

Government Response to the Recommendations of
PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE'S
107th Report – Review of the 2009-10 and 2010-11 Annual Reports

DEPARTMENT OF TREASURY AND FINANCE

Pursuant to Section 36 of the *Parliamentary Committees Act 2003*, this paper provides a response to the recommendations contained in the Public Accounts and Estimates Committee's (PAEC) 107th Report.

Guide for Readers - Following is the explanation of the format of this paper.

1		
Title		
2		
Chapter number and topic		
1	2	3
PAEC Recommendation	Response	Action Taken to Date and Commitment to Further Action

Row 1: Indicates the title of this paper.

Row 2: Indicates the number and topic of the response to the PAEC recommendations.

Column 1: Contains the PAEC's recommendations as published in its 107th report.

Column 2: Indicates the Government's response to each recommendation:

Support – Commitments to further action should include target timeframes, where possible.

Under review – Details of the nature of the review should be provided as well as target timeframes, where appropriate.

Not support – Must be accompanied by an explanation.

Column 3: Provides an explanation of the Government's position on the recommendation; indicates the actions that have been taken to date, relevant to the implementation of the recommendation; and outlines commitment to further action, relevant to the implementation of the recommendation.

GOVERNMENT RESPONSE TO THE PAEC REPORT NO. 107, Review of the 2009-10 and 2010-11 Annual Reports

PAEC Recommendation	Response	Action Taken to Date and Commitment to Further Action
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Recommendation 1- (Page 9 of Chapter 2: Better Practice in Annual Reporting)

<p>The Department of Treasury and Finance undertake a review of the Standing Directions, the Financial Reporting Directions, the guidance notes to the Financial Reporting Directions, the Budget and Financial Management Guidances and the Model Report to identify any opportunities to consolidate and simplify the guidance materials.</p>	<p>Support</p>	<p>The Department of Treasury and Finance regularly reviews the Standing Directions, the Financial Reporting Directions, the Model Report and the Budget and Financial Management Guidances, with a focus on maintaining currency and sound financial management and reporting practices. As part of these reviews going forward, the Department will pay specific consideration to, where appropriate, simplifying or consolidating these directions and guidances to facilitate public sector agencies' understanding and compliance with the requirements.</p>
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Recommendation 2- (Page 11 of Chapter 2: Better Practice in Annual Reporting)

<p>The Government ensure consistency between the FRDs and the Model Report regarding which FRDs Victoria Police is required to comply with.</p>	<p>Support</p>	<p>The Department of Treasury and Finance and the Department of Justice will review for consistency the Financial Reporting Directions (FRD) and the Model Report. The Department of Justice will work with Victoria Police to clarify the application of the Financial Reporting Directions to Victoria Police.</p>
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Recommendation 3- (Page 11 of Chapter 2: Better Practice in Annual Reporting)

<p>The Department of Treasury and Finance amend the Model Report to recognise the sovereignty and independence of Parliament under the constitutional principle of the separation of powers and remove the Parliament of Victoria from the list of 'applicable reporting entities'.</p>	<p>Support</p>	<p>The Department of Treasury and Finance will amend the Model Report to recognise the sovereignty and independence of Parliament. As noted in the PAEC Report (page 10) 'the guidance for public bodies is generally an appropriate standard for the Parliamentary Departments to follow and that they should consider following these standards except where there are good reasons not to'.</p>
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GOVERNMENT RESPONSE TO THE PAEC REPORT NO. 107, Review of the 2009-10 and 2010-11 Annual Reports

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Recommendation 4- (Page 12 of Chapter 2: Better Practice in Annual Reporting)

<p>The Department of Treasury and Finance publish, and update annually as appropriate, a document that lists all government entities required to produce annual reports, identifying for each which Financial Reporting Directions apply.</p>	<p>Not Support</p>	<p>The Financial Reporting Directions apply to accountable officers of departments and public bodies defined under Section 3 of the <i>Financial Management Act 1994</i>. Specific directions apply to certain classes of agencies such as water authorities, and the Department of Treasury and Finance (DTF) will ensure that the application of these requirements is clear in the Directions.</p> <p>Under the financial management and accountability model in Victoria, each public sector agency's Accountable Officer is responsible for establishing processes to ensure that its annual reports are prepared in accordance with all relevant reporting requirements. To publish a document that lists all of financial reporting obligations for each entity is contrary to the intent of the financial management and accountability model in Victoria. However, DTF will publish a list of agencies subject to the financial management legislation and the subordinate Directions.</p>
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Recommendation 5- (Page 14 of Chapter 2: Better Practice in Annual Reporting)

<p>All government entities consider the criteria set out in Table 2.1 when producing future annual reports.</p>	<p>Support</p>	<p>The Department of Treasury and Finance will review the Better Practice Guidance contained in Table 2.1 of the PAEC's report and, as appropriate, will promote this information to public sector entities in the preparation of future annual reports through the implementation of the response to Recommendation 6.</p>
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Recommendation 6- (Page 14 of Chapter 2: Better Practice in Annual Reporting)

<p>The Department of Treasury and Finance review the better-practice criteria set out by the Committee in Table 2.1. For any criterion not currently included in the guidance material, the Department consider incorporating it into one of its products.</p>	<p>Support</p>	<p>The Department of Treasury and Finance (DTF) notes the PAEC finding that many of the Committee's criteria are already in Victorian Government guidance materials. DTF will review and further consider the better practice criteria and comments contained in Table 2.1 of the PAEC's report for incorporation, as appropriate, in future Model Reports and/or into one of DTF's other products. DTF regularly reviews its Standing Directions, Financial Reporting Directions, the Model Report and Budget and Financial Management Guidances, aimed at maintaining currency and sound financial management and reporting practices.</p>
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Recommendation 7- (Page 25 of Chapter 3: Overall Findings)

<p>The Department of Treasury and Finance investigate the reasons for non-compliance with the full requirements of the Financial Reporting Directions. The investigation should identify what additional actions, such as targeted training or guidance material, are required to improve levels of compliance with all aspects of FRDs.</p>	<p>Support</p>	<p>Under the Minister for Finance's Standing Direction 4.2, Accountable Officers are required to prepare their agencies' annual reports in accordance with the Financial Reporting Directions. Under the Financial Management Compliance Framework, Accountable Officers certify their agency's level of compliance with the Standing Directions. The Department of Treasury and Finance (DTF) has continued to annually revise the Model Departmental Report to provide more comprehensive guidance to departments and public bodies considering feedback from stakeholders and their needs. Further, DTF has been providing, and continues to provide, accounting guidance to entities on the interpretation and application of requirements outlined in the various Financial Reporting Directions. Such measures have assisted departments and public bodies to better comply with Financial Reporting Directions. DTF will continue to investigate areas of non-compliance with reporting requirements as part of the Financial Management Compliance Framework, with the view to establishing appropriate improvement strategies to enhance compliance.</p>
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Recommendation 8- (Page 25 of Chapter 3: Overall Findings)

<p>The Victorian Auditor-General's Office consider reviewing the compliance of annual reports with non-financial Financial Reporting Directions to ensure that all entities fully comply.</p>	<p>n/a</p>	<p>The Victorian Auditor-General's Office has responded directly to the Committee in relation to this recommendation.</p>
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Recommendation 9- (Page 27 of Chapter 3: Overall Findings)

<p>FRD 21A be amended to require entities to disclose the number of contractors holding executive positions, and for the remuneration of these contractors to be included within the executive remuneration disclosure.</p>	<p>Support</p>	<p>FRD 21 A has been amended by the Department of Treasury and Finance and reissued as FRD21B to enhance the disclosure of payments made to contractors with significant management responsibilities in annual reports of executive remuneration in annual reports.</p>
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Recommendation 10- (Page 30 of Chapter 3: Overall Findings)

<p>FRD 22B should be altered to specifically require reporting of at least the following matters in relation to occupational health and safety:</p> <ul style="list-style-type: none"> (a) the number of reported hazards/incidents for the year per 100 full-time equivalent staff members; (b) the number of 'lost time' standard claims for the year per 100 full-time equivalent staff members; (c) the average cost per claim for the year (including payments to date plus an estimate of outstanding claims costs as advised by WorkSafe); and (d) a minimum of two prior years' data on these indicators, and explanations for significant variations from one year to the next. 	<p align="center">Support</p>	<p>The Department of Treasury and Finance will work with WorkSafe Victoria to amend FRD 22C (which replaced FRD 22B) to increase reporting on public sector agencies' occupational health and safety issues.</p>
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Recommendation 11- (Page 32 of Chapter 3: Overall Findings)

<p>The Government amend the Financial Reporting Directions to require the disclosure in departments' annual reports of expenditure within the year on consultancies with a total value under \$100,000 and on contractors.</p>	<p align="center">Under Review</p>	<p>The Department of Treasury and Finance has received from all departments details of consultancies engaged during the 2010-11 financial year with a value between \$10 000 and \$100 000. This data was published on the Department's website on 31 May 2012.</p> <p>The Department of Treasury and Finance has reviewed the Financial Reporting Directions to require departments to increase the level of reporting on consultancies required for 2011-12. The Department of Treasury and Finance will consider contractor reporting requirements for the 2012-13 reporting period.</p>
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Recommendation 12- (Page 41 of Chapter 3: Overall Findings)

<p>The Government's guidance be modified to require reference to performance measures from the budget papers to be part of the report of operations, with full details in appendices.</p>	<p>Support</p>	<p>The Department of Treasury and Finance will amend reporting guidance material to ensure that performance measures reported in the budget papers are included in the report of operations, including reporting against targets.</p>
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Recommendation 13- (Page 43 of Chapter 3: Overall Findings)

<p>Where an organisation has a planning document (such as a corporate plan, business plan or strategic plan), this document be publicly available via its website.</p>	<p>Under review</p>	<p>The Department of Treasury and Finance is enhancing the planning framework and will consider opportunities to make departmental planning documents publicly available via departmental websites over time.</p>
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Recommendation 14- (Page 43 of Chapter 3: Overall Findings)

<p>Entities be required to explicitly quote the strategic goals, objectives and targets set out in their planning and policy documents in annual reports, along with reports of the organisation's progress for the year towards those goals, objectives and targets.</p>	<p>Support</p>	<p>The Department of Treasury and Finance will review FRD22 in order to clarify that public sector agencies will be required to explicitly quote their strategic goals and objectives, and report on progress in achieving those goals.</p>
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Recommendation 15- (Page 44 of Chapter 3: Overall Findings)

<p>The Government change its guidance to require entities whose performance contributes, either wholly or in part, to performance measures reported by a parent department, to report their performance on these performance measures in their own annual reports. This reporting should include targets, variances and reasons for significant variances.</p>	<p>Under review</p>	<p>The Department of Treasury and Finance (DTF) will review and investigate the practicality of requiring all portfolio agencies, which contribute wholly or substantially to performance measures reported by the relevant portfolio department, to also report these performance measures in their own annual reports, including, where appropriate, targets, variances and reasons for significant variances.</p>
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Recommendation 16- (Page 45 of Chapter 3: Overall Findings)

<p>All entities be required to provide at least three rolling years' actual results data for performance measures in their annual reports, explaining significant trends over time.</p>	<p>Not Support</p>	<p>Departmental output performance measure data was made available online for 2009-10 to 2012-13 following the 2012-13 Budget release, and will be updated annually following each budget publication. Given that such information will now and in the future, be accessible online, the Department of Treasury and Finance (DTF) does not consider that such information will need to be duplicated in annual reports beyond the current requirement. DTF considers that it is more important to promote further explanatory commentary on how the entity is progressing during the year towards its goals, objectives and targets, consistent with DTF's response to the Committee's recommendation 14, and through a revision to FRD 22.</p>
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Recommendation 17- (Page 46 of Chapter 3: Overall Findings)

<p>The Department of Treasury and Finance update the Model Report to recommend that entities provide information for their key initiatives and projects about changes from previous years and expectations for the future, using Victoria Police's annual report as a model.</p>	<p>Support</p>	<p>The Department of Treasury and Finance will update the Model Report to recommend that public sector agencies provide information for describing changes in key initiatives and projects. The Department of Treasury and Finance will consider using Victoria Police's annual report as a model.</p>
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Recommendation 18- (Page 54 of Chapter 3: Overall Findings)

<p>The Department of Justice conduct an investigation into training costs in the emergency services agencies within its responsibility, to find out why costs (especially for professional staff) differ, as well as the possible impacts of differences.</p>	<p>Support</p>	<p>The Department of Justice supports this recommendation. The investigation into differences in training costs in the emergency services agencies, will be incorporated into the training strategy overseen by the Fire Services Commissioner, respective agency Chief Executive Officers of the Metropolitan Fire & Emergency Services Board, Victoria State Emergency Service and Country Fire Authority.</p>
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Recommendation 19- (Page 55 of Chapter 3: Overall Findings)

<p>The Department of Treasury and Finance work with the Department of Justice to develop measures that can be used by all emergency services agencies to meaningfully report on the levels of training provided to their workforces in a year and the levels of skills existing in their workforces. Emergency services agencies should be required to include their performance on these measures in future annual reports.</p>	<p>Support</p>	<p>As part of the reform to performance statements led by the Department of Treasury and Finance, some new quality measures have been introduced to the Department of Justice's 2012-13 output statements to reflect training and accreditation of Fire Services. Further alignment of performance measures may also occur following consideration of broader emergency management sector reforms as part of the Towards a More Disaster Resilient and Safer Victoria White Paper.</p> <p>The Fire Services Commissioner will work with the emergency services agencies and the Department of Treasury and Finance to develop measures that can be used by all emergency services agencies to meaningfully report on the levels of training provided to their workforces in a year, and the level of skills existing in their workforces. This will be done as part of the development of the State Fire & Emergency Services Training Strategy.</p> <p>Once the measures have been developed, the Department of Justice will write to agencies seeking this information to be included in their next annual reports.</p>
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Recommendation 20- (Page 56 of Chapter 3: Overall Findings)

<p>The Government adjust its guidance to require an entity which has a workforce inclusion policy to have at least one measurable target, and to report statistics on that measure in its annual report.</p>	<p>Under review</p>	<p>The Government is presently reviewing its guidance on workforce inclusion policies and implementation measures, with consideration to the recommendation's proposal to introduce measurable targets.</p> <p>This review is expected to be completed within 6 months.</p>
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Recommendation 21- (Page 61 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Business and Innovation in future annual reports:</p> <p>(a) provide quantity and detail of disclosure that is in proportion to the significance of the subjects being discussed; and</p> <p>(b) report on all measures in the corporate plan.</p>	<p>a) Support b) Support</p>	<p>a) The Department of Business and Innovation will provide a more comprehensive report of operations on its key activities in its 2011-12 Annual Report. The level of detail provided will be in proportion to the significance of the subjects being discussed and consistent with the need to limit the size (and cost) of the annual reports of departments in line with the current budgetary environment.</p> <p>b) The Department's 2012-15 Corporate Plan is being developed in line with the Government's new Planning Framework and will include departmental objective indicators and performance measures. The Department will report against all measures included in the Corporate Plan in the 2012-13 Annual Report. From 2012-13 there will be a stronger alignment between the Department's corporate plan, budget paper outputs and performance measures and annual report in line with the new Performance Framework and recommendations from Victorian Auditor-General's Office and Public Accounts and Estimates Committee.</p>
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Recommendation 22- (Page 63 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Education and Early Childhood Development in future annual reports:</p> <p>(a) extend the discussion of the outcomes for the Department by quantifying the identified outcomes, enabling a demonstration of the Department's progress towards these outcomes;</p> <p>(b) include explanations for variances in the budget portfolio outcomes; and</p> <p>(c) discuss asset investment projects.</p>	<p>a) Support b) Not support c) Not support</p>	<p>a) The Department of Education and Early Childhood Development (DEECD) intends to quantify its identified outcomes and to demonstrate progress towards those outcomes in its 2011-12 Annual Report.</p> <p>b) The Department complies with Standing Directions 4.2 (l-m) and FRD 8B which detail reporting requirements in relation to 'budget portfolio outcomes'. Furthermore DEECD's accounts follow the model financial accounts issued by DTF in this regard. The provision of additional information should be consistent across the whole of government and led by DTF.</p> <p>c) The Department has hundreds of asset projects underway at any one time and to report on them in the annual report is not practical. Details of the financial progress of all asset projects are detailed in Budget Paper No. 4 <i>State Capital Program</i> every year.</p>
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Recommendation 23- (Page 65 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Health in future annual reports:</p> <p>(a) include additional details about the progress of asset projects for the Department;</p> <p>(b) include separate results for metropolitan and nonmetropolitan areas for performance measures; and</p> <p>(c) improve the formatting of the table of contents and appendices.</p>	<p>(a) Support</p> <p>(b) Not Support</p> <p>(c) Support</p>	<p>(a) The Department of Health (DH) supports the inclusion of a more detailed report outlining progress of major asset projects within the year, and where possible, will endeavour to include this information in future annual reports.</p> <p>(b) The Department's output performance report aligns to performance measures agreed and outlined within Budget Paper No. 3 <i>Service Delivery</i>. The Department's performance reporting is a collective report accounting for statewide performance and is not broken down into metropolitan or regional areas. Detail is only available for Ambulance Victoria. Specific performance detail relating to health services, as outlined within their Statement of Priority, should be reported within their respective annual reports.</p> <p>(c) The Department will review and endeavour to improve the formatting of the table of contents and appendices in future annual reports.</p>
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Recommendation 24- (Page 67 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Treasury and Finance amend FRD 22B to include mandatory discussion of any fatalities in the occupational health and safety sections of annual reports. The discussion should include the circumstances that led to the fatality and actions taken to prevent recurrences.</p>	<p>Support</p>	<p>The Department of Treasury and Finance will work with WorkSafe Victoria to amend FRD 22C (which replaced FRD 22B) to increase reporting on public sector agencies' occupational health and safety issues.</p>
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Recommendation 25- (Page 67 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Human Services in future annual reports:</p> <p>(a) include any performance measure results that are published after the printing of the previous report in the next year's annual report; and</p> <p>(b) include information concerning any newly reported fatalities.</p>	<p>Support</p>	<p>(a) The Department of Human Services' (DHS) output performance measure results, reported as estimates in the annual report, are updated and published as part of the following year's budget papers (Budget Paper No. 3 <i>Service Delivery</i>) which is published prior to the publication of the next annual report. The Department agrees to also include these in next year's annual report.</p> <p>(b) The Department's annual report provides a detailed summary of the Department's Occupational Health and Safety performance against a number of key performance indicators including number of fatality claims. DHS will, in future annual reports, include information about the cause of any fatalities and actions taken by the Department to prevent the same or similar events reoccurring.</p>
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Recommendation 26- (Page 68 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Justice in future annual reports:</p> <p>(a) better integrate its report of operations by structuring the report more strictly with regard to outputs; and</p> <p>(b) include a report on the progress of asset investment projects.</p>	<p>Support</p>	<p>The Department of Justice supports in principle all actions to improve reporting in its annual reports. The Report on Outputs in the Department's annual report reflects budget outcomes for the broader portfolio, including the outputs of a number of independent statutory entities. While the Department reports on these outputs financially, it has no operational responsibility in this regard.</p> <p>A separate Report of Operations outlines the Department's activities. The Department will therefore align the Report of Operations with the Report on Outputs, where outputs reflect activities.</p> <p>Asset investment information is reported in Budget Paper No. 4 <i>State Capital Program</i>. The Department will ensure any relevant updates from this budget paper are reflected in the Report of Operations.</p>
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Recommendation 27- (Page 70 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Planning and Community Development in future annual reports:</p> <p>(a) include a brief section outlining the changes to outputs and output groups over the last few years, including changes of names; and</p> <p>(b) report against quantified outcome indicators relating to outcomes identified in planning documentation.</p>	<p>a) Not support</p> <p>b) Support</p>	<p>a) In recent years, details of changes to the Department of Planning and Community Development's (DPCD) output structure have been published in Budget Paper No. 3 <i>Service Delivery</i> for each of those years. This is the appropriate forum for such information.</p> <p>b) DPCD is currently developing an updated corporate plan for 2012-15 which will include an outcomes framework and key performance indicators. Reporting against these indicators will be included in the Department's 2012-13 and future annual reports. In addition, in the 2011-12 Budget Paper No. 3, DPCD's outputs were aligned to its published departmental objectives. Reporting against each of these outputs in the 2011-12 Annual Report will detail the Department's performance against the identified objectives.</p>
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Recommendation 28- (Page 72 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Premier and Cabinet in future annual reports:</p> <p>(a) clarify the organisational chart; and</p> <p>(b) provide a description of outputs and a proper explanation for each variation from target for performance measures that addresses the root cause of the variation.</p>	<p>Support</p>	<p>(a) The Department of Premier and Cabinet's (DPC) Annual Report will include an overview of the organisational structure including explanations of departmental groupings and key roles.</p> <p>(b) DPC will continue to work internally and with portfolio agencies to improve the quality of explanations for variations from performance measure targets.</p>
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Recommendation 29- (Page 73 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Primary Industries in future annual reports:</p> <p>a) quantify its strategic performance indicators and report their results over time.</p>	<p>Under review</p>	<p>The Department of Primary Industries (DPI) is currently undertaking a strategic review. This includes a revision of the Department's vision, mission, objectives, strategies and strategic performance indicators. The purpose of the review is to:</p> <ul style="list-style-type: none"> ensure that the Department's approach to quantifying its strategic performance indicators and reporting their results over time is consistent with the outcomes of the Victorian Government; and position the Department to effectively deliver the related policies, legislation and programs over the forward estimates period. <p>The strategic performance indicators are being designed to measure the achievement of the Department's objectives. They will cover the scope of the DPI's work program and focus on the direct impact the work is having on Victoria's primary industries.</p> <p>The strategic performance indicators will be reviewed in 2012-13.</p> <p>The Department will report against the budget paper output performance indicators and relevant sector indicators in the 2011-12 DPI Annual Report.</p>
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Recommendation 30- (Page 75 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Sustainability and Environment in future annual reports:</p> <p>(a) reference planning documents in annual reports to demonstrate progress towards departmental goals and strategy; and</p> <p>(b) improve the explanations for variations between target and actual results for performance measures.</p>	<p>a) Support</p> <p>b) Support</p>	<p>a) The Department of Sustainability and Environment (DSE) will refer to its planning documents in future annual reports. The Department will continue to follow the guidance from the Department of Treasury and Finance in relation to the publication of departmental performance information.</p> <p>b) DSE supports this recommendation and will take steps to improve the explanations for any variations between target and actual results for performance measures.</p>
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Recommendation 31- (Page 78 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Transport in future annual reports:</p> <p>(a) provide a comprehensive and clearly set out overview in the early part of the annual report, including details of the Department's structure, key features, mission, values and responsibilities;</p> <p>(b) include a detailed discussion of the Department's activities in the report of operations, as was provided prior to 2010-11;</p> <p>(c) structure the report of operations by outputs or outcomes or a departmental division;</p> <p>(d) include a section that establishes links between the outputs given in the budget papers and the outcomes for the Department stated in its planning documentation; and</p> <p>(e) where the Department does not, for any reason, intend to report against outcome performance indicators included in the current departmental plan, any omissions should be discussed and reasons given.</p>	<p>a) Support</p> <p>b) Support</p> <p>c) Support</p> <p>d) Support</p> <p>e) Support</p>	<p>a) The Department of Transport (DOT) will comply with Standing Direction 4.2 Reporting Requirements in terms of Part 7 of the <i>Financial Management Act 1994</i>, and comply with the Department of Treasury and Finance's Model Report.</p> <p>b) DOT will comply with Standing Direction 4.2 Reporting Requirements in terms of Part 7 of the <i>Financial Management Act 1994</i>, and comply with the Department of Treasury and Finance's Model Report.</p> <p>c) In 2011-12, DOT will structure its annual report against its objectives defined in its latest corporate plan, DOT Plan 2011. This will ensure consistency between the Department's corporate plan and its annual report.</p> <p>d) In accordance with guidance provided by the Department of Treasury and Finance, DOT will include links between its objectives and its outputs as published in the State Budget papers. The Department's objectives are defined in its latest corporate plan, DOT Plan 2011. The Department will also include this information in its 2011-12 Annual Report.</p> <p>e) Since 2009-10, DOT has included a report against outcome performance indicators in its annual report. The indicators included in the set of outcome performance indicators are determined by the department's corporate plan. The Department's corporate plan is reviewed each year, and the outcome performance indicators may change due to changes to the Department's objectives.</p> <p>In its 2011-12 Annual Report, DOT will report against the outcome performance indicators included in the DOT Plan 2011, and describe changes from the outcome performance indicators included in the DOT Plan 2010, which were reported in the Department's 2010-11 Annual Report.</p>
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Recommendation 32- (Page 80 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Department of Treasury and Finance in future annual reports:</p> <p>(a) provide a comprehensive report of operations showing events for the year and tasks, achievements and future directions for departmental divisions;</p> <p>(b) set out variations in output performance measures in the same table as targets and actual results;</p> <p>(c) provide underlying reasons for variances; and</p> <p>(d) extend the index at the front to include appendices.</p>	<p>Support</p>	<p>In relation to (a), the Department of Treasury and Finance (DTF), over recent years, has refined its report of operations in its annual report to reduce the repetition between the achievements/Secretary's Report and the narrative describing output measure results. The volume of information included in the report of operations, particularly the "Year in Review" has also been reduced in recognition of the fact that the annual report is a record of the Department's activities and not a marketing document.</p> <p>In future reports, DTF will make the linkages between achievements and activities, and the output measures they are part of, more clear. This will ensure that the events, achievements and future directions of the departmental divisions are clear, while also avoiding repetition within the document. DTF will also include more detail about achievements and the future direction of the Department's work.</p> <p>The Department supports (b) and (c), and will improve the readability and reasons for variances for the 2011-12 Annual Report.</p> <p>The Department supports (d), and will extend the annual report index to include appendices.</p>
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Recommendation 33- (Page 83 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Parliamentary Departments in future annual reports:</p> <p>(a) prepare the three annual reports as three similarly structured documents.</p>	<p>n/a</p>	<p>The Department of Parliamentary Services will respond directly to the Committee.</p>
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Recommendation 34- (Page 84 of Chapter 4 Detailed Review of Departments' and Agencies' Reports)

<p>The Office of the Ombudsman in future annual reports:</p> <p>(a) include a section in the early pages of Part 2 of the report setting out the Office's structure, key features, mission, values and key responsibilities.</p>	<p>n/a</p>	<p>The Office of the Ombudsman will respond directly to the Committee.</p>
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GOVERNMENT RESPONSE TO THE PAEC REPORT NO. 107, Review of the 2009-10 and 2010-11 Annual Reports

PAEC Recommendation	Response	Action Taken to Date and Commitment to Further Action
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Recommendation 35- (Page 85 of Chapter 4 Detailed Review of Departments' and Agencies' Reports)

<p>The Victorian Auditor-General's Office in future annual reports:</p> <p>(a) move to outcomes measures that can be quantified and tracked over time, where possible; and</p> <p>(b) highlight variances in the output performance measure tables themselves, including a reference to where variances are discussed.</p>	<p>n/a</p>	<p>The Victorian Auditor-General's Office has responded directly to the Committee in relation to this recommendation.</p>
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Recommendation 36- (Page 86 of Chapter 4 Detailed Review of Departments' and Agencies' Reports)

<p>The Victorian Electoral Commission in future annual reports:</p> <p>(a) provide results against all budget performance measures in the annual report, including targets and actual results, discussion and reasons for variances; and</p> <p>(b) include in its annual reports the results of the single-year quantified measures identified in its corporate plan.</p>	<p>n/a</p>	<p>The Victorian Electoral Commission will respond directly to the Committee.</p>
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GOVERNMENT RESPONSE TO THE PAEC REPORT NO. 107, Review of the 2009-10 and 2010-11 Annual Reports

PAEC Recommendation	Response	Action Taken to Date and Commitment to Further Action
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Recommendation 37- (Page 89 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>Ambulance Victoria in future annual reports: (a) discuss variances against targets for all performance measures presented in annual reports; (b) include a section in the annual report showing progress towards the supported recommendations from the Auditor-General's report into Access to Ambulance Services; and (c) include a table of contents in future annual reports.</p>	<p>Support</p>	<p>As Ambulance Victoria is an independent statutory authority, the contents of its annual report are not determined by the Department of Health.</p> <p>In principle, the Department of Health supports the PAEC recommendations outlined.</p>
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Recommendation 38- (Page 90 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Country Fire Authority (CFA) in future annual reports: (a) structure the report of operations with respect to objectives defined in the new corporate plan when it is released; (b) include reporting and discussion of all relevant performance measures that are reported by the parent department, the Department of Justice; (c) adjust the organisational chart to more clearly show lines of reporting; and (d) include an occupational health and safety section structured as per the Model Report.</p>	<p>Support</p>	<p>The Department of Justice and the Country Fire Authority (CFA) support this recommendation. The CFA will structure the 2011-12 and future annual reports to reflect corporate plan objectives and will report on relevant performance measures already reported on by the Department.</p> <p>Recommended technical amendments to the organisational chart and a section on occupational health and safety will be included in forthcoming and future reports.</p>
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GOVERNMENT RESPONSE TO THE PAEC REPORT NO. 107, Review of the 2009-10 and 2010-11 Annual Reports

PAEC Recommendation	Response	Action Taken to Date and Commitment to Further Action
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Recommendation 39- (Page 93 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Emergency Services Telecommunications Authority (ESTA) should include performance results for the speed of answering emergency calls and the speed of dispatch of the relevant emergency services in future annual reports. Results should include 50th and 90th percentile data, as well as average times.</p>	<p align="center">Support</p>	<p>The Department of Justice and the Emergency Services Telecommunications Authority (ESTA) support the recommendation for ESTA to include performance results for the speed of answering emergency calls and the dispatch of the relevant emergency services in future annual reports. This will include performance data at the 50th and 90th percentile and average times.</p>
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Recommendation 40- (Page 94 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Emergency Services Telecommunications Authority (ESTA) in future annual reports:</p> <ul style="list-style-type: none"> (a) include restatements and corrections of past financial statements as an appendix to the next annual report where required; (b) improve the presentation of its organisational chart; and (c) where key performance measures are being recorded for the Office of the Emergency Services Commissioner, they also be reported publicly in the Emergency Services Telecommunications Authority's annual report. 	<p align="center">Support</p>	<p>The Department of Justice and the Emergency Services Telecommunications Authority (ESTA) support the recommendation for ESTA to amend future annual reports to adhere to the Australian Accounting Standards in relation to any errors or omissions, generally requiring that prior year errors or omissions are identified; and to include its organisational chart and key performance measures that are recorded for the Office of the Emergency Services Commissioner.</p>
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GOVERNMENT RESPONSE TO THE PAEC REPORT NO. 107, Review of the 2009-10 and 2010-11 Annual Reports

PAEC Recommendation	Response	Action Taken to Date and Commitment to Further Action
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Recommendation 41- (Page 96 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Metropolitan Fire and Emergency Services Board (MFESB) in future annual reports:</p> <p>(a) include occupational health and safety information using the Model Report as guidance; and</p> <p>(b) include a report and discussion of all relevant performance measures set out in the budget papers.</p>	<p align="center">Support</p>	<p>The Department of Justice and the Metropolitan Fire and Emergency Services Board (MFESB) support the recommendation for the MFESB to include occupational health and safety information and performance measures as set out in Budget Paper No. 3 <i>Service Delivery</i>, in future annual reports.</p>
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Recommendation 42- (Page 97 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>Victoria Police in future annual reports:</p> <p>(a) discuss variances from cost performance targets, in addition to non cost performance targets; and</p> <p>(b) include an acronym glossary.</p>	<p align="center">Support</p>	<p>The Department of Justice and Victoria Police support the recommendation for Victoria Police to include information on performance targets in future annual reports, and an acronym glossary.</p>
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GOVERNMENT RESPONSE TO THE PAEC REPORT NO. 107, Review of the 2009-10 and 2010-11 Annual Reports

PAEC Recommendation	Response	Action Taken to Date and Commitment to Further Action
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Recommendation 43- (Page 99 of Chapter 4: Detailed Review of Departments' and Agencies' Reports)

<p>The Victorian State Emergency Service (VICSES) in future annual reports:</p> <ul style="list-style-type: none"> (a) report its results on the relevant performance measures in the budget papers, including targets, actual outcomes and reasons for variances; (b) provide reasons for significant variations in occupational health and safety results from previous years' figures; and (c) include updated occupational health and safety figures for 2010-11 in its 2011-12 Annual Report. 	<p align="center">Support</p>	<p>The Department of Justice and Victorian State Emergency Service (VICSES) support this recommendation for the VICSES to provide a summary report on the relevant performance measures in the budget papers including targets, actual outcomes and reasons for variances in their annual reports.</p> <p>Future annual reports will also include reasons for significant variations in occupational health and safety results from previous years' figures, as well as updated occupational health and safety figures for 2010-11 in the 2011-12 Annual Report.</p>
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