private Public Partnership has affected the overall cost to the Government?

Ararat Prison Project

As a PPP the Ararat Prison has a number of commercial acceptance dates set out in the Project Agreement. The Aegis Correctional Partnership is obliged to meet these dates. The contract also contains procedures if these dates are not met. The Government has requested that the contractor provide an updated program setting out anticipated completion dates based on current progress, for submission to the State in February 2012.

Delivery of the project as a PPP by Aegis Correctional Partnership has reduced the cost to the Government, based on a Public Sector Comparator (PSC) assessment. The Public Sector Comparator (PSC) is an estimate of the risk-adjusted, whole-of-life cost of the Project if delivered by the State. The net present cost of the Aegis Correctional Partnership proposal is approximately 7.5 per cent (or a saving of \$32M NPC) below the Public Sector Comparator. Importantly, completion risk (time and cost) is at the risk of the contractor (Aegis Correctional Partnership) and service payments do not commence until the facility is operational.

In addition, there were a range of other significant value-for-money benefits provided by the Aegis Correctional Partnership proposal. These additional benefits include:

- significantly enhanced Environmentally Sustainable Development (ESD) outcomes, including tri-generation and black water systems extending to the existing facility and the introduction of energy-saving perimeter lighting;
- more gross floor area than was contained in the tender service specifications;
- improved integration between the new and existing prison, including refurbishment of existing vacated spaces, additional treatment to existing facades and provision of emergency lighting and a new cell intercom system throughout the existing prison;
- a sewer connection upgrade to the main town sewer system;
- the introduction of a computerised Prisoner Interactive Learning System; and
- extensive irrigation to the majority of landscaped areas and additional horticultural areas beyond that contained in the tender service specifications.

Question 7

What efficiency and service effectiveness gains were achieved by the Department in 2010-11 as a result of centralisation of IT services through the use of CenITex (please quantify gains where possible)?

The Department of Justice transitioned its staff and services to CenITex in October 2010 via a Memorandum of Understanding (MOU) for services to be performed by CenITex for

the department. The MOU confirmed an agreement for the department to transfer resources/assets with appropriate budget to CenITex who would continue to provide the same level of service until such time that the department commenced purchasing services from the CenITex Service Catalogue. The Department is considering how services may best be delivered through the service catalogue. At this stage there have been no efficiency or effectiveness gains achieved by the department as a result of the transition to CenITex.

Question 8

It is noted that the staff number (FTE equivalents) in Strategic Projects and Planning has decreased from 379.4 to 311.3, a decrease of 18 per cent (*Annual Report 2010-11*, p.169). Can the Department provide reasons for this decline in numbers and detail any impacts that the reduction has had on the Department?

As highlighted in the Annual Report 2010-11, the staff number (FTE equivalents) decreased from 379.4 to 311.3. This was primarily as a result of the Machinery of Government change where a number of the department's information technology staff positions in the Knowledge Information and Technology Services unit (KITS) were re-deployed or transferred to the Centre for Information Technology Excellence (CenITex).

CenITex is an Information and Communications Technology (ICT) shared services agency, set up as a State Body by the Victorian Government to centralise ICT support to government departments and agencies.

Question 9

The note to the measure for 'prosecutable images' (*Annual Report 2010-11*, p.63) states that new digital technology has caused an increase in the per centage of images that are prosecutable. Why has the Department not increased the target for this measure as a result of the new technology?

The department set the 2010-11 target in March 2010. At the time the 2010-11 target was set, the roll out of the digital technology had not been completed. The roll out occurs sequentially, and following each stage of implementation, a testing process must be completed before the set of cameras is determined to be fully operational. It is difficult to predict the actual performance of the equipment while mixed technologies are in place, and before the testing process is complete. The actual results for 2010-11 exceeded the target. However, it would not be prudent to adjust the target based on the first (part) year results. The Department will continue to monitor targets and actual results in setting appropriate future targets.

Question 10

For each of the following performance measures where there was a significant difference between the expected outcome for 2010-11 (as reported in the 2011-12 Budget Paper No.3, pp 239-259) and the actual outcome (as reported in the *Annual Report 2010-11*, pp.55-69), please:

- (a) give the reasons for the disparities between the expected outcomes and the actual outcomes; and
- (b) provide information on how each expected outcome in the budget papers was determined.

Performance measure	2010-11 expected outcome	2010-11 actual	Reasons for the disparity between the expected and actual outcomes	How the expected outcome was determined
Reduction of crimes against the person	-2.0	-5.7	As explained in the Annual Report 2010-11 the increase in 'crimes against the person' is due to the rise in the total number of 'assaults' offences. A 5.3 per cent increase in recorded 'assaults' underpins the 2010-11 result. 'Assaults' recorded in the context of police attendance at Family Violence Incidents (FVI) has increased by 31 per cent, while 'assaults' in community locations have decreased by 2.8 per cent during 2010-11. Victoria Police actively encourages the reporting of FVI as part of a longer-term strategy to reduce the incidence of family violence in the community.	The expected outcome for 2010-11 was determined in March 2011, based on year end forecasts. The forecast was for an increase, rather than a reduction in 'crimes against the person' of a magnitude slightly lower than the previous reporting period where an increase of 2.9 per cent was recorded.
Corruption prevention initiatives	50	60	Additional corruption prevention sessions were delivered by the Office of Police Integrity.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target, which was set at 50 corruption prevention initiatives.
Client satisfaction with quality of legal advice provided (VGSO)	80	88	The Victorian Government Solicitor's Office measures its client satisfaction through random surveying of its customers. The year's result reflects a higher level of satisfaction than anticipated.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target which was set at 80 per cent client satisfaction with quality of legal advice.
Public advocate protective interventions for people with a disability	2510	2755	Service delivery was higher due to supplementary funding to meet service delivery demand pressures.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target, which was set at 2510 protective interventions.
Privacy awareness activities conducted	253	280	Demand for multiple training sessions to public sector organisations, and additional activities arising from the Diverse Communities' Engagement Project underpin the year's result.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target, which was set at 253 privacy awareness activities.
Criminal and non-criminal matters disposed	384,000	394,223	The higher actual when compared to the expected outcome is due a higher than anticipated number of finalisations in the final quarter, which was a result of less	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was

Performance measure	2010-11 expected outcome	2010-11 actual	Reasons for the disparity between the expected and actual outcomes	How the expected outcome was determined
			complexity in the cases being heard. The actual variance is only a 1.2% difference from the annual target.	expected to be slightly lower than the 2010-11 target (389,500 matters disposed) allowing for increasing complexity of cases heard.
Warrants actioned	800,000	1,021,235	More effective strategies and use of sanctions, including issuing Notices of Intention to Suspend Licence or Registration, wheel clamping, roadblocks and well-targeted operations in the field have contributed to a greater number of warrants actioned.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be approximately 4 per cent higher (30,000 warrants actioned) than the 2010-11 target (770,000 warrants actioned).
Prosecutable images	88.0	97	The introduction of advanced digital mobile camera technology in 2010 underpins the high percentage of prosecutable images.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target of 88 per cent of images being prosecutable. Although advanced digital mobile technology was introduced the impact on the expected outcome was uncertain at the time.
Municipal customer satisfaction	85.0	94	This performance measure reports the results of a random survey of municipalities. Satisfaction levels were higher than anticipated, in particular relating to the professionalism and training of VICSES regional staff.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target which was set at 85 per cent municipal customer satisfaction.
Structural fire contained to room or object of origin	70.0	82	The 2010–11 actual figure reflects better than national average performance by the MFB and CFA.	The target for this measure is set in line with the historical national average reported in the Productivity Commission's <i>Report on Government Services</i> (69.6 per cent for 2009–10).
Services provided within agreed timeframes	90.0	95	The timeliness of service delivery was above target due to process efficiencies.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target that was set at 90 per cent of services to be provided within agreed timeframes.
Regulatory compliance and licensing activities progressed within set timeframes	85.0	90	The timeliness of service delivery was above target due to process efficiencies.	The expected outcome for 2010-11 was determined in March 2011, based on forecasts to year-end. At the time, the year-end result was expected to be in line with the 2010-11 target which was set at 85per cent municipal customer satisfaction.

Question 11

With respect to the performance measure 'Quality of court registry services' in 2010-11 (*Annual Report 2010-11*, p.61), please explain:

- (a) the reasons why performance on this measure declined from 98.4 per cent in 2009-10 to 85 per cent in 2010-11; and

This measure refers to the Magistrates' Court registry services. The figure published in the annual report (85 per cent) was an estimate of performance at that time of reporting. The actual result for 2010-11 has now been confirmed at 95 per cent. The department has introduced changes to ensure the actual result can be reported sooner rather than rely on an estimate.

- (b) given that, for the previous three years, the outcome was 95 per cent or higher, why the 2010-11 target was set at 85 per cent.

The target for this qualitative measure has been conservatively maintained at 85 per cent for the last four years (2007-08 to 2010-11). The Department will continue to monitor targets and actual results in setting appropriate future targets.

Question 12

Given that one of the stated objectives of the *Supporting the State's Fire and Emergency Services* output group is to 'reduce death and injury rates' (*Annual Report 2010-11*, p.65):

- (a) why has no performance indicator been developed to measure this?

Output Groups are the aggregation of outputs into manageable groups to assist planning, budgeting, performance monitoring and reporting. The department re-assesses the output specifications each year in our business plans, to ensure that outputs and performance measures remain relevant to departmental objectives and government outcomes.

The performance indicator '**reduce death and injury rates**' is a valid indicator for the government and the emergency services organisations. However, the data is unable to be collected and reported against the indicator at the end of the output reporting period. The department is unable to collect the death data, for the nominated financial year, from the Victorian Coroner where formal cause of death can take over a year to be determined. In addition, performance indicators based on a small number of cases, such as deaths, are more than likely to show substantial annual fluctuations. For example, the tragic deaths of 173 people in the 2009 bushfires resulted in a considerably higher toll than in the preceding and subsequent years.

Data availability issues also exist with injury rate data, which is currently limited to hospital admission data and therefore only extremely serious injury by fire. Data on lesser injuries handled by emergency departments and local general practitioners is not readily available.

Whilst these two measures are not currently suitable for inclusion in the Output Group *Supporting the State's Fire and Emergency Services*, they are published in the annual Productivity Commission's Report on Government Services (with a time lag of one year due to the data availability) for jurisdictional comparison and outcome assessment.

- (b) what have been the death and injury rates relating to emergency events in 2009-10, 2010-11 and 2011-12?

The Productivity Commission's Report Government on Government Services (ROGS) details fire deaths on a calendar year basis and injuries on a financial year basis. The death data is sourced from the Australian Bureau of Statistics while the injury information is sourced from the Australian Institute for Health and Welfare.

The most recent information contained in the current 2011 ROGS report (published in January 2011) shows Victoria's annual fire death rate to be, 4.3, 5.6 and 7.2 deaths per million people for the years 2006, 2007 and 2008 respectively.

The 2011 ROGS report shows the annual rates of hospital admissions due to fire injury are 12.7, 12.3 and 13.3 admissions per 100,000 people for the years 2006/07, 2007/08 and 2008/09 respectively. Currently the department does not routinely capture this information.

Information on fire deaths more recent than 2008 are not available due to delays in the coronial determinations.

Question 13

Given that the *Community Based Offender Supervision* output lists reduction in re-offending as one of the major intentions of the output (*Annual Report 2010-11*, p.67):

- (a) why has no performance indicator been developed to measure the rate of re-offending?

A new BP3 measure, will be introduced for Community Correctional Services (CCS), from 2012-13. The measure is “*Rate of return to corrective services within two years of discharge from a community corrections order.*” This measure conforms to the national definition used in the Productivity Commission’s *Report on Government Services* (ROGS). Two years is used as the baseline to ensure that this measure aligns with what all states and territories are capable of reporting on.

- (b) what have been the re-offending rates in 2009-10, 2010-11 and 2011-12?

The Rate of Return measure for CCS has been reported in ROGS since 2010-11. The CCS return rate figures available are:

2009-10	19.9 per cent*
2008-09	20.1 per cent*

* The measure is retrospective as it measures the rate of offenders who re-entered the system within two years of discharge from a previous order. The most recently published statistic - for 2009-10 - provides a rate of return for people who exited the system in 2007-08. When the next ROGS report is published in January 2012, it will provide data on people re-entering the system in 2010-11 who were discharged in 2008-09.

Question 14

Given that the annual report mentions the management of problem gambling as part of the *Gaming and Racing Management and Regulation* output (*Annual Report 2010-11*, p.69):

- (a) why has no performance indicator been developed to measure the rate of problem gambling?

There is an agreed definition of problem gambling used by Australian jurisdictions. Jurisdictions (including Victoria) use a validated problem gambling screen for population surveys called the Problem Gambling Severity Index (PGSI), which is a series of nine scored questions and part of the larger Canadian Problem Gambling Index. Since the Productivity Commission’s first report in 1999, Queensland, New South Wales, South Australia, Tasmania, Victoria, ACT and Northern Territory have all used the PGSI as the screen to measure the prevalence of problem gambling in their respective communities.

- (b) what have been the problem gambling rates in 2009-10, 2010-11 and 2011-12?

The largest survey on gambling in Victoria comprising 15,000 adults was published in September 2009 *A Study of Gambling in Victoria - Problem Gambling from a Public Health Perspective*. Using the Problem Gambling Severity Index, 0.7 per cent of the Victorian adult population were classified as problem gamblers. This is the most recent population based estimate of the prevalence of problem gambling in the Victorian adult community.

Question 15

Why has the performance on the measure 'Gambler's Help Service clients who receive a service within five days of referral' decreased from 96.7 per cent in 2009-10 to 87 per cent in 2010-11 (*Annual Report 2010-11*, p.69) and what has been the impact of that reduction?

This performance measure has decreased as a result of the introduction of a new IT platform during 2010 and subsequent changes in recording practices on the part of service providers.

Question 16

It is noted that the LINK police database is listed in the *Victorian Economic and Financial Statement* as a major project with cost pressures. This project was suspended in March 2010. Can the Department provide information on:

- (a) how much of the expenditure to date has been on items which will be usable if the project is not completed (such as new hardware);

Of the project spend to June 2011, \$16.79m (35% of the total spend) has been spent on items which will be usable if the project is not completed. Usability has been determined in terms of the extent to which an item will be available to support the operation of existing Victoria Police applications, thus improving Victoria Police service delivery, irrespective of the completion of the Link project. In this context, the \$16.793m has been expended on an Enterprise Services Bus, which is middleware software that provides a common platform for exchange of information between disparate IT applications. The Enterprise Service Bus is already being utilised in this broader role to support data exchange to 22 applications, which includes systems such as Mobile Digital Network and Traffic Information System; and is proposed to support future changes to Computer Aided Dispatch and its data exchanges with LEAP. In addition, data and information collected regarding the overall Victoria Police IT hardware, software and operating environment will remain valuable for scoping a future replacement for LEAP. The use of this technology has significantly enhanced Victoria Police service delivery through improving information exchange.

- (b) how much of the expenditure to date has been on items which will not be usable if the project is not completed (such as the development of software that will not be usable unless the project is completed); and

Of the project spend to June 2011, \$31.77m has been on items not able to be used if the project is not completed.

- (c) what measures, such as alterations in procedure, costing estimation methods or project planning and management procedures, has the Department put into place to avoid this type of project outcome in future?

Victoria Police has completed a review of the project to identify learnings. Victoria Police, will consider and implement the relevant recommendations contained in the Ombudsman's *Own Motion Investigation into ICT-enabled Projects*. In addition, the Government has introduced a whole-of-government High Risk, High Value process to appropriate projects of \$1 million or more

Question 17

Given the bail reform that occurred in 2010-11 (*Annual Report 2010-11*, p.12), can the Department please provide details of the rates of offences committed while on bail for 2009-10 and 2010-11?

There is no specific offence (and therefore corresponding offence code) of "committing an offence while on bail". Therefore the Department of Justice is not able to provide actual rates of offences committed whilst on bail for 2009-10 and 2010-11.

CONTACT DETAILS

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The completed questionnaire must be returned by no later than COB, Tuesday, 13 December 2011.

Please return the response (including an electronic version) of the questionnaire to:

Valerie Cheong
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 Executive Officer or:

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