

Appendix C:

Audit scope and method

Scope of this audit

Who we examined

We examined the following agencies:

Agency	Their key responsibilities
Department of Transport and Planning	<ul style="list-style-type: none">• Includes Transport for Victoria, the statutory office responsible for coordinating, providing, operating and maintaining Victoria's public transport and road system• Plans, builds and supports an integrated, sustainable and safe public transport system• Minimises the impact of emergencies across the public transport network through effective preparation, coordination, response and recovery
VIDA	<ul style="list-style-type: none">• Oversees Victoria's Big Build (excluding the Suburban Rail Loop project)• Works with PTOs and Big Build contractors to coordinate occupying the public transport network for Big Build planned disruptions and following service disruptions• Works with the department to assess the cumulative impact of disruptions to the public transport network and users
VicTrack	<ul style="list-style-type: none">• Owns Victoria's rail land, buildings and infrastructure• Provides the telecommunication network that supports trains and trams
Metro Trains	Operates Melbourne's metropolitan train network under agreement with the department
V/Line	Operates regional train and coach services under agreement with the department
Yarra Trams	Operated the metropolitan tram network under agreement with the department during the audit period
Kinetic	Operates public bus services across metropolitan Melbourne, under agreement with the department
CDC Victoria	Operates public bus services across metropolitan Melbourne and regional Victoria under agreement with the department

Our audit objective

To determine whether public transport bodies and operators minimise the impact of disruptions affecting passengers on Victoria's public transport network.

Audit period reviewed

The audit examined the management of disruptions between 1 July 2021 and 31 January 2024, when the widespread reliance on public transport returned after the COVID-19 pandemic.

Aspects of performance examined

Our mandate for performance audits and reviews includes the assessment of economy, effectiveness, efficiency and compliance (often referred to as the '3Es + C').

In this audit we focused on the following aspects:



Key:

- Primary focus
- Secondary focus
- Not assessed

Conducting this audit

Assessing performance

To form a conclusion against our objective we used the following lines of inquiry and associated evaluation criteria.

Line of inquiry	Criteria
1. Are transport bodies and PTOs prepared to manage disruptions impacting Victoria’s public transport network?	1.1 Transport bodies and PTOs have suitable policies, plans, procedures and agreements in place to prepare for and manage public transport disruptions.
	1.2 Transport bodies and PTOs have examples of activities that confirm their policies, plans and procedures are sufficient to prepare for, and manage, public transport disruptions.
2. Do transport bodies and PTOs effectively respond to disruptions impacting Victoria’s public transport network?	2.1 Transport bodies and PTOs respond to public transport disruptions to minimise the duration, severity and impact of disruptions on passengers.
3. Do transport bodies and PTOs learn from disruptions impacting Victoria’s public transport network?	3.1 Transport bodies and PTOs build on learnings from previous public transport disruptions to reduce the impact of future disruptions.

Our methods

As part of the audit we:

- analysed the department's contractual arrangements with audited PTOs and a selection of Big Build contracts
- analysed the legislative framework for emergencies and the department's internal arrangements, policies, plans and procedures
- analysed transport bodies' and PTOs' policies, plans and procedures and datasets related to unplanned and planned disruptions
- conducted interviews with auditees and carried out site visits of control centres.

Level of assurance

In an assurance review, we primarily rely on the agency's representations and internally generated information to form our conclusions. By contrast, in a performance audit, we typically gather evidence from an array of internal and external sources, which we analyse and substantiate using various methods. Therefore, an assurance review obtains a lower level of assurance than a performance audit (meaning we have slightly less confidence in the accuracy of our conclusion).

Compliance

We conducted our audit in accordance with the *Audit Act 1994* and ASAE 3500 *Performance Engagements* to obtain reasonable assurance to provide a basis for our conclusion.

We complied with the independence and other relevant ethical requirements related to assurance engagements.

We also provided a copy of the report to the Department of Premier and Cabinet and the Department of Treasury and Finance.

Cost and time

The full cost of the audit and preparation of this report was \$621,888.

The duration of the audit was 11 months from initiation to tabling.