

**QUESTIONS TAKEN ON NOTICE AND FURTHER INFORMATION AGREED TO BE SUPPLIED BY  
THE DEPARTMENT OF ECONOMIC DEVELOPMENT, JOBS, TRANSPORT AND RESOURCES**

1. Please provide a list of projects funded by the Regional Jobs and Infrastructure Fund (including amounts committed) that were part of election commitments prior to the government coming to office.

*(refers to Page 5 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

The table below sets out original election commitments prior to the government coming into office, which are being funded through the Regional Jobs and Infrastructure Fund (RJIF), and the associated funding commitments for each of the three programs within RJIF.

	Regional Infrastructure Fund (\$)	Regional Jobs Fund (\$)	Stronger Regional Communities Plan (\$)	Regional Jobs and Infrastructure Fund (\$)
Harcourt Mountain Bike Trail	1,000,000			
Geelong Performing Arts Centre	30,000,000			
Sovereign Hill by Night	8,000,000			
Grampians Peak Trail	19,000,000			
Ballarat Station Redevelopment	25,000,000			
Eureka Stadium and Sports Infrastructure	31,500,000			
Bendigo Aspire Project	5,000,000			
Ararat Arts Project	3,700,000			
Leopold Hub	3,000,000			
Wallan Town Centre	1,500,000			
Wangaratta Saleyards	500,000			
Euroa Saleyards	500,000			
Wedderburn Streetscaping	500,000			
Victorian Defence Procurement Office		5,000,000		
Stawell Particle Physics Laboratory		1,750,000		
VACC LPG Industry Study		60,000		
Latrobe Valley Clinic		1,000,000		
Geelong Regional Innovation and Investment Fund		7,500,000		
Lamb and Sheep Processing		500,000		
Horticultural Research Foundation		1,000,000		
Manufacturing Hub in Geelong		3,000,000		
Gippsland Logistics Precinct		10,000,000		
Food Source Victoria		20,000,000		
Wine Victoria Strategy		1,000,000		
A New Future for Regional Victoria (Regional Skills Fund)		25,000,000		
Support for Regional Planning			1,500,000	
Ararat Freight and Logistics Feasibility Study			100,000	
Wandong/Wallan/Heathcote Rail Trail			150,000	
Regional Community Leadership Program			8,000,000	
Passions and Pathways			150,000	
Career Horizons			300,000	
Go Goldfields			2,000,000	
Rural Councils Victoria			3,500,000	
Victorian Open Golf Tournament			1,400,000	
Stawell Gift			600,000	
<b>Election Commitments Total</b>	<b>129,200,000</b>	<b>75,810,000</b>	<b>17,700,000</b>	<b>222,710,000</b>

2. For all reprioritisations affecting 2014-15 and its forward estimates, please advise:

- a. the initiative or line item that funding was reprioritised from
- b. the amount reprioritised
- c. where that funding was reprioritised to

*(refers to Page 7 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

*(refers to initiatives announced as part of the 2014-15 State Budget. Chapter 1, Budget Paper No.3 - Pages 4, 14, 48)*

Response  
see below

All reprioritisations that occurred from allocations that were made in the 2014-15 budget and its forward estimates attached to that budget are represented as follows:

a. The initiative or line item that funding was reprioritised from	b. The amount reprioritised					4 year Total	c. Where that funding was reprioritised to					4 year Total
	2014-15	2015-16	2016-17	2017-18	2014-15		2015-16	2016-17	2017-18			
Victorian International Engagement Strategy - Victorian Government Business Office's International Network	(0.170)	(0.170)	(0.170)	(0.170)	(0.680)	Victoria's international engagement in the Republic of Korea	0.300	0.300	0.300	0.300	1.200	
Establish Office of State Development	(0.130)	(0.130)	(0.130)	(0.130)	(0.520)							
<b>Total</b>	<b>(0.300)</b>	<b>(0.300)</b>	<b>(0.300)</b>	<b>(0.300)</b>	<b>(1.200)</b>	<b>Total</b>	<b>0.300</b>	<b>0.300</b>	<b>0.300</b>	<b>0.300</b>	<b>1.200</b>	
Building Small Innovative Manufacturers	(1.061)	(1.592)	(0.908)		(3.561)	Securing the future – Victoria's defence and security sector strategy 2014-2018	2.122	2.167	2.193	2.220	8.702	
Specialist Manufacturing Service	(1.061)	(0.575)	(1.285)	(2.220)	(5.141)							
<b>Total</b>	<b>(2.122)</b>	<b>(2.167)</b>	<b>(2.193)</b>	<b>(2.220)</b>	<b>(8.702)</b>	<b>Total</b>	<b>2.122</b>	<b>2.167</b>	<b>2.193</b>	<b>2.220</b>	<b>8.702</b>	
Regional Growth Fund	(0.800)				(0.800)	Fast Tracking Regional Development Projects in Fire-affected communities (within Regional Growth Fund) (support recovery from 2014 bushfires, particularly the Grampians Bushfire and the Morwell Mine Fire)	0.800				0.800	

a. The initiative or line item that funding was reprioritised from	b. The amount reprioritised						c. Where that funding was reprioritised to					
	2014-15	2015-16	2016-17	2017-18	4 year Total		2014-15	2015-16	2016-17	2017-18	4 year Total	
Efficient Technology Innovation Strategy (ETIS) – Carbon Capture and Storage (CCS) large scale demonstration program (Advanced Lignite Demonstration Program)	(0.372)	(3.628)		(1.500)	<b>(5.500)</b>	National Energy Market Reform	3.517	4.091	2.870		<b>10.478</b>	
ETIS – HRL Project & CCS large scale demonstration program (Supply of CO2) (CarbonNet program)	(3.620)	(2.474)			<b>(6.094)</b>	My Power Planner	2.570	1.735	0.430		<b>4.735</b>	
ETIS – Sustainable Energy program (Greenearth Geothermal and pilot scale demonstration projects) and Low Emissions Energy Technology	(3.207)	(4.159)	(6.439)	(4.843)	<b>(18.648)</b>	TARGET: accelerating investment in minerals exploration and development	1.112	4.435	3.139	6.343	<b>15.029</b>	
<b>Total</b>	<b>(7.199)</b>	<b>(10.261)</b>	<b>(6.439)</b>	<b>(6.343)</b>	<b>(30.242)</b>	<b>Total</b>	<b>7.199</b>	<b>10.261</b>	<b>6.439</b>	<b>6.343</b>	<b>30.242</b>	

a. The initiative or line item that funding was reprioritised from	b. The amount reprioritised						c. Where that funding was reprioritised to					
	2014-15	2015-16	2016-17	2017-18	4 year Total		2014-15	2015-16	2016-17	2017-18	4 year Total	
Funding from work on horticulture and red meat productivity	(3.900)	(3.900)	(3.900)	(3.900)	<b>(15.600)</b>	Food and Agriculture into Asia – positioning the food sector for growth	3.900	3.900	3.900	3.900	15.600	
Internal reprioritisation. (funded from general efficiencies)	(0.460)	(0.460)	(0.460)	(0.460)	<b>(1.840)</b>	Improving wild dog control	0.460	0.460	0.460	0.460	1.840	
Systems for Enhanced Farm Services initiative and horticulture market access activities	(0.571)	(0.352)	(0.356)	(0.270)	<b>(1.549)</b>	Regulating a new industry in Victoria - cultivation and processing of poppies	0.571	0.352	0.356	0.270	1.549	
<b>Total</b>	<b>(4.931)</b>	<b>(4.712)</b>	<b>(4.716)</b>	<b>(4.630)</b>	<b>(18.989)</b>	<b>Total</b>	<b>4.931</b>	<b>4.712</b>	<b>4.716</b>	<b>4.630</b>	<b>18.989</b>	

3. Regarding State funding under the Energy Technology Innovation initiatives, including grants to Shanghai Electric, Ignite Energy Resources and Coal Energy Australia:
- how much was originally expected to be paid through the ETI initiatives
  - how much was originally expected to be paid to these companies
  - whether the government considered that the companies met all the required milestones
  - how much was actually paid to these companies
  - how much was reprioritised to other projects
  - what projects were funded by reprioritised funds.

*(refers to Page 11 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

*(refers to Page 65 of the Public Accounts and Estimates Committee: 2013-14 and 2014-15 Financial and Performance Outcomes General Questionnaire Question 21)*

#### Response

##### **a. how much was originally expected to be paid through the ETI initiatives**

The original amounts expected to be paid through Energy Technology Innovation initiatives relating to the 2013-14 and 2014-15 re-directions are as follows:

- HRL large scale demonstration project - \$50.0 million.
- CCS large scale demonstration – three projects were awarded funding to progress pre-feasibility studies initially totalling \$4.0 million with up to \$110.0 million available through this initiative.
- Greenearth geothermal large scale demonstration project – \$25.0 million.
- Sustainable energy technology projects – three pilot scale demonstration projects totalling \$6.8 million.
- Advanced Lignite Demonstration Program - \$45.0 million.

##### **b. how much was originally expected to be paid to these companies**

Originally \$45.0 million was allocated as the Victorian Government contribution to the Advanced Lignite Demonstration Program (ALDP) joint State/Commonwealth initiative to encourage the development of pre-commercial brown coal technologies that upgrade coal to higher value products. Following an assessment process three projects (see below) were successful in securing funding to a total value of \$75 million (Victorian Government share \$37.5 million).

The three projects successful in securing funding through the ALDP initiative included:

- \$20.0 million (Victorian share \$10.0 million) to Ignite Energy Resources to support a project to produce upgraded coal products for local and export markets and synthetic oil, which can be refined into fuels such as diesel and petrol.
- \$30.0 million (Victorian share \$15.0 million) to Coal Energy Australia supporting a project producing fertiliser, oil and high value coal used in steel making.
- \$25.0 million (Victorian share \$12.5 million) to Shanghai Electric Australia Power and Energy Development (SEAPED) supporting a project for a demonstration plant at the Loy Yang A power station.

The \$7.5 million in State funding originally allocated to the ALDP initiative but not awarded was re-directed to support other government budget priorities including:

- \$2.0 million applied to support the coal development program as per the December 2013 Mid-year State Budget Update.
- \$5.5 million applied to 2014-15 State Budget initiatives over the Forward Estimates including the National Energy Market Reform initiative, My Power Planner electricity price comparison tool and the TARGET minerals exploration and development co-funded drilling program.

**c. whether the government considered that the companies met all the required milestones**

The basis for the Energy Technology Innovation programs not proceeding is summarised below:

- HRL large scale demonstration project – challenging market conditions, new conditions in the Environment Protection Authority Works Approval and the withdrawal of Commonwealth funding.
- CCS large scale demonstration – three projects were awarded funding to progress pre-feasibility studies. These studies were completed but following a detailed review they did not satisfy the criteria to move forward to the next stage.
- Greearth geothermal large scale demonstration project – the State funding for this project was awarded on the basis that co-funding would be secured. The inability of the project to secure co-funding within the required timeframe led to the termination of the funding agreement.
- Sustainable energy technology projects – three pilot scale demonstration programs relating to waste to energy, hydro-electric and Solar PV were terminated for reasons including: the projects ran into technical challenges and could not secure matching funding.

The SEAPED project was terminated in July 2015 as the company was unable to complete its obligations under the funding agreement due to the project being unviable in the current environment.

**d. how much was actually paid to these companies**

The following amounts have actually been paid:

- HRL large scale demonstration project - \$19.2 million.
- CCS large scale demonstration – three projects were awarded funding to progress pre-feasibility studies initially totalling \$4.0 million.
- Greearth geothermal large scale demonstration project – Nil
- Sustainable energy technology projects – \$0.6 million.
- ALDP – Nil to date.

In relation to the two remaining ALDP projects (currently in a pre-construction phase) no grant payments have been made to date as no milestones have been completed. Payments are due to commence in 2016-17 as these projects progress.

**e. how much was reprioritised to other projects**

Page 65 of the PAEC Questionnaire, Question 21, notes that \$25.9 million has been reprioritised from energy innovation projects relating to 2013-14 and 2014-15 funding. The \$25.9 million represents Energy Technology Innovation funding reprioritised in 2013-14 and 2014-15 to support new Government energy and resources programs announced as part of the State Budget for both years. The funding allocation is split as follows:

- 2013-14 \$7.4 million
- 2014-15 \$18.5 million

The 2013-14 Budget amount of \$7.4 million was funded via \$6.3 million from the discontinuation of the HRL large scale demonstration project and \$1.1 million from the Carbon, Capture and Storage (CCS) large scale demonstration program for which projects did not proceed beyond the pre-feasibility stage.

The 2014-15 amount of \$18.5 million (2014-15 Budget reprioritisation of \$7.2 million and the 2014-15 year reprioritisation allocation from 2013-14 Budget of \$11.3 million) was funded via the discontinuation of the following projects:

- \$11.4 million – HRL large scale demonstration project
- \$2.5 million – CCS large scale demonstration program
- \$2.1 million – Greenerth geothermal large scale demonstration project
- \$2.5 million – three pilot scale sustainable energy technology projects

**f. what projects were funded by reprioritised funds.**

The new Budget initiatives approved for **2013-14** included:

- Strengthening Victoria's Earth Resources – 4 year program to address the recommendations from the Parliamentary Inquiry into greenfields mineral exploration and project development in Victoria.
- Mine Stability – 2 year program to address mine stability issues in the Latrobe Valley.
- Extension of Clean Coal Victoria – 4 year program covering strategic and technical issues relating to Victorian coal resources.

The new Budget initiatives approved for **2014-15** included:

- \$10.5 million (4 year total) - National Energy Market Reform – 3 year program to support national energy market arrangements.
- \$4.7 million (4 year total) - My Power Planner – 3 year program to enhance the energy price comparison tool for Victorian energy consumers.
- \$15.0 million (4 year total) - TARGET – 4 year co-funded minerals exploration program to attract new investment to the State.



4. What were the order dates of the VLocity vehicles that were delivered during 2014-15?

*(Page 12 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

VLocity vehicles delivered during the 2014 – 2015 calendar years were manufactured in accordance with a contract executed on 30 November 2012 and two subsequent deeds of variation dated 30 November 2012 and 11 April 2014.

5. Regarding the length of Regional Rail Link track that was replaced in February 2016, when was this track laid?

*(refers to Page 12 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

The Regional Rail Link project undertook works on the North Melbourne flyover between November 2013 and July 2014. During January 2014 most of the plain track and crossing work was laid over the flyover. During June/July 2014, the new track was commissioned, minor track and crossing modifications were undertaken to get the track to its final configuration. The first passenger rail services used the upgraded flyover on 11 July 2014.

6. Regarding the Country Roads and Bridges program:
- a. What were the objectives of the program?
  - b. What assessment was carried out by the Department concerning the achievement of these objectives?
  - c. Does the Department consider that the program was successful in achieving these objectives?

*(refers to Page 13 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

- a. The Country Roads and Bridges Program was an initiative of the previous Government, administered by VicRoads. It commenced in 2011-12 and finished at the end of 2014-15. The objective of the program was to assist 40 predominantly rural councils to maintain local roads and bridges.
- b. In accordance with the Department of Treasury and Finance's Lapsing Program Requirements and VicRoads' Investment Evaluation Framework, a formal independent evaluation of the program was undertaken.
- c. In summary, the independent evaluation of the program found that it was appropriate in addressing the problem, effective in realising its benefits, and was delivered efficiently through the combined efforts of local councils and VicRoads.

7. During 2014-15, how many public sector enterprise agreements were finalised, both through the departmental level and through the government processes that are required?

*(refers to Page 16 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

During the 2014-15 financial year, 34 enterprise bargaining agreements were finalised through the relevant departmental level and government processes.

8. Please describe where affected trains were stabled during delays in the Calder Park Stabling Works project.

*(refers to Page 18 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

The Calder Park Stabling yard was built in anticipation of additional trains arriving. The existing stabling roads were sufficient to store metropolitan trains at this time.

9. Of the annual expenditure on maintenance and renewal please identify:

- a. the amount that was spent on the Hurstbridge line
- b. improvements to services on the Hurstbridge line resulting from this expenditure.

*(refers to Page 21 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

- a. It is estimated an aggregate of \$8.4 million was invested in maintenance and renewal of infrastructure assets along the Hurstbridge line:
  - \$6.3 million was spent inspecting and maintaining the critical infrastructure across the following disciplines namely Track, Structures, Stations and Facilities, Operational Control Systems, Electrical Networks (power) and Signals.
  - \$2.1 million was spent renewing (replacing life expired) assets, with the primary focus on Track and Stations.

A breakdown of costs by discipline is as follows:

Maintenance

Track \$1,261,009

Structures, Stations and Facilities \$1,219,324

Operational Control Systems \$1,385,495

Electrical Networks (Power) \$469,184

Signals \$1,945,465

**Total Maintenance \$6,280,477**

Renewals

Track \$1,038,713

Structures, Stations and Facilities \$648,093

Operational Control Systems \$141,864

Electrical Networks (Power) \$270,380

Signals \$43,898

**Total Renewals \$2,142,948**

**Total 2014-15 – Hurstbridge line \$8,423,425**

- b. This maintenance expenditure contributes to the ongoing safe and reliable operation of existing services on the Hurstbridge line.

10. Please advise the number of acquisitions made during 2014-15, broken down by voluntary or compulsory acquisition, and by residential or commercial/industrial land use.

*(refers to Page 24 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

- 169 properties were acquired by the Department of Economic Development, Jobs, Transport and Resources (DEDJTR), VicTrack, VicRoads, Public Transport Victoria and Regional Rail Link Authority in 2014-15:
  - 148 properties were compulsorily acquired, of which 91 were residential and 57 were commercial.
  - 21 properties were acquired by agreement or request to purchase, of which 15 were residential and six were commercial.
- Please note:
  - the EVO building properties were purchased in 2013-14 and are not included in these figures.
  - any inter-government transactions, such as VicRoads to/from VicTrack, and Crown land divestments, are excluded.
  - the data includes the number of acquisitions in 2014-15 for the thirteen portfolios now administered by DEDJTR. The figures do not include properties that were acquired by portfolios that were part of the former Department of Transport, Planning and Local Infrastructure, or other portfolios in 2014-15, but are not currently part of DEDJTR.

11. Regarding major events for 2014-15, please advise whether the Department verifies attendance figures supplied by operators, and how this verification takes place.

*(refers to Pages 25-6 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

#### Response

The Department of Economic Development, Jobs, Transport and Resources does not undertake an additional verification process of crowd attendance figures.

The Australian Grand Prix Corporation (the Corporation) uses an attendance count methodology. The Corporation has advised that the Formula One Australian Grand Prix (Grand Prix) methodology is conservative and reasonable.

Crowd attendance is counted each day. The 2015 event had a reported crowd attendance of 47,600 for Thursday; 70,000 for Friday; 78,000 for Saturday and 101,000 for Sunday. Total crowd attendance was 296,600.

Ernst and Young's 2011 study "The Economic Impact of the 2011 Formula One Australian Grand Prix" used information provided by the Corporation and detailed surveying of attendees to determine the estimated number of unique attendees; that is, those people who attended the event, whether single or multiple days. Ernst and Young determined that the total crowd attendance for the 2011 Grand Prix was 298,187 and the unique attendance was 123,787.

Given the size and temporary nature of the Grand Prix circuit at Albert Park (compared to a permanent venue such as the MCG for example), the Corporation considers the cost of installing turnstiles to precisely calculate actual attendance at the eight entrance gates to the circuit to be prohibitive.



12. Regarding deliveries of the E-class trams, for each year between 2010-11 and 2014-15, please advise:
- how many trams were ordered
  - how many trams were delivered.

*(refers to Pages 26-7 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

The contract to design, construct and maintain 50 new low-floor trams was awarded to Bombardier Transport on 29 September 2010.

The 50 trams will be rolled out between late-2013 and early 2018.

<b>Year</b>	<b>Number ordered</b>	<b>Number delivered</b>
2010-11	50	0
2011-12	0	0
2012-13	0	0
2013-14	0	10
2014-15	0	16

13. In addition to the Western Ring Road, for road projects in 2014-15 that were delayed or advanced, please advise whether priorities placed on other projects were contributing factors to the delay or advancement of the project.

*(refers to Page 28 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

Explanations for any delay or advancement of road projects in 2014-15 are included in the DEDJTR PAEC 2013-14 and 2014-15 Financial and Performance Outcomes General Questionnaire, question number 5, page 32. One project, the Doncaster Area Rapid Transport (DART) was delayed as the Hoddle Street Bus priority lane works were transferred to East West Link project. The DART project was then affected by the cessation of the East West Link project.

14. Regarding Streetlife grants, please advise for each grant:

- a. what the grant related to
- b. what the amount of the grant was
- c. what the objective of the grant was
- d. whether the grant met expectations.

*(refers to Pages 30-1 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

For the period 1 July 2014 to 30 June 2015 there were ten Streetlife Grants awarded with a total value of \$179,800.

The table below provides further information:

No.	Grant Recipient	What the objective of the grant was	What the amount of the grant was (ex-GST)	What the grant related to	Whether the grant met expectations
1	Wodonga City Council	To help businesses plan for, prepare and implement strategies to alleviate the impacts of the High Street infrastructure works	Approved grant amount \$20,000	The delivery of strategies for individual businesses to alleviate the impacts of the High Street infrastructure works	Yes
2	Colac Otway Shire	To increase understanding of the use of social media to engage customers	Approved grant amount \$4,800	Local businesses within the Shire participated in social media marketing seminars and the development of business social media plans. Businesses were offered one-on-one social media training with a consultant at their premises	Yes
3	Greater Shepparton City Council	To increase foot traffic sales, customer satisfaction and profit margins of participating businesses	Approved grant amount \$19,000	The development of business branding, visual merchandising and customer service strategies for retail businesses through a combination of group workshops and one-on-one consultations	Yes
4	Diamond Creek Traders Association	To attract new retail businesses and services to the precinct and avoid loss of trade to other areas	Approved grant amount \$20,000	Customer survey and market research to develop a business attraction kit to reduce shop vacancies	Yes

<b>5</b>	Cardinia Shire Council	To assist traders with opportunities and challenges posed by the Koo Wee Rup Bypass	Approved grant amount \$20,000	Traders were provided with a business training and mentoring program to assist traders to successfully adapt to change, attract and retain customers	Yes
<b>6</b>	City of Greater Dandenong	To build the market ready capabilities of participating businesses and build sustainable and competitive businesses within the local community	Approved grant amount \$20,000	Individually tailored mentoring programs for ten culturally diverse food businesses across the local area to improve their day-to-day operations (customer service, visual branding and attracting new and culturally diverse customers)	Yes
<b>7</b>	Stonnington	To increase understanding of the use of social media to engage customers	Approved grant amount \$20,000	The development of social media and marketing strategies for retail businesses through a combination of group workshops and one-on-one consultations	Yes
<b>8</b>	Buloke Shire Council	To increase customer numbers and sales of participating businesses	Approved grant amount \$16,000	The delivery of interactive workshops with the aim of increasing sales, profit margins, customer retention and long term business growth followed by one-on-one consultations for selected businesses	Yes
<b>9</b>	Gannawarra Shire Council	To increase the awareness of the value of customer service and visual merchandising and their impact on business	Approved grant amount \$20,000	The delivery of workshops and training to retailers around customer service and visual merchandising to attract and retain a greater market share	Yes
<b>10</b>	City of Greater Bendigo	To assist retailers understand online retail marketing and changes to the traditional retail model to deal with economic and risk related issues and to build competitive and sustainable business models	Approved grant amount \$20,000	The delivery of a series of workshops and mentoring sessions with a focus on global retail patterns, the impact of social media, customer service expectations and the principles of sustainable retail businesses in the 21st century	Yes

15. Please advise whether any funds that were originally intended for the M80 were reallocated to any other project, and if so, what those projects were.

*(refers to Page 33 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

As no funding was allocated to the M80 project in the 2014-15 budget, there was no reallocation of funding.

16. Regarding the performance measure 'Taxi and hire vehicle: calls to the Taxi Services Commission call centre answered within 20 seconds', please advise:

- a. how the department measures 'complexity' of incoming phone calls, and how this has changed over the last three years
- b. the number of calls to the Commission over the last three years
- c. how the Department estimates the target for this measure

*(Pages 33-4 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

- a. Complexity occurs when new reform or regulatory elements are introduced for the industry, and the interconnectivity across different elements of the business grows. As the Taxi Services Commission (TSC) implements new and different elements, the nature of calls become more varied, and the time taken to resolve the calls increases.  
  
In order to meet this need, the TSC call centre is shifting its customer service approach to first call resolution. While it is possible to answer more calls within 20 seconds by transferring them to other areas within the organisation, blind transfers are poor customer service - they aggravate callers who have to repeat their issue and increase wait times in a different call queue. TSC Call Centre staff are provided with training to ensure they can provide callers with good customer service to enable first call resolution.
- b. Over the last three years, the TSC has received 362,689 calls.
- c. The existing measure is based on the percentage of calls that can be serviced over a period — it relates to call volume, which is affected by external and internal factors. Peaks in call volume significantly affect the results of the current measure, as call volume is demand driven and often not predictable. The TSC estimates the target for this measure by reviewing the number of calls previously received and estimated resources available. In line with government requirements, targets for the year are set before the previous end-of-year result is available.

17. Please list the advisory committees, consultative committees and bodies that the department relates to in industrial relations.

*(Pages 35-6 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

Industrial Relations Victoria (IRV) provides Secretariat support to the following Ministerial councils:

- Transport Industry Council (TIC)
- Forestry Industry Council (FIC)
- Building Industry Consultative Council (BICC)

The Government consults with a range of peak employer and employee bodies on industrial relations matters.

18. Have discussions with the advisory committees, consultative committees and bodies that the department relates to with respect to industrial relations changed over the course of 2014-15?

*(Page 37 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

Response

Both the public and private sector teams consult with a wide range of stakeholders when managing industrial relations issues, to ensure positive outcomes are achieved for all parties.

Industrial Relations Victoria (IRV) has developed strong working relationships with stakeholders across a wide range of organisations including private sector employers, industry associations and unions. IRV also has strong working relationships with departmental officials from the Commonwealth and State public service. IRV is a member of the Senior Officials' Group which is a mechanism used by the Commonwealth to consult with jurisdictions about proposed amendments to workplace laws, including the Fair Work laws and occupational health and safety laws.

During the 2014-15 financial year, the Central Bargaining Unit facilitated and monitored the Government's commitment to a collaborative approach with agencies, unions and employees. This in turn assisted in improving industrial outcomes throughout the public sector.

IRV also has responsibility for child employment regulation and auspices the Child Employment Entertainment Industry Working Party.



19. Please explain the differences between the 70 bridges that were improved through the *Country Roads and Bridges* initiative and the five that contributed to the performance measure 'Bridge strengthening and replacement projects completed: regional'.

*(Pages 37-8 of the Department of Economic Development, Jobs, Transport and Resources transcript)*

#### Response

The 70 bridges improved under the Country Roads and Bridges program were on local roads (i.e. those under the control and management of a Council). The five projects under the budget measure 'Bridge initiatives and replacement projects completed: regional' were on the State's arterial road network. These were:

- Benalla-Yarrawonga Road, Sandy Creek, Tungamah
- Bridgewater-Maldon Road, Bradford Creek, Laanecoorie
- Bendigo-Pyramid Road, Sydney Flat Creek, Woodvale
- Boort-Pyramid Road, Floodway, Durham Ox
- Maryborough-St Arnaud Road, Avoca River, Natte Yallock