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# Government Responses to the Recommendations of PUBLIC ACCOUNTS AND ESTIMATES COMMITTEE'S 51<sup>st</sup> Report on the 2000-2001 Budget Outcomes

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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) 51<sup>st</sup> Report.

**Guide for Readers:**

Following is the explanation of the format of this paper.

<b>1</b> Chapter number and topic			
<b>2</b> Responsibility			
<b>1</b> PAEC Recommendation	<b>2</b> Response	<b>3</b> Action Taken to Date	<b>4</b> Further Action Planned

Row 1: Indicates the number and topic of the response to the PAEC recommendations.

Row 2: Indicates the Department with primary responsibility for responding to the recommendation as outlined in the PAEC Report.

Column 1: Contains the PAEC's recommendations as published in its 51<sup>st</sup> Report.

Column 2: Indicates the Government's response to each recommendation (**Accept, Accept in Part/Principle, Under Review or Reject**).

Column 3: Indicates those actions relevant to the implementation of the recommendation that have been taken to date.

Column 4: Indicates the additional actions planned that are relevant to implementation of the recommendation, together with an explanation of the Government's position concerning the recommendation.

**CHAPTER 2: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF TREASURY AND FINANCE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 2.1:** (page 83)

<p>The explanations for the variations between budget and actual operating expenses contained in the Annual Financial Report for the State of Victoria be presented under the various classifications of operating expenditure.</p>	<p>Reject</p>	<p>Explanation of variations are often presented in meaningful descriptions by project or major incident that may impact across a number of account classifications, within the Statement of Financial Performance.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 3: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF TREASURY AND FINANCE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 3.1:** (page 89)

<p>The 'Our Year in Summary' section contained in the annual report of the Department of Premier and Cabinet be replaced by an 'Overview' section that briefly comments on:</p> <p>(a) significant issues and developments for the current year and future directions and outlook for the following year (including both positive and negative factors);</p>	<p>Accept</p>	<p>Information on the key aims and achievement of the Department of Premier and Cabinet (DPC) is disclosed in summary form as part of the <i>DPC at a glance</i> section of the annual report.</p> <p>Further explanation of the aims and achievements is further supported by detailed disclosures on an output basis by output basis.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(b) major projects/initiatives completed against plans, as well as projects/initiatives planned for the following year;</p>	<p>Accept</p>	<p>Refer to recommendation 3.1(a) response.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(c) key performance targets and results achieved; and</p>	<p>Accept</p>	<p>As required by the <i>Standing Directions of the Minister for Finance</i>, this information is included in the annual report.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(d) the financial results for the year.</p>	<p>Accept</p>	<p>Refer to recommendation 3.1(c) response.</p>	<p>No further action will be taken on this recommendation.</p>

**CHAPTER 3: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF TREASURY AND FINANCE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 3.2:** (page 97-98)

<p>The Department of State and Regional Development improve the quality of its annual report by:</p> <p>(a) presenting information on key outputs within output groups in a manner that is consistent with the Department's output group presentation in Budget Paper No. 3;</p>	<p>Accept</p>	<p>Action has been taken to present information consistent with the Department of State and Regional Development output groups in Budget Paper No. 3 <i>Budget Estimates</i> (BP3).</p>	<p>No further action will be taken on this recommendation.</p>
<p>(b) for each output group, the key objectives, key issues, key results and future directions should be presented in a clear and concise manner and clearly linked to each key objective;</p>	<p>Accept</p>	<p>Action has been taken to present information on key issues and key results for each output group. Clear linkages to objectives have been actioned.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(c) the linkage of each output group to the major departmental objective(s) to which they relate;</p>	<p>Accept</p>	<p>The linkages between Departmental objectives and output groups were presented in BP3, and are currently under review for both BP3 and the annual report.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(d) the linkage of output performance measures and their actual outcomes for the year in the relevant sections of the annual report where output group performance is reviewed; and</p>	<p>Accept in Part</p>	<p>The output performance measures are incorporated into the annual report.</p>	<p>No further action will be taken on this recommendation.</p>

**CHAPTER 3: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF TREASURY AND FINANCE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 3.2: (continued)** (page 97-98)

<p>(a) detailed output group commentary and notes accompanying the presentation of output group data to explain the variances between established performance targets and actual measures and the performance of the Department in service delivery generally.</p>	<p>Accept</p>	<p>This recommendation continues to be progressively addressed.</p>	<p>No further action will be taken on this recommendation.</p>
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• **Recommendation 3.3: (page 107-108)**

<p>(a) A new 'Financial Commentary' section be added to the annual report of the Department of Joint Services incorporating:</p> <ul style="list-style-type: none"> <li>i. a brief financial summary together with explanations;</li> <li>ii. key financial ratios and aggregates with an explanation of the significance of each; and</li> <li>iii. a narrative preface to the audited annual financial statements in the form of an explanatory discussion and analysis.</li> </ul>	<p>Accept in Principle</p>	<p>The structure of the Parliament being a non-profit earning entity dictates that from year to year there will be no major change in the composition of the financial statement as income received for sale of outputs will match expenditure paid in achieving those outputs.</p> <p>Parliament will endeavour to incorporate relevant aspects of the recommendation in future annual reports.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 3: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF TREASURY AND FINANCE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 3.3: (continued)** (page 107-108)

<p>(a) A 'Future Directions and Developments' section be included at the end of the Department of Joint Services' annual report providing pertinent forward-looking information and comments such as:</p> <ul style="list-style-type: none"> <li>i. a discussion of the major issues and events that are likely to have a significant impact on the Department; and</li> <li>ii. an outline of what the Department aims to achieve in the future, particularly in the next year and objective measures of performance.</li> </ul>	<p>Accept</p>	<p>Has been incorporated into the annual report.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 3: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF TREASURY AND FINANCE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 3.4:** (page 110)

<p>Future annual reports of the Victorian Parliamentary Library include:</p> <p>(a) details of the Department's vision, mission, roles and responsibilities; and</p>	Accept	The Parliament's vision, mission, roles and responsibilities are now included in the annual report.	No further action will be taken on this recommendation.
<p>(b) an Output Group schedule showing the revenue, expenses, assets and liabilities for the current and previous year.</p>	Accept	The output group schedule showing revenue, expenses, assets and liabilities for the current and previous year will be included in future annual reports.	No further action will be taken on this recommendation.

• **Recommendation 3.5:** (page 111)

<p>The commentaries on performance contained in the annual report of the Department of Parliamentary Debates be linked to each of the seven goals and that a clear comparison be provided between the major initiatives that the Department set out to achieve according to the Business Plan and what it did in fact achieve.</p>	Accept	<p>Commentaries on performance are now linked to goals in the annual report.</p> <p>A summary of how the Parliament performed in achieving initiatives will be included in future annual reports.</p>	No further action will be taken on this recommendation.
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**CHAPTER 4: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF EDUCATION AND TRAINING

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 4.1:** (page 123)

<p>The Department of Education and Training resolve issues relating to sampling methods and error to ensure that its performance measures are reliable and produce output based information that facilitates the assessment of the Department's performance in service delivery.</p>	<p>Accept in Principle</p>	<p>The key sources of information for which sampling error is an issue is data collected via sample surveys by the Australian Bureau of Statistics (ABS).</p> <p>The Department of Education and Training (DET) through representation on various ABS national committees and through discussions with ABS senior management has been canvassing the need for more accurate data.</p> <p>Possible approaches identified to date include increasing the sample size in ABS surveys, which would reduce sampling errors, and examining alternative sources eg internal administrative systems.</p>	<p>DET will continue to examine how to reduce sampling error in data sourced from ABS surveys.</p> <p>DET will continue to examine the feasibility of enhancing internal administrative data to supplement data currently sourced from ABS surveys.</p>
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• **Recommendation 4.2:** (page 127)

<p>The Department of Education and Training ensure that students with disabilities and impairments are identified at an early stage of their schooling and receive appropriate tuition and support.</p>	<p>Accept in Principle</p>	<p>The Department of Education and Training (DET) has processes in place so that schools, with the support of student support services officers, identify students from Prep onwards for potential eligibility for support through the program for students with disabilities.</p> <p>Schools at which eligible students are enrolled receive supplementary funding to provide appropriate tuition and support to meet their identified educational needs.</p>	<p>DET will continue to monitor and evaluate the effectiveness of assessment and eligibility processes.</p> <p>As part of this DET is giving consideration to the upgrading of test instruments used to determine eligibility for program support.</p>
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**CHAPTER 4: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF EDUCATION AND TRAINING

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 4.3:** (page 130)

<p>The Department of Education and Training resolve with the provider organisations a method of reporting provider hours that gives an accurate reflection of the delivery of student contact hours of education and training activity provided through the Adult and Community Education output.</p>	<p>Accept in Principle</p>	<p>Reporting of delivery of education and training in the Adult Community Education (ACE) sector conforms to the national standard (the Australian Vocational Education and Training Management Information Statistical Standard).</p> <p>The Department of Education and Training (DET) provides training and support to ACE organisations to improve the quality of reporting including information sessions for ACE organisations, and the use of online technology to improve processes.</p>	<p>DET will continue to monitor the quality of data on delivery reported by ACE organisations, and to work with ACE organisations, peak provider organisations and the Adult, Community and Further Education Regional Councils to improve the accuracy of reporting.</p>
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• **Recommendation 4.4:** page 132

<p>The Government review the method for formulating the performance measures for the Employer Incentive Program (Youth), Youth Employment Scheme (Government) and the Skilled Migration Unit outputs to ensure that targets established during the budget process more closely approximate the actual outcomes that have been realised over recent reporting periods.</p>	<p>Accept</p>	<p>This recommendation no longer applies to the Department of Education and Training. Responsibility was transferred to the Department for Victorian Communities (DVC) as a result of Machinery of Government changes. The Youth Employer Incentive Scheme was completed in 30 June 2002. The Youth Employment Scheme continues to meet its annual targets. The Skilled Migration targets were reviewed in 2002-03 to ensure that these targets reflected the aims and objectives of the programs.</p> <p>DVC reviews all performance measures and targets annually to ensure their continued relevancy and accuracy.</p>	<p>No further action will be taken on this recommendation.</p>
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• **Recommendation 4.5:** (page 138)

<p>The Department of Education and Training provide information in its annual report of the average school class sizes for Prep-Year 2 by region.</p>	<p>Accept</p>	<p>The Department of Education and Training (DET) already monitors and reports on regional and metropolitan class size trends following the February School Census. This information is included in the annual <i>Summary Statistics Victorian Schools</i> publication.</p>	<p>Regional and metropolitan trends in Prep to Year 2 class sizes will be included in DET's future annual reports.</p>
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**CHAPTER 4: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF EDUCATION AND TRAINING

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 4.6:** (page 142)

<p>The Department of Education and Training develop performance measures that assess the effectiveness of student welfare strategies that are implemented to mitigate risks to students.</p>	<p>Accept in Principle</p>	<p>More recent student welfare strategies, such as the primary welfare officer initiative have made use of specific performance measures that will allow for the effectiveness of such strategies to be assessed.</p>	<p>A broader review of student support services and related welfare initiatives is planned during 2004. The review will include an assessment of performance measures appropriate for these services.</p>
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**CHAPTER 6: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF HUMAN SERVICES

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 5.1:** (page 155)

<p>The Department of Human Services establish performance measures related to ambulance bypass frequency and report outcomes in Budget Paper No. 3 and in the Department's annual report.</p>	<p>Accept in Part</p>	<p>The number of episodes of ambulance bypass has been established as a Key Performance Indicator (KPI) for the 12 major metropolitan hospitals with 24-hour emergency Departments. In 2001-02, this KPI was monitored within the Hospital Demand Management (HDM) Strategy Framework. Ambulance bypass targets were set for each health service, and bonus funds were paid when targets were achieved. Complementary packages of initiatives designed to increase health services' capacity to deal with increased demand for emergency services were also funded in each of the major metropolitan health services.</p> <p>The number of ambulance bypasses in 2001-02 was reported on page 17 of the Department of Human Services Annual Report 2001-02.</p> <p>The number of ambulance bypasses was not reported in Budget Paper No. 3 <i>Budget Estimates</i>. However, Budget Paper No. 2 <i>Budget Statement</i> contained information about funding for the HDM Strategy, and detailed information about ambulance bypass frequency is reported to the public every quarter in the Hospital Services Report.</p>	<p>Ambulance Bypass will continue to be a KPI within the HDM Strategy, with bonus funds attached, as it is a useful indicator of access to hospital care.</p> <p>Ambulance bypass frequency will continue to be reported to the public in the Hospital Services Report.</p>
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• **Recommendation 5.2:** (page 158)

<p>The Department of Human Services develop accurate target performance measures to ensure that more realistic assessments can be made about the actual performance of service delivery under the various output groups.</p>	<p>Accept in Part</p>	<p>As far as possible, the Department of Human Services (DHS) sets performance targets that are a realistic estimate of likely service performance for the coming year (based on trends of actual service performance from previous years). However, where demand for service fluctuates, there will be variances between targets and actual performance.</p> <p>As part of the annual review process, targets are reassessed and adjusted according to actual service delivery, demand projections and other foreseeable changes.</p>	<p>DHS will continue to annually review its performance measures and targets to ensure they are realistic estimates of likely performance.</p>
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**CHAPTER 6: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF HUMAN SERVICES

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 5.3:** (page 161)

<p>The Department of Human Services give greater priority to developing and implementing strategies to ensure that individuals requiring residential rehabilitation, are able to have access to such facilities within an acceptable timeframe.</p>	<p>Accept</p>	<p>The Department of Human Services is committed to the further development of home-based rehabilitation services. In 2001-02, 6 home-based rehabilitation services were established and 1 existing service was expanded as part of the Hospital Demand Management Strategy. In the following year, additional funding was provided to further expand home-based rehabilitation services. In 2003-04, approximately \$15 million is allocated to the provision of home-based rehabilitation services across Victoria. An evaluation of home-based rehabilitation services is currently in progress.</p> <p>In addition, the State Government has entered into an agreement with the Commonwealth Government to provide additional slow stream rehabilitation to people who have been assessed as requiring long-term residential care, through the Innovative Care Rehabilitation Service projects.</p>	<p>The current evaluation of home-based rehabilitation will identify the key elements to be incorporated into a best practice framework for rehabilitation services delivered in the community setting, either in a person's place of residence or at a centre. As part of this framework, integration of home-based and centre-based rehabilitation services is planned to enable a more flexible approach to community rehabilitation service delivery and wider access to the provision of home-based rehabilitation.</p> <p>2 pilot projects have commenced at Eastern Health and Northern Health, with each project to provide 15 extra places. An additional 90-bed project is due to start in March with Dousta Galla Aged Care Services.</p>
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**CHAPTER 6: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF HUMAN SERVICES

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 5.4:** (page 165)

<p>The Department of Human Services ensure that information provided to the Public Accounts and Estimates Committee in relation to its performance is based on final data, is accurate and facilitates the analysis of departmental service delivery performance.</p>	<p>Accept in Part</p>	<p>The Department of Human Services (DHS) always endeavours to provide the Public Accounts and Estimates Committee (PAEC) with accurate and final performance data. In some instances, however, DHS is only able to provide estimates of actual performance due to delays in receiving information from external agencies.</p> <p>75 per cent of services provided by DHS are delivered through external service providers. These providers range from large metropolitan hospitals to small non-government organisations managed by volunteer staff. DHS collects data about service performance from these service providers (approximately 2600 in total) using a range of media, including paper based reporting. Under these circumstances, data received by DHS is often lagged by up to 3 months. Where there are delays in receiving data from service providers, DHS may submit estimates of service performance to the PAEC. These estimates will later be adjusted to reflect actual performance.</p>	<p>DHS is working on a number of fronts to streamline and improve data collection arrangements to ensure greater accuracy and timeliness of service performance data from service providers.</p>
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**CHAPTER 6: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF HUMAN SERVICES

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 5.5:** (page 170)

<p>The Department of Human Services needs to provide explanations in its annual report for major output variances between years, for example the substantial reduction in the number of clients under the Parenting and Child Development output for 2000-01 as compared to the previous year.</p>	<p>Accept</p>	<p>As indicated in the response to Recommendation 5.2, performance measures and targets are largely reflective of trends in actual service performance from previous years. As far as possible, targets are a realistic estimate of likely performance, however where demand for service fluctuates, actual performance may exceed or fall short of targets.</p> <p>The Department of Human Services (DHS) reports variances in performance during the year through the quarterly output reporting process. Variances from year-to-year are also reported in the footnotes of the Output Statements in Budget Paper No. 3 <i>Budget Estimates</i> (BP3).</p> <p>In accordance with the <i>Financial Management Act</i> 1994, output information presented in the BP3 is reproduced in the DHS Annual Report, disclosing performance measures reported in the corresponding Budget Paper year, together with the actual outcome.</p>	<p>No further action will be taken on this recommendation.</p>
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• **Recommendation 5.6:** (page 171)

<p>The Department of Human Services implement strategies to ensure that the proportion of child protection cases requiring finalisation within the benchmark figure of 90 days improves and that unmanageable backlogs of cases requiring investigation are avoided.</p>	<p>Accept in Part</p>	<p>The 90-day performance measure was discontinued in 2003-04 because it no longer reflects best practice. Increased case complexity has resulted in a higher proportion of cases requiring ongoing support. Promising results from the Innovation Projects, which commenced in 2002-03, suggest that more sustained involvement can reduce the level of renotifications.</p>	<p>A 'Breakthrough Collaborative', which is designed to improve regional performance on cases requiring investigation, has been underway since July 2003. Work on this initiative will continue in the second half of 2003-04.</p>
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**CHAPTER 6: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF HUMAN SERVICES

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 5.7:** (page 174)

<p>The Department of Human Services determine reasons for the major decline in customer satisfaction ratings for the provision of long-term housing assistance in order to address the concerns of tenants.</p>	<p>Accept</p>	<p>The condition of public housing stock is a major factor affecting the satisfaction levels of clients. Approximately 22 000 dwellings (30 per cent of all stock) are in excess of 30 years old. In order to improve tenant satisfaction with the condition of stock, the Department of Human Services (DHS) has significantly increased expenditure on upgrading, redeveloping and maintaining public housing.</p> <p>Another factor that influences customer satisfaction ratings is the standard of service delivery. DHS has introduced a number of initiatives to improve service delivery as part of the Housing Office Review project. Specifically, DHS has introduced a central recruitment training program that aims to ensure housing officers are both knowledgeable and client service orientated. DHS has also appointed Specialist Housing Services Officers to improve coordination of services for clients exhibiting complex needs.</p> <p>The National Social Housing Survey recognises that tenants view the effective delivery of maintenance services as important. The establishment of a maintenance call centre aims to improve satisfaction with maintenance services by providing a system that is responsive to client needs. DHS has also developed a 'high rise strategy' that provides a coordinated approach to asset management and improvement; tenancy management; and community building across 44 high rise towers throughout Melbourne. This strategy aims to ensure that high-rise buildings are positive living environments that promote client satisfaction.</p> <p>Neighbourhood Renewal is another initiative that is assisting to increase client satisfaction with public housing. The project aims to improve the social, economic, housing and environmental conditions in disadvantaged public housing communities by implementing a whole of government approach. The project also aims to engage local residents in the consultation, planning, decision-making, and strategy implementation and evaluation.</p>	<p>In order to continue to ensure client satisfaction with public housing, DHS will:</p> <ul style="list-style-type: none"> <li>• Continue to invest in the upgrade, redevelopment and maintenance of housing stock;</li> <li>• Continue to implement a responsive service delivery model through the Housing Office Review;</li> <li>• Replace the core information technology system;</li> <li>• Continue to implement the high rise strategy; and</li> <li>• Continue the Neighbourhood Renewal Project.</li> </ul>
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**CHAPTER 6: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF INFRASTRUCTURE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 6.1:** (page 202)

<p>The Director of Public Transport be responsible for monitoring the availability of automatic ticketing machines managed by OneLink Transit Systems Pty Ltd. The performance data collected should be published as public information.</p>	<p>Accept</p>	<p>The Department of Infrastructure (DOI) releases information to the public on the performance of the Automated Ticketing System equipment. DOI's 2002-03 Annual Report provides summary information under Outcome 3 <i>Access and Mobility</i> on ticketing system reform and performance.</p> <p>DOI also releases publicly <i>Track Record</i>, which is a quarterly performance bulletin on Victoria's train, tram and bus services. <i>Track Record</i> contains detailed information on the performance of Automated Ticketing System equipment. Copies of all past issues of <i>Track Record</i> are available on the DOI's website (<a href="http://www.doi.vic.gov.au/transport">www.doi.vic.gov.au/transport</a>).</p>	<p>DOI will continue to make information on the performance of the Automated Ticketing System equipment publicly available on a quarterly basis.</p>
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**CHAPTER 7: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF JUSTICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 7.1:** (page 210)

<p>The Department of Justice assess the impact that the redirection of resources from the provision of public education activities to other activities is having on the level of public knowledge about the availability of legal services.</p>	<p>Accept</p>	<p>During 2001, new eligibility criteria were introduced in order to keep Victims Referral and Assistance Services (VRAS) within budget.</p> <p>A cross-governmental review of Victims Services conducted in 2002 has subsequently resulted in the creation of a new Victims Support Agency to ensure a more integrated approach to provision of victims services, including the provision of public education activities.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 7: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF JUSTICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 7.2:** (page 216)

<p>The Department of Justice and Victoria Police assess the impact of the reduction in the total number of patrol hours, including whether the incidence of crime both reported and unreported is increasing, as a result of the ongoing diversion of police resources to the management of events.</p>	<p>Reject</p>	<p>The use of hours measures has been discontinued in the 2003-04 Budget.</p> <p><u>Trends in Patrol Hours</u></p> <p>It is evident that actual hours over the period from 1998-99 to 2002-03 trended upwards and were high relative to the increase in police numbers during the same period.</p> <p>While the total number of patrol hours in 2000-01 was 2 223 000 hours, 11 per cent below the target of 2 500 000 hours, the number of patrol hours was just 2 per cent below the level of service delivered in 1999-00 (2 273 000 hours).</p> <p>In the following year (2001-02) hours of patrol increased by 10 per cent to 2 463 000 and in 2002-03 those hours increased by a further 23 per cent to 3 038 000.</p> <p><u>Incidence of Crime</u></p> <p>The crime rate in Victoria has been falling. In 2002-03 the overall crime rate was reduced by 6.8 per cent (per 100 000 population). Crime against the person was reduced by 3.4 per cent and property crime by 8.3 per cent.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 7: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF JUSTICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 7.3:** (page 218)

<p>Targets and strategies established under the Victoria Police Incident and Event Management output group be reviewed to ensure they more realistically reflect the operational demands and police resource requirements in relation to the incident and event management activities undertaken by Victoria Police.</p>	<p>Accept in Part</p>	<p>The output group structure was changed for the 2003-04 budget and the former Event Management output discontinued.</p> <p>It is evident that there was a significant one-off increase in demand for event management during the year 2000, primarily due to the number of special events scheduled in the millennium year. While demand in 2001-02 and 2002-03 exceeded forecast by 15.4 per cent and 18 per cent respectively, that growth in demand is expected to moderate over time.</p> <p>The growth that has occurred (beyond forecast) during the latter 2 reporting periods can be attributed to 2 major issues – the need for public reassurance following the September 11 terrorist attack and the significant difficulties surrounding the issue of insurance coverage for community events and festivals. Police attendance at those events contributes to the actual and perceived safety of those attending.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 7: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF JUSTICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 7.4:** (page 225)

<p>The Department of Justice incorporate as performance measures in its annual report and Budget Paper No. 3, the following road related statistics:</p> <p>(a) the road toll;</p>	<p>Accept in Part</p>	<p>The road toll is already a key measure that is reported in the Department of Justice's (DOJ) Annual Report as an outcome.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(b) traffic camera program infringement notices issued;</p>	<p>Accept</p>	<p>This recommendation has been adopted and the measure is included in the 2003-04 Budget Papers. DOJ's Output Performance Statements are reproduced in its annual report.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(c) traffic camera program infringement notices that resulted in loss of license offences; and</p>	<p>Accept in Part</p>	<p>This recommendation is being evaluated for future budgets.</p>	<p>Further action is dependant on results of evaluation.</p>
<p>(d) incidence of breath testing at booze buses and number of persons found to be exceeding alcohol limits.</p>	<p>Accept</p>	<p>This recommendation has been adopted and the measure is included in the 2003-04 Budget Papers. DOJ Output Performance Statements are reproduced in its annual report.</p> <p>All of these items are covered by the government's <i>2002-2007 Arrive Alive!</i> strategy and assist with the attainment of the strategy's main purpose of reducing the road toll and road trauma.</p>	<p>No further action will be taken on this recommendation.</p>

**CHAPTER 7: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF JUSTICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 7.5:** (page 227)

<p>Formal performance measures relating to the key outcomes expected of the Koori mediation program be developed and reported in the annual report of the relevant Department.</p>	<p>Accept</p>	<p>In 2002-03, 27 Koori mediators were trained through Dispute Settlements Victoria (the Department for Victorian Communities (DVC)). They are part of a mediation bank used by DVC in line with its commitment to strengthening Alternative Dispute Resolution (ADR).</p> <p>Mediation targets are published in the Budget Papers under the output <i>Alternative Dispute Resolution</i>.</p> <p>Outcomes of the ADR program were reported in the 2002-03 Department of Justice Annual Report.</p>	<p>No further action will be taken on this recommendation.</p>
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• **Recommendation 7.6:** (page 228)

<p>Consumer and Business Affairs Victoria develop performance measures for the annual report of the Department of Justice that show the effectiveness of its consumer awareness publications in reaching key and targeted audiences and achieving desired consumer outcomes.</p>	<p>Accept in Part</p>	<p>The effectiveness of major consumer awareness publications is evaluated, but the output of evaluation is a research report and recommendations, rather than a specific performance measure for the Annual Report of the Department of Justice.</p>	<p>Further evaluations of major publications will continue.</p>
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**CHAPTER 7: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF JUSTICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 7.7:** (page 230-231)

<p>The Department of Justice, Victoria Police and the Office of Correctional Services continue to pursue strategies that reduce the numbers of prisoners housed in police cells in order to ensure that:</p> <p>(a) the rights of prisoners are not compromised by inappropriate housing facilities and supervision that could result from detention in police cells</p>	<p>Accept</p>	<p>As part of the 2003-04 Budget process, Victoria Police and the Department of Justice to review all police cell custody locations and the medium to long term management options for the management of police cells. This review is currently underway.</p> <p>The number of persons held in police cells has declined significantly since 2001.</p>	<p>The review is scheduled to be completed by June 2004.</p>
<p>(b) the occupational health and safety of police force members is not compromised through the increased need to supervise prison detainees; and</p>	<p>Accept</p>	<p>Refer to recommendation 7.7(a) response.</p>	<p>Refer to recommendation 7.7(a) response.</p>
<p>(c) operational requirements and procedures of Victoria Police are not compromised because of the added responsibility placed on members of the force to supervise additional numbers of prison detainees.</p>	<p>Accept</p>	<p>Refer to recommendation 7.7(a) response.</p>	<p>Refer to recommendation 7.7(a) response.</p>

**CHAPTER 7: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF JUSTICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 7.8:** (page 233)

<p>The Department of Justice and the Office of Correctional Services develop key performance measures related to the effectiveness of the new Victorian Prison Drug Strategy and report on this information in the annual report of the Department.</p>	<p>Accept</p>	<p>Performance measurement reporting for the Victorian Prison Drug Strategy already occurs as a reporting subset of the Corrections Long Term Management Strategy (CLTMS) performance, and as a component within the Whole-of-Government performance and reporting framework for the Victorian Government Drug Initiative (VGDI). Outcomes of CLTMS are reported in the Department of Justice's Annual Report.</p>	<p>Continuing the ongoing development and refinement of performance measures for the Victorian Prison Drug Strategy as components of the CLTMS and VGDI.</p>
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• **Recommendation 7.9:** (page 235)

<p>The Department of Justice and the Office of Correctional Services develop key performance measures related to the initiatives implemented under the 'transition from custody to community framework' and report on the effectiveness of these initiatives in preventing re-offending and recidivism by prisoners released into the community, in the annual report of the Department.</p>	<p>Accept in Part</p>	<p>The Department of Justice has an existing program of evaluation of the initiatives within the Corrections Long Term Management Strategy, including the transitional services initiatives. Measures of initiatives' effectiveness in reducing recidivism is a principal issue in evaluation. The Government may release such information when it becomes available.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 8: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF NATURAL RESOURCES AND ENVIRONMENT

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 8.1:** (page 243)

<p>The Department of Natural Resources and Environment allocate sufficient resources to ensure that the performance targets relating to the audits of high-risk or critical sites are achieved in future.</p>	<p>Accept in Part</p>	<p>The Department of Primary Industries strives to achieve all performance targets. Subsequent to the results of 2000-01 the following actions have occurred:</p> <ul style="list-style-type: none"> <li>• A risk assessment of all mining and extractive sites in Victoria has been completed.</li> <li>• All sites have been allocated a risk profile rating.</li> <li>• Auditing of high and critical sites is a core goal in the Performance Planning System.</li> </ul> <p>Following the risk assessment, all targets for 2001-02 and 2002-03 have been met.</p>	<p>Auditing for high and critical sites will continue to be a priority for the Minerals and Petroleum Regulation Branch.</p>
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**CHAPTER 8: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF NATURAL RESOURCES AND ENVIRONMENT

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 8.2:** (page 245)

<p>The Department of Natural Resources and Environment ensure that adequate resources are directed towards meeting targets for fuel reduction burning.</p>	<p>Accept</p>	<p>Subsequent to the Public Account and Estimates Committee recommendation, the Department of Sustainability and Environment's (DSE) fire management program has been investigated by the Auditor-General (report May 2003) and the Victorian Bushfire Inquiry VBI - report of October 2003.</p> <p>These reports made recommendations to improve the level and reporting of Fuel Reduction Burning.</p> <p>DSE has made substantial efforts to increase the level of burning this year by approving the extended employment of seasonal firefighters. This will allow Spring and Autumn burning opportunities to be taken. Burning is now a priority activity for DSE with faster burning approval processes now in place and 5 Regional fuel reduction burning coordinators engaged.</p>	<p>DSE is currently implementing a number of recommendations from the inquiries, including:</p> <ul style="list-style-type: none"> <li>• Supplementing the current area targets for fuel reduction burning with measures that more accurately reflect the level of risk reduction being sought and achieved;</li> <li>• Fully costing fuel reduction burning activities so that appropriate funding levels and the cost of staff employed from other business units are considered;</li> <li>• Establishing more flexible funding arrangements to allow for differing levels of funding throughout the year for factors such as seasonal variations;</li> <li>• Strategies to increase the availability of accredited field supervisors and the associated workforce (eg. through greater use of weekend work and the opportunity for Country Fire Authority (CFA) volunteers to participate); and</li> <li>• Increased public information regarding the fuel reduction burning program and the measures taken to protect the environment.</li> </ul>
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**CHAPTER 8: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF NATURAL RESOURCES AND ENVIRONMENT

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 8.3:** (page 247)

The Department of Natural Resources and Environment ensure that management plans for all of Victoria's major fisheries are completed by 2003-04.	Accept in Part	Not all management plans for major fisheries can be completed within this time frame due to the complexity of the tasks as well as the need to receive Commonwealth approval for export fisheries, which needs to be completed as part of the management plan development process.	The scallop fishery and Bay and Inlet fisheries management plans will be completed over the next 5 years.
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• **Recommendation 8.4:** (page 251)

The annual report of the Department of Natural Resources and Environment contain detailed information regarding program achievements under the Water for Growth initiative.	Accept	Further information relating to the <i>Water For Growth</i> initiative was published in 2000-01 Annual Report.	No further action will be taken on this recommendation.
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• **Recommendation 8.5:** (page 254)

The Department of Natural Resources and Environment develop specific performance measures related to the restoration of environmental flows to the Snowy River, for inclusion in its annual report and Budget Paper No. 3.	Accept	<p>During 2000-01 (post Budget Paper No. 3 <i>Budget Estimates</i>) performance measures relating to the Snowy initiative were identified and published in annual reports and subsequent Budget Papers. These include both major policy and legislative developments:</p> <ul style="list-style-type: none"> <li>• Number of water savings projects under implementation;</li> <li>• Volume of water savings under implementation; and</li> <li>• Additional annual release of environment flow to Snowy River.</li> </ul>	No further action will be taken on this recommendation.
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**CHAPTER 9: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF PREMIER AND CABINET

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 9.1:** ( page 258)

<p>The Department of Premier and Cabinet determine the reasons for the continued under-expenditure of the capital asset charge on output groups, and liaise with the Department of Treasury and Finance to ensure in future years that the capital assets charge accurately reflects the cost of capital invested in departmental assets.</p>	<p>Accept</p>	<p>The capital asset charge was being under spent, as the budgeted/ forecast requirements were calculated on projected asset balances based on originally projected completion dates. Certain major works (particularly the new Museum building) were delayed, with the result that the capital asset charge expense was significantly lower than anticipated and thus the funding requirement was significantly less.</p> <p>This matter has been addressed with the Department of Treasury and Finance (DTF) and is no longer a material issue.</p>	<p>Regular (at least annual) reconsideration of capital asset charge requirements, as compared with estimates recorded in DTF Business Management System (BMS).</p>
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• **Recommendation 9.2:** (page 273)

<p>The effectiveness of the Problem Gambling Communication Strategy be addressed in the annual report of the Department of Justice by providing details of actual performance against performance targets, an explanation for any variations and a comprehensive commentary on the overall performance of the strategy accompanied by key objectives and targets for the following year.</p>	<p>Reject</p>	<p>The \$12 million allocation from the Community Support Fund in 2000-01 for a 3 year Problem Gambling Communication Strategy is under the management of the Department of Human Services.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 10: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF STATE AND REGIONAL DEVELOPMENT

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 10.1:** (page 283)

<p>The Department of Innovation, Industry and Regional Development improve the level of performance measures and general commentary provided in the Budget Papers regarding output performance for the Industry Development output group by developing:</p> <p>(a) performance measures for financial and facilitated assistance provided by the Department to respective industry sectors; and</p>	<p>Accept in Part</p>	<p>Industry development output group was changed to Investment Facilitation and Attraction. 5 additional measures were added to the output group.</p>	<p>No further action will be taken on this recommendation.</p>
<p>(b) performance measures for the level of investment and economic benefits, including employment, export growth and import replacement by industry sectors as a direct result of the involvement of the Department.</p>	<p>Accept in Part</p>	<p>New performance measures that relate to job creation and new investment were added to the output for 2002-03. Performance measures have been continuously reviewed to improve the standard of measurement of program outcomes.</p>	<p>No further action will be taken on this recommendation.</p>

**CHAPTER 10: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF STATE AND REGIONAL DEVELOPMENT

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 10.2:** (page 295)

<p>The Department of Innovation, Industry and Regional Development develop quantitative and qualitative performance measures in relation to the activities of the Rural Commerce Unit and the Food and Related Industries Group and report against these measures in its annual report.</p> <p>The performance measures should include information on the level of assistance/programs provided by the Department and the generation of additional sales and export earnings by the assisted firms and businesses.</p>	<p>Accept in Principle</p>	<p>Regional Development Victoria currently records quantitative outcomes in terms of jobs, exports and investment flowing from business programs and investment attraction support provided at enterprise level, across the Food, Rural Commerce and Resource-based Industries groups.</p>	<p>Some qualitative assessment is currently undertaken in terms of sectoral analyses. Further work on agreed reportable measures has to be undertaken.</p>
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• **Recommendation 10.3:** (page 297)

<p>The Department of Innovation, Industry and Regional Development ensure that its annual report and Budget Paper No. 3 include detailed information about the performance of both the Domestic Tourism Marketing initiative and agreed targets relating to the Melbourne Convention and Visitors Bureau.</p>	<p>Accept</p>	<p>Domestic Tourism Marketing initiatives have been taken into account for a range of performance measures included in Budget Paper No. 3 <i>Budget Estimates</i>.</p>	<p>Performance Measures in relation to MCVB will be developed for the 2004-05 Budget Papers.</p>
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**CHAPTER 10: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF STATE AND REGIONAL DEVELOPMENT

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 10.4:** (page 299)

<p>The Department of Justice include in its annual report and Budget Paper No. 3 additional performance measures related to the Victorian racing industry.</p>	<p>Reject</p>	<p>Following Machinery of Government changes in 2002, the Department of Justice (DOJ), through the Office of Gaming and Racing, is responsible for delivering the Government's Racing Program, advising the Minister for Racing and serving as the link between the Government and the racing industry.</p> <p>Performance measures addressing the regulation and development of the racing industry are included in the Budget Papers under the <i>Gaming and Racing Industry Management</i> output, including measures relating to racing policy, licensing and grants to the Living Country Racing Program.</p> <p>Statistics on the economic growth of the racing industry are included in the DOJ's 2002-03 Annual Report.</p> <p>It should be noted that the day-to-day management of the racing industry is the responsibility of respective controlling bodies, each of which report on industry performance measured in terms described by the Public Accounts and Estimates Committee.</p>	<p>No further action will be taken on this recommendation.</p>
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**CHAPTER 11: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

DEPARTMENT OF TREASURY AND FINANCE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 11.1:** (page 304)

<p>The detailed expenditure for each output as recorded in the financial performance section of the annual report of Department of Treasury and Finance should reconcile with the audited financial expenditure for each output group as recorded in the notes to the Department's financial statements.</p> <p>Where variances occur, as is the situation with expenditure incurred by the Victorian Casino and Gaming Authority, a detailed explanation should be provided.</p>	<p>Reject</p>	<p>The 'Total Output Cost' for each individual Output, as recorded in the Output Performance section of the Department of Treasury and Finance (DTF) Annual Report represents the <i>cost to government</i> (or departmental revenue claim), not the actual expenditure incurred by DTF in relation to that Output.</p> <p>The above is in accordance with a Whole of Government Accounting Policy interpretation of the requirements of Ministerial Direction 9.1.2 (iii).</p> <p>By definition, therefore, the reconciliation sought by Recommendation 11.1 could not readily be prepared and would be of little benefit.</p> <p>Further, the audited financial statements are required to disclose details of revenue and expenditure for all controlled operations, by major activity. By definition, this includes activities other than the output activities covered in the <i>Output Performance</i> section of the annual report for example, activities of controlled Trusts. This would further complicate the reconciliation.</p>	<p>No further action will be taken on this recommendation.</p>
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• **Recommendation 11.2:** (page 310)

<p>The Department of Treasury and Finance monitor the operations of VicFleet to ensure that the highest standards of client service are being maintained, and report on this matter in their annual report.</p>	<p>Accept</p>	<p>The output performance measures for the Management of Motor Vehicle Leases output will, for 2004-05, include financial and management performance against benchmarks as well as measures of customer satisfaction. The results against these measures will be reported in the Department of Treasury and Finance (DTF) Annual Report.</p>	<p>DTF will review the available suite of fleet management benchmarks to ensure the most appropriate benchmarks are used to assess performance.</p>
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**CHAPTER 12: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

PARLIAMENTARY DEPARTMENTS

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 12.1:** (page 318)

Where targets set by the Parliamentary Departments have not been met, the Departments should provide detailed information for the variations in their annual reports.	Accept	This disclosure will occur in the future annual reports.	No further action will be taken on this recommendation.
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• **Recommendation 12.2:** (page 320)

The Department of Joint Services, as a matter of urgency, develop a business plan for each year in accordance with accepted practice throughout the Victorian Public Sector.	Accept	Developing a business plan is now occurring.	No further action will be taken on this recommendation.
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• **Recommendation 12.3:** (page 321)

The Presiding Officers of the Parliament undertake a follow-up review to ensure that the operational changes implemented to the Department of Joint Services, are operating satisfactorily.	Accept	This review has already started and it is well under way.	No further action will be taken on this recommendation.
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**CHAPTER 13: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

VICTORIAN AUDITOR-GENERAL'S OFFICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 13.1:** (page 327)

The Victorian Auditor-General's Office report on the outcomes of follow-up audits in its annual report.	Not Applicable	The Auditor General has independently responded to this recommendation to the Public Accounts and Estimates Committee. The Government response does not identify these issues or actions.	Refer to recommendation 13.1 response.
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• **Recommendation 13.2:** (page 329)

That the Victorian Auditor-General's Office utilise survey information obtained from audited agencies to expand the quality performance measure regarding the conduct of performance audits as presented in Budget Paper No. 3 and the Auditor-General's annual report. This should include separate performance measures that demonstrate the:	Not Applicable	Refer to recommendation 13.1 response.	Refer to recommendation 13.1 response.
(a) value of audit reports to the agency;	Not Applicable	Refer to recommendation 13.1 response.	Refer to recommendation 13.1 response.
(b) quality of the audit report;	Not Applicable	Refer to recommendation 13.1 response.	Refer to recommendation 13.1 response.
(c) relevance of the selected audit topic; and	Not Applicable	Refer to recommendation 13.1 response.	Refer to recommendation 13.1 response.
(d) quality of the audit process.	Not Applicable	Refer to recommendation 13.1 response.	Refer to recommendation 13.1 response.

**CHAPTER 13: GOVERNMENT'S RESPONSE TO THE PAEC REPORT NO. 51 – 2000-2001 BUDGET OUTCOMES**

VICTORIAN AUDITOR-GENERAL'S OFFICE

PAEC Recommendation	Response	Action Taken to Date	Further Action Planned
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• **Recommendation 13.3:** (page 331)

<p>The Victorian Auditor-General's Office develop additional performance measures and targets to accurately measure the value-adding component of performance audit reports to Parliament, and include this information in its annual report.</p>	<p>Not Applicable</p>	<p>Refer to recommendation 13.1 response.</p>	<p>Refer to recommendation 13.1 response.</p>
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• **Recommendation 13.4:** (page 334)

<p>The Victorian Auditor-General's Office develop additional performance measures and targets regarding the outputs of the Strategic Planning and Sector Liaison Group in order to measure its contribution to the overall objectives of the office. These performance measures should be reported in Budget Paper No. 3 and the Auditor-General's annual report.</p>	<p>Not Applicable</p>	<p>Refer to recommendation 13.1 response.</p>	<p>Refer to recommendation 13.1 response.</p>
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