

# Appendix E:

## Agency responses to assurance review

Agencies had to self-attest to the accuracy and completeness of their survey responses as at 31 December 2023.

The survey sought information on the status of unresolved recommendations in performance engagements tabled before 30 June 2023.

In total, the survey responses included 449 recommendations from 79 engagements involving 56 agencies. In this appendix we have included the status regarding unresolved recommendations included in this assurance review.

To view agencies' performance and responses to all recommendations tabled between July 2018 and June 2023, visit this report's dashboard at [www.audit.vic.gov.au](http://www.audit.vic.gov.au)

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Azarat Rural City Council	Sexual Harassment in Local Government	9	Yes		In progress	A complaint reporting register was created in excel which has the ability to sort entries into the type of incident. All ex-employee data is contained within this register. (Created on 18 October 2020) ARCC are still working on a new Human Resource Management System will capture these complaints for current employees utilizing the same categories. A Workplace Investigations Guideline was developed and approved by the CEO for the receipt and investigation of any reports of sexual harassment. These were developed referencing the IBAC Investigations Guide. (Approved on 20 October 2020)	30/09/2024	
Banwon Health	Security of Patients' Hospital Data	6	Yes		In progress	The roadmap to address the 31 cyber security controls has continued to be followed with solid progress being made. Of the 31 controls, 3 remain higher than the target maturity to reduce our Cybersecurity risk. Target completion date to address this 3 controls remains at 31 December 2024.	31/12/2024	
Banwon Health	Security of Patients' Hospital Data	12	Yes		In progress	Multi-factor authentication (MFA) is in place for Administrator accounts. The implementation of a Privileged Access Management (PAM) platform will significantly improve the identity and access management security controls. This project has commenced with deployment scheduled before 30/06/24. Microsofts access is only available using MFA which significantly improves the security posture around our email and online collaborative toolset. External facing IT systems will continue to be evaluated for MFA functionality and will be activated when suitable. A revised target completion date of 30/06/2024.	30/06/2024	
Buloke Shire Council	Council Libraries	4	Yes		In progress	Council continues to assess our library function and has welcomed new roles into our library team to provide greater flexibility and stability, with further recruitment to be fulfilled. A full Library Service Review was funded in Council's 2023-2024 Annual Budget and is now scheduled to be completed by November 2024 due to changes in funding of Public Libraries Victoria new trial system for inter-library loans. Initial internal review of policies and procedures is being undertaken and the Request for Quote (RFQ) documentation being drafted. Commencement of the construction of the Wycheproof Library site nears, funded by the Living Libraries Infrastructure Program. Council continues to invest in physical and digital library assets and is leveraging of a calendar of events including NAIDOC Week, Reconciliation Week and the Big Summer Read to raise literacy and our library service profile. This also extends to digital literacy support for older adults, social connection through book club programs, children's story time events and premiers reading challenge activities.	31/12/2024	
Campaspe Shire Council	Offsetting native vegetation loss on private land	5	Yes		Complete	Campaspe Planning Department include conditions on permits that require evidence of ACE reports to be submitted prior to the removal of native vegetation. When these conditions are included a customer held is added in the application pathway to allow the recording of the extract number, extent of removal and offset secured once data received. Confirmation is provided to the applicant that the requirement has been satisfied.		11/09/2023
Campaspe Shire Council	Offsetting native vegetation loss on private land	7	Yes		Complete	Campaspe's TechOne IT system has been updated to allow reporting of submitted and outstanding native vegetation offset documents. We did not proceed with an IT automation alert however have created a function where reports can be run on applications that are yet to satisfy their offset requirements.		11/09/2023
City of Casey	Regulating Food Safety	1	Yes		In progress	In mid 2023, discussion had with councils People and Culture (Human Resources) Team on Workforce Plan. The City of Casey does have an organisational wide workforce plan with action areas of High performing and inclusive workforce, innovative effective workforce, Strong accountable workforce and Strategic workforce. Further discussions with People and Culture to be had in 2024 for the development of a sub-workforce plan for EHOs and greater public health workforces, with alignment to Strategic Service Plans. The Community Safety Strategic Service Plan, of which Disease Prevention (Sub Service) began development in 2023. This sub-service includes many related EHO tasks (e.g. Food sampling, responding to complaints etc) This has been endorsed in February 2024. The Business Regulation SSP has also began development in 2023 (currently pending endorsement in 2024) This references EFT required to deliver on the service. Internal resources allocation over the next 4 years will remain unchanged. With the majority of Environmental Health Officer work outsourced, there has been a forecast increase in contract cost to attribute to workload increases associated with growth in EHO workloads. An additional EHO resource for Casey (under contract) will be provided from July 2024. Consideration has been had to timeline of release of state Public Health Workforce Plan (30 June 2024 - as per DoH response to VAGO recommendation). Also the need to consider workforce resource planning as a shared service (as opposed to specific to Casey) as Casey is part of an Environmental Health Shared Service with Cardinia and Bass Coast councils. There is also a need to align this work with organisational priorities of the Strategic Service Plans. As such a new target date has been proposed to ensure this recommendation can be adequately addressed.	30/06/2025	
City of Casey	Regulating Food Safety	2	Yes		In progress	In mid 2023, discussion with internal communications team occurred which determined we could get access to a corporate Facebook account to allow engagement with businesses, rather than using personal Facebook accounts. From engagement with other audited VAGO councils, it was determined that this practice was not worth pursuing as other councils have had their account blocked by Facebook from undertaking this type of activity. Over 8 weeks in October and September 2023, representatives from Environmental Health and Public Health Team took part in a business improvement project titled "Unregistered food premises surveillance in Casey". This reviewed existing datasets, trends of types of premises being identified as unregistered and has proposed several improvements to address this challenge. For example, there is a need to work closer with community cultural leaders and engage CALD communities on the importance of food registration. Officer procedures have also been updated to capture unregistered premises in our complaint system for formal investigation and understanding outcomes (i.e. do they get registered after council engagement, does the premises cease trading or require further monitoring to ensure they don't operate illegally). Further monitoring activities to occur in 2024.	30/06/2024	
City of Casey	Regulating Food Safety	3	Yes		In progress	Initial review of Voice of the Customer Dataset was undertaken late 2023. This identified data gaps and the need to expand to more members of the community so that a more comprehensive picture of food complaint/feedback is captured. This work is progressing in 2024. A Food Safety Management policy was drafted in 2023 with a focus on enforcement practices - along with education. A change in organisational policy setting of the "Modern Regulator Framework" will require further work on the Food Safety Management Policy in 2024 and to ensure it captures shared service councils interest of Cardinia and Bass Coast. Consideration has been had to initial timeline of Casey adherence to recommendation, further time is needed to allow for system enhancement and data accessibility/ integration between systems. There is also a need to align this work with organisational priorities of the Strategic Service Plans (with initiatives around food safety data currently pending endorsement for 2024/25). As such a new target date has been proposed to ensure this recommendation can be adequately addressed.	30/06/2025	

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
City of Darebin	Local Government Assets, Asset Management and Compliance	4	Yes		In progress	<p><b>Actions since report tabled</b></p> <p>In December 2022, Council commissioned a review of the Asset Management systems being used across Council to understand the quality of the data collected, how the data is used to inform planning, forecasting and decision making, and to further investigate the options available to Council to move to a fully integrated Asset Management system. A provision for an ERP system, enabling an integrated Asset Management system, has been incorporated into the 10 year Financial Plan adopted 26 June 2023 and has now been confirmed to proceed by Council at its meeting in March 2024. It is expected that the implementation of an integrated Asset Management system will take approximately three years to achieve, with earlier work planned to validate and consolidate any missing asset data ahead of migrating this information onto any new integrated Asset Management solution. Darebin is currently working through updates of its asset condition data and asset management plans and these will be valuable steps in integrating and cleansing its data as required for migration to an integrated system.</p> <p>As of 31 December, Procedure in draft form.</p> <p>As of 31 December, methods identified. Documented process and procedure in draft form.</p> <p>As of 31 December, engagement started with E-VIS and the City's IT department. Some enhancements made, further investigation required.</p> <p>As of 31 December, procedures in draft form. Matrix yet to be determined.</p>	30/06/2026	
City of Greater Bendigo	Regulating private pool and spa safety	1	Yes		In progress	As of 31 December, procedures in draft form.	31/05/2024	
City of Greater Bendigo	Regulating private pool and spa safety	2	Yes		In progress	As of 31 December, methods identified. Documented process and procedure in draft form.	31/05/2024	
City of Greater Bendigo	Regulating private pool and spa safety	3	Yes		In progress	As of 31 December, engagement started with E-VIS and the City's IT department. Some enhancements made, further investigation required.	30/06/2024	
City of Greater Bendigo	Regulating private pool and spa safety	4	Yes		In progress	As of 31 December, procedures in draft form. Matrix yet to be determined.	30/06/2024	
City of Greater Geelong	Regulating Food Safety	1	Yes		In progress	Currently assessing work demands - identifying numbers of food businesses, health businesses, numbers of requests for service, applications for new food, health or on-site wastewater management system permits to establish the number of officers required to meet demands.	30/06/2024	
City of Greater Geelong	Regulating Food Safety	2	Yes		In progress	A new assessment pro-forma is being trialled to reduce time taken to document assessment findings and actions required.	30/06/2024	
City of Greater Geelong	Regulating Food Safety		Yes		In progress	The City has been trying to recruit additional staff to assist with meeting inspection / assessment targets but have not been able to fill vacancies. Currently there are 2.4 FTE vacancies for environmental health officers plus a graduate environmental health officer position vacant.	30/06/2024	
City of Greater Geelong	Regulating Food Safety		Yes		In progress	As an interim measure environmental health officers from recruitment agency Osborne Richardson have been engaged to undertake assessments of category 2 premises.	30/06/2024	
City of Greater Geelong	Regulating Food Safety		Yes		In progress	A work instruction is being developed which covers expectations of officers to undertake regular searches of social media and whilst out on-site visits to monitor for unregistered businesses.	30/06/2024	
City of Greater Geelong	Regulating Food Safety		Yes		In progress	The Environmental Health unit provide a monthly report to the Manager on the progress of inspection targets together with information on other activities the team are engaged in. The format of this report is under review to ensure that it is in a concise and easy to read form and conveys relevant information on team activities.	30/06/2024	
City of Greater Geelong	Regulating Food Safety	3	Yes		Complete	<p>City of Greater Geelong accepts this recommendation in part. We have not changed our view to this recommendation from our initial response. We are still of the view that developing education programs for owners of food businesses fits more apply with the Department of Health. At City of Greater Geelong we will provide information and education to food businesses on an ad hoc basis as our assessments identify training needs of individual businesses. In addition to this ad hoc education we have re-introduced a quarterly food safety newsletter which we send to businesses who have subscribed. This newsletter is also available on the City of Greater Geelong website which we can refer businesses to as needed. Requiring local governments to develop education programs for owners of food businesses, in our view, will result in many different programs being developed which can be confusing or add additional burdens to proprietors who have multiple businesses located across local government boundaries. The City of Geelong would suggest that if the Department of Health developed one education program each local government could then refer food businesses to applicable parts of that program where assessments highlighted shortcomings.</p> <p>Quarterly newsletter was re-introduced in December. The first edition was sent to all food businesses with information on changes to food safety legislation and an invitation to subscribe to future editions. Information technology being updated internally which allows information in newsletter to be posted to City website so that links to current and previous newsletters can be included on post inspection reports. Second edition has been sent out to businesses that have subscribed.</p>		11/12/2023
City of Kingston	Regulating Food Safety	1	Yes		In progress	<p>Benchmarking with like councils has been undertaken to assess Environmental Health Officer caseload.</p> <p>A review has been completed with Council's Environmental Health team in identifying roles, team structure and work efficiencies.</p> <p>A review of all food safety related procedures has been completed, which includes Enforcement Procedures for the Food Act and Food Premises Assessment Procedure.</p> <p>Time in motion study to be conducted following implementation of any changes to team structure and procedure implementation.</p>	30/06/2024	
City of Kingston	Regulating Food Safety	2	Yes		Complete	<p>An annual inspection plan has been developed with regular feedback to the Environmental Health team provided on inspection targets and completion.</p> <p>Continuous improvement practices are in place to capture process improvement opportunities.</p> <p>Internal cross-departmental process enhanced to improve early identification of Town Planning applications requiring registration.</p>		31/12/2023
City of Kingston	Regulating Food Safety	3	Yes		Complete	<p>Individual and targeted education of business continues, as required.</p> <p>Council captures risk profile of food businesses on Health Manager (Registration management software).</p> <p>Council continues to work with the software provider for Health Manager to identify further improvements to the software to support risk-based assessments.</p> <p>Council's future food sampling tender will include additional reporting needs to better identify broader food industry risks.</p> <p>Council continues to work with the Department of Health on the development of broader education/ training materials for food handlers and businesses.</p>		31/12/2023

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Colac Otway Shire Council	Local Government Assets: Asset Management and Compliance	1	Not applicable	Council produced Asset Management Plans for six key asset classes which were discussed with the Audit and Risk Committee and Councilors in 2022. These informed an overarching Asset Plan that was prepared and adopted in accordance with the Local Government Act 2020 and incorporated Council's first formal Asset Renewal Funding Strategy. This Asset Renewal Funding Strategy has been incorporated into the regular budget process and sets the Annual Asset Renewal Allocation target as per budget development processes for 2023-24 and 2024-25 years and the target amount and actual allocation are specified in the budget for transparency to the community. Council has modest capacity to fund capital projects other than for asset renewal, but has a framework that presents the capital works candidate alignment to Council Plan objectives, and has also developed a high-level assessment tool to enable consideration of WOL costs. The above approach and simple tools provide a more fit-for-purpose asset investment assessment than additional council policies as were envisaged in 2019, particularly as until Council addresses its financial challenges it will continue to primarily fund asset renewal which is condition data driven with service manager input. Therefore, this specific action regarding development of new policies is discontinued.	Discontinued	Council produced Asset Management Plans for six key asset classes which were discussed with the Audit and Risk Committee and Councilors in 2022. These informed an overarching Asset Plan that was prepared and adopted in accordance with the Local Government Act 2020 and incorporated Council's first formal Asset Renewal Funding Strategy. This Asset Renewal Funding Strategy has been incorporated into the regular budget process and sets the Annual Asset Renewal Allocation target as per budget development processes for 2023-24 and 2024-25 years and the target amount and actual allocation are specified in the budget for transparency to the community. Council has modest capacity to fund capital projects other than for asset renewal, but has a framework that presents the capital works candidate alignment to Council Plan objectives, and has also developed a high-level assessment tool to enable consideration of WOL costs. The above approach and simple tools provide a more fit-for-purpose asset investment assessment than additional council policies as were envisaged in 2019, particularly as until Council addresses its financial challenges it will continue to primarily fund asset renewal which is condition data driven with service manager input. Therefore, this specific action regarding development of new policies is discontinued.	31/01/2024	
Colac Otway Shire Council	Local Government Assets: Asset Management and Compliance	2	Yes		In progress	Council has adopted the ASpec data standard and incorporated this into the corporate asset register. As well as implemented a new asset handover process where the project management and development departments hand over assets with all the as built information to ensure it is captured in the asset register. These two processes are currently being documented. This work was unable to be progressed during 2023-24 due to significant vacancies in the asset and engineering teams.	30/09/2024	
Colac Otway Shire Council	Local Government Assets: Asset Management and Compliance	3	Yes		In progress	Council has documented methodologies for condition assessments which have the relevant information on the type of data being collected and the format. Council has not progressed work to determine the criticality of assets as this is best done with some principles and input from the community and plans to incorporate this work into the community engagement planned for 2024-25 to inform the development of a new Asset Plan at the start of next Council Term.	30/06/2025	
Colac Otway Shire Council	Local Government Assets: Asset Management and Compliance	4	Yes		Complete	Council has an established shared services contract with Bribbank City Council for its GIS services to provide mapping services that can be integrated with Council's asset data. This provides basic functionality by linking Authority software to GIS software. Asset maintenance is also managed in Authority and while not seamless, there is sufficient integration for basic functions. Some reports can be produced to assist Council's decision-making. No investment is available for a more customised system and this work is in effect now complete.		30/09/2023
Colac Otway Shire Council	Local Government Assets: Asset Management and Compliance	5	Yes		Complete	Council's asset management plans (AMPs) for the six key asset classes includes a section 6 "Risk Management" that identifies critical assets based on criteria specified in the AMP.		30/09/2023
Colac Otway Shire Council	Local Government Assets: Asset Management and Compliance	6	Yes		Complete	As per recommendation 1, Council has established an adopted Asset Renewal Funding strategy and incorporated this into the annual budget cycle, with the actual allocation set by the available funding capacity in that year.		30/09/2023
Colac Otway Shire Council	Local Government Assets: Asset Management and Compliance	7	Yes		Complete	The asset management team created a skills matrix in 2021 which identifies current capabilities and assesses whether these are adequate to achieve the responsibilities set out within the position descriptions. Annual review of performance against responsibilities in position descriptions is used to identify training needs to fulfil the responsibilities and employees are supported to access required training.		30/06/2023
Court Services Victoria	Administration of Victorian Courts	3	Yes		In progress	Council undertook a further NAMP assessment in 2022, which has further refined responsibilities in the updated Asset Management Strategy.		
Court Services Victoria	Administration of Victorian Courts	4	Yes		In progress	Courts Council has reviewed the 2022-23 action plan arising from its Strategic Plan in early 2024 and has amended it to reflect what is possible and necessary to achieve in the constrained fiscal environment. Significant work is underway to consolidate a range of corporate functions with the first phase of the duplication to be operational from mid-May 2024.	31/12/2024	
Court Services Victoria	Administration of Victorian Courts	13	Yes		In progress	Service catalogues have been completed for Full Environment, Digital and Finance and include metrics against which performance can be assessed. The People & Culture service catalogue is currently being redeveloped as part of the CSV Corporate Consolidation Program.	31/12/2024	
Department of Education	Business Continuity During COVID-19	3	Yes		Complete	CSV has developed a performance measurement framework to assess progress in achieving its priorities as identified in its Strategic Plan. The framework defines objectives and measures for each strategic priority and was approved by Courts Council in March 2023.	30/06/2023	
Department of Education	Business Continuity During COVID-19	4	Yes		Complete	Measures will be reported annually in CSV's Annual Report.	30/06/2023	
Department of Education	Business Continuity During COVID-19	5	Yes		Complete	The reporting of baseline data on measures will be staggered over multiple years to allow time to undertake detailed design and implement systems to capture data.	30/06/2023	
Department of Education	Early Years Management in Victorian Sessional Kindergartens	4	Yes		Complete	CSV has engaged with DTF to discuss appropriateness and relevance of CSV performance measures in relation to BP3 measures. DTF's preliminary advice is that CSV performance measures, while relevant and appropriate for CSV in measuring its performance in providing services to enable the work of the courts and VCAT, have limited applicability as BP3 measures (as these should reflect outputs, i.e., services provided to the community). CSV will re-engage with DTF post budget to confirm and formalise this advice.	31/12/2023	
Department of Education	ICT provisioning in schools	1	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		30/11/2023

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Department of Education	ICT provisioning in schools	2	Yes		In progress	<b>Actions since report tabled</b> The department has developed a monitoring, evaluation and reporting process for Information Communication and Technology (ICT) support and guidance and how schools utilise it as part of the Digital Policy Refresh project (the project) which was approved by the Executive Board in July 2023. The project is currently seeking feedback on the consolidation structure which includes consolidating most policies and a proposal document is being prepared to table at the Information Management and Technology Committee. The project is expected to be completed by August 2025. The department has documented all sources of ICT guidance to schools and has implemented a process to periodically review the guidance. The ICT guidance process is included in the implementation of an Information Management and Technology Policy Framework. The Policy Framework is in its final stages of approval and will be communicated to stakeholders once approved.	31/08/2025	
Department of Education	ICT provisioning in schools	3	Yes		In progress	The work is in progress to produce an annual report from the Information Technology Asset Management System (ITAM) and CASES21 databases which identifies school purchasing trends, including potential significant off-panel procurements, to support school engagement. The initiative to report on the status of implementation of Information Communication Technology (ICT) policies, including digital technology is in progress and is part of the Digital Policy Refresh which will be submitted to Information Management and Technology Committee (IMTC) for approval in May 2024. Phase 1 of this initiative is to consolidate and clarify the department's digital-related policies on Policy and Advisory Library (PAL), and to ensure they are clear, current, and coherent. Implementation of ICT policies have a strong linkage with the Victorian Protective Data Standards, which is being applied to schools in 2024. The department is planning to utilise the Asset Discovery Tool (ADT) to support monitoring minimum technical specification for those assets that have a defined minimum. ADT implementation is expected to begin in May 2024. The department has reviewed existing school ICT environment monitoring capabilities and will be implementing a new ICT Asset Discovery Platform to enable the identification and monitoring of all ICT assets connected to a school's ICT network.	31/12/2025	
Department of Education	Management of spending in response to COVID-19	15	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		27/11/2023
Department of Education	Management of the Student Resource Package	3	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		27/12/2023
Department of Education	Managing School Infrastructure	1	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		30/06/2023
Department of Education	Measuring and Reporting on Service Delivery	1	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		31/05/2023
Department of Education	Measuring and Reporting on Service Delivery	2	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		31/05/2023
Department of Education	Measuring and Reporting on Service Delivery	3	Yes		In progress	The department conducted a Practice and Expenditure study of the Student Resources Package to inform the development of output costing measures to measure service efficiency. The department has identified and developed a list of output costing measures and has provided them to the relevant teams for consideration on whether they are appropriate to implement. Potential usage of output costing measures for other arrangements such as Early Childhood and Disability is yet to be reviewed.	31/05/2024	
Department of Education	Measuring and Reporting on Service Delivery	11	Yes		In progress	The department has developed a Data Dictionary for performance measures in the revised 2023-24 performance statement in collaboration with responsible program areas and updated as per Department of Treasury and Finance's advice. The next update will be to reflect the 2024-25 statement and annual report (2nd half of 2024). The Data Dictionary will be revised annually to ensure currency and accuracy of advice. The data dictionary includes: -detailed business rules for every output performance measure and objective indicator -activities that are specifically included or excluded in reporting performance results -the data source and how the actual result is calculated -the process for validation/quality assurance of the raw data and/or calculated result -details of how each measure's target is set. The department is currently conducting user testing for the Data Dictionary as a final quality assurance process. The recommendation is on track to be implemented by the due date.	31/12/2024	
Department of Education	Principal Health and Wellbeing	1	Yes		In progress	Status at 31 December 2023: In progress as detailed below  Organisation design guide has been updated and now incorporates a workforce planning focus to improve efficiency and reduce duplication across multiple processes. A Workforce Planning pilot was conducted in late 2023 and lessons learned from the pilot helped to shape and inform the 2024 approach. The department has developed an engagement program for Local Coordinators which includes guidance on communicating the workforce planning benefits to the school community and councils. The engagement program will continue to be developed and delivered throughout 2024. The department has consulted with key stakeholders on the guide including the Victorian Principals Association, Victorian Association of Secondary School Principals, Australian Principals Federation and the Australian Education Union, and incorporated their feedback. The department has also tested the guide with approximately 30 current school principals and provided hands-on support to develop a workforce plan using the updated guide. Feedback received through this process has been considered and addressed. Updated supporting materials including guidance for regional leaders and sample school structures have been developed and published. A draft roadmap for 2024 support has been developed and includes lessons learnt from the 30-school pilot. The implementation plan and roadmap for 2024 is currently undergoing consultations and involves extensive support and communications to schools.  Status update at 31 March 2024: Closed	30/06/2025	
Department of Education	Principal Health and Wellbeing	2	Yes		In progress	Engagement with schools has commenced to identify areas for potential expansion, focussing on the activities considered as offering the highest value support to Principals and schools. Department of Education (DE) has commenced an evaluation of the School Administration Support Hub to explore its effectiveness in meeting principal's needs and reducing their workloads. The scope of the evaluation is being developed and the evaluation is expected to be completed by December 2024, taking into account the outcome of the 2024-25 Budget Bid.	31/12/2024	
Department of Education	Principal Health and Wellbeing	3	Yes		In progress	Implementation of this recommendation is in progress. The department is in the process of developing a methodology for collecting data to measure and monitor principal health and wellbeing and to measure workload. The department is on track to complete the action within the indicated timelines.	30/06/2025	

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Education	Supporting Students with Disability	1	Yes		In progress	A revised Disability Inclusion (DI) Implementation Plan has been developed for Regional Implementation Teams to complete based on annual regional priorities and activities. The Implementation Plan includes details on how implementation practices are being executed, including: - coordination between DI workforces to embed DI across regional and area workforces - data indicators and monitoring for implementation and strategic decision making - school engagement processes, including how schools will be able to access DI expertise in their region in a single and organised pathway The revised Implementation Plan was communicated to Regional Implementation Teams and Disability Inclusion Implementation Managers by 12 September 2023. Following discussions at an extraordinary Disability Inclusion Implementation Working Group (DIIWG) meeting held in December 2023, the 4 DE regions have finalised their 2024 Disability Inclusion implementation plans, and Regional Directors have endorsed the plans. Implementation plans will be circulated to DIIWG out of session for voting in April 2024. The recommendation is on track for implementation by the due date.	30/04/2024	31/12/2023
Department of Education	Supporting Students with Disability	2	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.	29/02/2024	
Department of Education	Systems and Support for Principal Performance	1	Yes		In progress	Status as at 31 December 2023: In progress  A refreshed performance and development approach, policy and guidance has been endorsed. The approach now provides a choice to all principals to select either the Performance and Development Plan (PDP) or the Statement of Expectation (SoE), with the SoE being the preferred choice by principals. The SoE clarifies that the role of the principal is to lead the implementation of the Annual Implementation Plan (AIP) in line with the School Strategic Plan (SSP). It also enables principals to consider instructional and organisational leadership needs.  The department has enhanced the PDP template providing a stronger focus on professional growth by adding a professional development section. The PDP includes options for principals to accommodate both instructional and organisational leadership goals and to include improvement strategies aligned to their AIP/SSP. Guidance materials have been developed to support both the SoE and PDP including how to plan and have professional development and career conversations.  Status update as at 31 March 2024: Closed	29/02/2024	
Department of Education	Systems and Support for Principal Performance	2	Yes		In progress	Status as at 31 December 2023: In progress  A refreshed performance and development approach, policy and guidance has been endorsed. The department has enhanced the Performance Development Plan (PDP) template which provides a stronger focus on professional growth by adding a professional development section. The PDP includes options for principals to accommodate both instructional and organisational leadership goals and to include improvement strategies aligned to their Annual Implementation Plan (AIP/ School Strategic Plan (SSP)). The Statement of Expectation (SoE) enables principals to consider instructional and organisational leadership needs. Guidance materials have been developed to support both the SoE and PDP including how to plan and have professional development and career conversations. Principal organisations and Regional Directors were consulted when developing the approach.  Status update as at 31 March 2024: Closed	29/02/2024	
Department of Education	Systems and Support for Principal Performance	3	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		11/08/2023
Department of Education	Systems and Support for Principal Performance	5	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		31/12/2023
Department of Education	Systems and Support for Principal Performance	6	Yes		Complete	The recommendation has been fully addressed through the implementation of the agreed management actions.		28/06/2023
Department of Energy, Environment and Climate Action	Managing the Environmental Impacts of Domestic Wastewater	13	Yes		Complete	Department of Energy, Environment and Climate Action (DEECA) led the work for part (a) of Recommendation 13 to explore legislative opportunities to ensure properties connect to sewer at the point of sale given sewer connection provisions are in the Water Act 1989 (the Act). An options paper titled 'Connecting to Sewerage options paper' was completed in 2020 to respond to both VAGO recommendation 6, which was to review water corporation powers to enforce sewer connections, and recommendation 13. The options paper described the framework for connecting properties to sewer provided by the Act (where sewer has been constructed and therefore available), outlined the issues encountered by water corporations using the legislation and presented options aimed at increasing the rate of sewer connections. The options ranged from light touch changes to the Act to very substantial amendments. Water corporations were consulted on the options paper and identified a preferred option to simplify the approach for requiring connections by considering amendments to the Act. Legislative changes relating to requiring properties to connect to sewer can be considered when a broader review of the Water Act 1989 is instigated by the Water Minister.  EPA and DELWP explored and successfully supported legislative changes through introduction of Environment Protection Act 2017 (EP Act) and Environment Protection Regulations 2021 (EP Regulations) to require persons in management or control of land on which an onsite wastewater management system (OWMS) is located to have a system that is compliant with legislative requirements. EPA led part (b) of Recommendation 13. The Environment Protection Regulations 2021 (Regulations) impose new duties for persons in management and control of an OWMS to: - provide information to occupier regarding correct operation and maintenance (Reg 100).		27/04/2023
Department of Energy, Environment and Climate Action	Measuring and Reporting on Service Delivery	1	Yes		In progress	The Department of Energy, Environment and Climate Action (DEECA) during development of the Budget Paper 3 (BP3) performance statements for 2022-23, 2023-24 and the first stage of 2024-25, reviewed its objectives, indicators and output performance measures using VAGO's service logic approach. A number of changes have been made including revisions to objective indicators for better alignment to departmental objectives and adjustments to output performance measures to better reflect departmental outputs, as evidenced by changes and footnotes in Budget Paper 3 performance statement content. Review processes have been embedded into the department's annual development process for BP3 and will be updated as new requirements are released for the Resource Management Framework.	31/05/2024	

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Energy, Environment and Climate Action	Measuring and Reporting on Service Delivery	2	Yes		In progress	The Department of Energy, Environment and Climate Action (DEECA) during development of the Budget Paper 3 performance statements for 2022-23, 2023-24 and the first stage of 2024-25, reviewed its performance information to ensure compliance with the Resource Management Framework. Reviews included an investigation of output disaggregation and a review of the linkages between outputs, objective indicators and objectives. A number of changes were implemented including the introduction of new output performance measures to ensure a more balanced mix of output performance measures that assess quantity, quality and timeliness, as well as the introduction of new objective indicators. These changes appear in the published 2022-23 and 2023-24 Budget Papers, with further work to continue in future years. DEECA has a process in place for developing baseline data for objective indicators, as evidenced through the publication of historical data for objective indicators in DEECA Annual Reports. For the first time, the department's 2020-21 Annual Report included historical data for objective indicators that were new for the reporting period. DEECA will continue to refine its performance statement and expects to implement additional changes following the release of the revised Department of Treasury and Finance Resource Management Framework in early 2024.	31/05/2024	
Department of Energy, Environment and Climate Action	Measuring and Reporting on Service Delivery	3	Yes		In progress	For the Department of Energy, Environment and Climate Action (DEECA) Budget Paper 3 content, options to create unit cost performance measures were investigated during the development of past departmental performance statements. Development of the unit cost performance measures and a better understanding of whether they are possible and practical for DEECA's outputs will be guided by the requirements in the updated Resource Management Framework, which is expected to be issued in early 2024. In line with the release of the revised Resource Management Framework, DEECA will continue to investigate unit cost measures for inclusion in future Budget Paper 3 Department Performance Statements.	31/05/2024	
Department of Energy, Environment and Climate Action	Measuring and Reporting on Service Delivery	10	Yes		In progress	The Department of Energy, Environment and Climate Action (DEECA) provides appropriate variance comments for all output performance measures that vary by more or less than five per cent in its Annual Reports. Explanatory comments are also provided for variances between targets and expected outcomes in departmental performance statements. DEECA will continue to ensure that specific reasons and analysis are provided for all variances greater than five per cent. DEECA will implement any relevant additional changes following the release of the revised Department of Treasury and Finance (DTF) Resource Management Framework in early 2024 and with any additional requirement set out in DTF's Model Report for Annual Reports.	31/05/2024	
Department of Energy, Environment and Climate Action	Measuring and Reporting on Service Delivery	11	Yes		In progress	The Department of Energy, Environment and Climate Action (DEECA) updated its data dictionary requirements to include the additional parameters as outlined in the VAGO 2021 report. All relevant business management teams completed reviews of data dictionaries and updated all required fields. DEECA will continue to ensure that all data dictionary parameters meet requirements and will implement any relevant additional changes following the release of the revised Department of Treasury and Finance Resource Management Framework in early 2024.	31/05/2024	
Department of Energy, Environment and Climate Action	Offsetting native vegetation loss on private land	1	Yes		In progress	The Department of Energy, Environment and Climate Action (DEECA) has improved reporting by updating the Native Vegetation Monitoring, Evaluation and Reporting Plan. The annual No Net Loss Report for 2020-21 was updated to include new identified quantitative data on the extent of loss and gain in biodiversity metrics and this will be included for future reports. An assessment and report into whether further quantitative indicators could be used to better report against whether the no net loss objective is being achieved was completed. Additional indicators for future reports were identified and have now been included to assist reporting on quantifying the extent and type of removal. DEECA has requested local governments provide data for the 2022-23 year on approvals and the extent of illegal removal cases that were actioned. As a result, data on illegal removal was included for the first time in the 2022-23 Annual No Net Loss Report and, where provided, will be included in future reports. A project is underway to review existing available information on the extent and location of native vegetation and threatened species habitat importance maps to determine if an updated approach is required to address gaps in the information for these species. This will help to inform if and how habitat importance maps can be updated and incorporated into the native vegetation removal tools.	1/07/2024	
Department of Energy, Environment and Climate Action	Offsetting native vegetation loss on private land	2	Yes		Complete	Department of Energy, Environment and Climate Action (DEECA) has completed an assessment of the Native Vegetation Credit Register (NVCR) database and processes, the native vegetation information management systems and the environmental systems modeling platform against the Department of Premier and Cabinet (DPC) Data Quality Guidelines. This included a comprehensive review of data held on native vegetation credits in the NVCR. A report on this assessment was completed, which outlines the outcomes of the review and updates required for the NVCR. DEECA trained two additional staff in the use and controls of the NVCR to buffer staff absence and ensure continual operation.		29/06/2023
Department of Energy, Environment and Climate Action	Offsetting native vegetation loss on private land	3	Yes		In progress	Department of Energy, Environment and Climate Action (DEECA) is progressing a project to identify options to improve monitoring of the extent of native vegetation removal across the state, including examining the approaches used to generate the Victorian Land Cover Time Series Dataset. DEECA continues to work with responsible and relevant authorities to facilitate processes and systems that will enable better collection of approved removal data. In addition, DEECA is developing an internal case management system for related planning applications. It will assist by capturing native vegetation removal data to improve annual reporting. DEECA is replacing its native vegetation information management systems used to generate removal impact and offset reports and as part of this development and is considering how planning permit confirmation reporting can be included.	1/07/2024	
Department of Energy, Environment and Climate Action	Offsetting native vegetation loss on private land	4	Yes		In progress	The Department of Energy, Environment and Climate Action (DEECA) has completed guidance outlining how it will monitor the implementation of offset agreements under section 69 of the Conservation, Forests and Lands Act 1987 beyond 10 years. This guidance outlines that DEECA will write to offset owners to remind them two months prior to their reporting due dates and follow them up with reminders and compliance actions if reporting and management requirements are not met. A Standard Memorandum of Understanding template was developed and is being implemented for all new Crown Land offset sites. DEECA is addressing offsetting on Crown Land. DEECA is drafting a framework for how this may occur, which is on track to be completed by early June 2024. A standard Memorandum of Understanding template was developed and is being implemented for all new Crown Land offset sites.	1/07/2024	
Department of Energy, Environment and Climate Action	Offsetting native vegetation loss on private land	5	Yes		Complete	Department of Energy, Environment and Climate Action (DEECA) completed a report into the root cause for non-compliance with native vegetation regulations with stakeholders, including the Municipal Association of Victoria, DEECA Illegal Clearing Working Group and representatives from individual councils. This report identified their feedback on the fundamental compliance problems and suggestions for legislative and/or regulatory reforms which can address them. An updated Applicant's guide for native vegetation clearing was drafted and circulated to DEECA's legal Clearing Working Group. The updated guide is complete and includes clear, concise information of the reason for the native vegetation regulations, the biodiversity values regulated and the expectations about efforts to avoid and minimise impacts of native vegetation removal. DEECA received input from councils and consultants regarding content and delivery suggestions for training and updated training material developed. This included updated information in relation to expectations on avoid and minimise considerations.		30/11/2023

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Department of Energy, Environment and Climate Action	Protecting Critically Endangered Grasslands	2	Yes		Complete	The Department of Energy, Environment and Climate Action (DEECA), working with Agriculture Victoria (AgVic), completed a threat-based assessment using remote sensing of serrated tussock to inform conservation and ecological values contained in the private land designed for the Western Grassland Reserve (WGR). This assessment was informed by intensive surveys of 2838 ha of private and public land in the WGR in Spring 2021, which covered approximately 19% of the WGR at high intensity (12,000 plots) and were co-designed by the Arthur Rylah Institute for Environmental Research, Wyndham City Council, AgVic and Parks Victoria. A final report on this assessment was received from AgVic in March 2023. Based on this threat-based assessment, AgVic is developing a new model to describe native grass assets across the WGR.		27/06/2023
Department of Energy, Environment and Climate Action	Protecting Critically Endangered Grasslands	4	Yes		Complete	Department of Energy, Environment and Climate Action (DEECA) has worked with Wyndham City Council to acquit all actions under its original land management agreement. Wyndham City Council provided a final report on interim land management to DEECA in September 2023. DEECA finalised the evaluation of the land management agreement with Wyndham City Council in November 2023. This evaluation is being used to inform future agreements with other local councils to expand interim land management across the Western Grassland Reserve.		12/12/2023
Department of Energy, Environment and Climate Action	Protecting Victoria's biodiversity	3	Yes		Complete	The Biodiversity Indicator Framework (BIF) is Department of Energy, Environment and Climate Action's (DEECA) new approach for reporting and monitoring on changes in Victoria's biodiversity. To develop the BIF, DEECA reviewed existing biodiversity policy indicators to ensure that only the most meaningful and informative indicators were included. Development of the BIF involved extensive consultation with internal and external partners. The BIF includes the addition of indicators that were developed through the Victorian Biodiversity Index and validation of the Genetic Risk Index. The response to this recommendation was guided by the development of the BIF. For example, the BIF guides data collection priorities and includes a chapter that reports on the effectiveness of management interventions, which is being used to better identify how to support the development and implementation of a targeted monitoring program to assess and evaluate species responses. DEECA finalised the BIF in November 2023. The framework is now also being used to guide a project with research partners to pilot spatially explicit analyses that are helping to further inform monitoring design, prioritise species, and the survey effort required to detect biodiversity changes. Work is continuing to develop the approach and priorities for monitoring, assessing, and evaluating responses to management interventions.		30/11/2023
Department of Energy, Environment and Climate Action	Protecting Victoria's biodiversity	4	Yes		Complete	The Biodiversity Indicator Framework (BIF) is Department of Energy, Environment and Climate Action's (DEECA) new approach for reporting and monitoring on changes in Victoria's biodiversity. To develop the BIF, DEECA reviewed existing biodiversity policy indicators to ensure that only the most meaningful and informative indicators were included. Development of the BIF involved extensive consultation with internal and external partners. The BIF includes the addition of indicators that were developed through the Victorian Biodiversity Index and validation of the Genetic Risk Index. In response to VAGO recommendation 4, the BIF was finalised in November 2023. As per VAGO recommendations 2 and 3, the BIF includes chapters reporting on the 'State of Biodiversity and Management Effectiveness'. In 2023, Department of Energy, Environment and Climate Action (DEECA) published the first priority preparation list for action statements, followed by the publication of new action statements for 102 items on the Flora and Fauna Guarantee Act Threatened List. To support species recovery through the ongoing development of action statements DEECA has put in place a process which includes consultation with experts and the Scientific Advisory Community to ensure the best available data and information is captured. DEECA will also continue to explore ways to improve and transform the current action statement development process.		3/07/2023
Department of Energy, Environment and Climate Action	Protecting Victoria's biodiversity	7	Yes		Complete	Department of Energy, Environment and Climate Action (DEECA) finalised a communication and engagement plan for the Biodiversity Knowledge Framework in December 2022. The plan is targeted primarily at the research and conservation sector to increase utilisation of the Knowledge Framework and Portal as a decision support tool and means for prioritisation of biodiversity investment. Materials for implementing the engagement plan, including a fact sheet and awareness and tutorial videos, have been developed. The Chief Biodiversity Officer has held meetings with several Victorian universities to increase awareness and uptake of the Knowledge Framework and Portal and other DEECA decision support tools. The Knowledge Portal is being updated to incorporate a greater number of causal models to increase the identification of critical knowledge gaps and improve internal processes for ongoing incorporation of new knowledge.		28/06/2023
Department of Energy, Environment and Climate Action	Protecting Victoria's biodiversity	8	Yes		In progress	DEECA has developed new methods, conducted expert elicitation and generated new scientific information on the actions and their cost to improve the outlook of Victoria threatened species. Review of this process has highlighted the need for further interrogation of the methodology and underlying data, and incorporation of new information including the 2023 State of Environment report and recent Commonwealth reporting. DEECA anticipates that it will provide more nuanced advice to Government before 30 September 2024.	30/09/2024	
Department of Energy, Environment and Climate Action	Protecting Victoria's biodiversity	9	Yes		In progress	DEECA has developed new methods, conducted expert elicitation and generated new scientific information on the actions and their cost to improve the outlook of Victoria threatened species. Review of this process has highlighted the need for further interrogation of the methodology and underlying data, and incorporation of new information including the 2023 State of Environment report and recent Commonwealth reporting. DEECA anticipates that it will provide more nuanced advice to Government before 30 September 2024.	30/09/2024	



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Department of Energy, Environment and Climate Action	Protecting Victoria's Coastal Assets	2	Yes		Complete	<p>Recommendation 2 of the Protecting Victoria's Coastal Assets audit has been addressed via the following actions:</p> <p>1. Strengthening oversight of Victoria's Coastal Managers:            DECEA completed work to strengthen DECEA's oversight of Victoria's Coastal Managers as evidence by VAGO's Follow-up of Protecting Victoria's Coastal Assets review (VAGO review). It found that the department has completed its Marine and Coastal Policy 2020 and Strategy 2022 laying the foundations to better oversee coastal asset managers across the state.            However, the VAGO review also stated that the department is yet to establish monitoring and evaluation processes to oversee and support coastal managers' performance. Since the VAGO review the department has developed and implemented the Marine and Coastal Strategy 2022. Monitoring, Evaluation, Reporting and Implement (MERI) Plan which provides activity leads and the department with guidance to evaluate, report and improve on the implementation of the Marine and Coastal Strategy (2022). The MERI includes information on the roles and responsibilities of key figures in the MERI process, program history and logic, evaluation questions and measures of success, and a reporting process.</p> <p>2. Providing Adequate Resourcing to Victoria's Coastal Managers:            DECEA better defined its oversight role to cover management of all public coastal areas through:            • Marine and Coastal Policy 2020 and            • Marine and Coastal Strategy 2022            • Coastal and Marine Management Plan            DECEA has received funding in relation to Marine and Coastal Management between 2020-2024.            DECEA has further clarified coastal asset management roles and responsibilities of DELWP Managers and Committees of Management (CoMs).            DECEA has further clarified coastal asset management roles and responsibilities of managers and CoMs as follows:            • The Marine and Coastal Policy 2020: Outlines high level roles and responsibilities for managing Coastal Assets.            • Marine and Coastal Strategy 2022: Monitoring, Evaluation, Reporting and Improvement (MERI) Plan outlines responsibilities of the Victorian Government and CoMs.            • Coastal and Marine Strategy Reporting Template: CoMs are required to report annually on Coastal and Marine Management to the DECEA through their annual reports. The Planning and Reporting template used by Local Government and CoMs for annual reporting on implementation of the Marine and Coastal Strategy ensures consistent reporting across local government and CoMs.            4. Guidance developed and provided to support Victoria's Coastal Managers manage Coastal Hazard and Risk Assessment:            DECEA has provided guidance to inform Victoria's coastal managers decisions. VAGO's audit referred to managers basing their decisions on coastal hazard and risk assessments. Assurance has sighted relevant evidence and commentary including the Marine and Coastal Policy 2020 which provides high level guidance on managing coastal hazard risk in chapter 6. Consideration of different adaptation response options and application of a pathway approach to adaptation is also provided in this chapter.</p>	14/05/2024	
Department of Energy, Environment and Climate Action	Recovering and reprocessing resources from waste	7	Not applicable	Subsequent to the original audit, the Recycling Victoria: A New Economy action was released, and the associated Circular Economy (Waste Reduction and Recycling) Act 2021 (CE Act), enacted. The documents discussed in this recommendation are now superseded. Under the CE Act, the Victorian Recycling Infrastructure Plan will guide and inform decision making in relation to waste and recycling infrastructure in Victoria. The Victorian Recycling Infrastructure Plan (VRIP) is the responsibility of Department of Energy, Environment and Climate Action's Recycling Victoria. The inaugural plan is due to the Minister by 1 June 2024.	Discontinued			
Department of Energy, Environment and Climate Action	Recovering and reprocessing resources from waste	8	Not applicable	Note that the Circular Economy (Waste Reduction and Recycling) Act 2021 dissolved the Waste and Resource Recovery Groups on 30 June 2022. Department of Energy, Environment and Climate Action's Recycling Victoria has incorporated Waste Infrastructure capacity analysis into the inaugural Victorian Recycling Infrastructure Plan (see also Recommendation 7), on track to be submitted to the Minister by 1 June 2024. The Circular Economy Market Report, approved by the Minister in March 2024 and anticipated for publication also provides relevant analysis to support planning by the sector.	Discontinued			
Department of Energy, Environment and Climate Action	Recovering and reprocessing resources from waste	12	Yes		Complete	Following the commencement of the Circular Economy (Waste Reduction and Recycling) Act 2021, Department of Energy, Environment and Climate Action's Recycling Victoria now has carriage of waste and recycling data and is developing a program of works aimed at improved data collection and analysis for waste and recycling materials. Last year Recycling Victoria launched a data hub that is providing data, intelligence and insights for use by Victoria's waste, recycling and resource recovery sector, businesses, government and the community.	30/04/2023	

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Department of Energy, Environment and Climate Action	Recovering and reprocessing resources from waste	13	Not applicable	<p>This recommendation is no longer applicable due to the dissolution of the Waste and Resource Recovery groups on 30 June 2022, through the Circular Economy Waste Reduction and Recycling Act 2021.</p> <p>The intent of this recommendation has been incorporated into Recycling Victoria: A new economy, committing to every Victorian household having access to food and garden organic waste recycling services or local composting by 2030.</p> <p>Department of Energy, Environment and Climate Action (DEECA) is leading the reform of household recycling services and is supporting all 79 local governments and the Alpine Resorts to implement four standardised services for food and garden organics (FOGO), separate glass, mixed recycling and residual waste. This includes \$129 million in funding support to phase in the new services.</p> <p>DEECA has publicly reported on progress to roll out organics collection services across Victoria since 2020-21 through an output performance measure with annual targets in State Budget Paper, 3 and reporting of results in DEECA's annual reports.</p> <p>Sustainability Victoria is delivering an education and behaviour change campaign to support the household recycling reform and help councils ensure communities use their FOGO bins correctly.</p>	Discontinued			
Department of Energy, Environment and Climate Action	Reducing Bushfire Risks	1	Yes		In progress	<p>Comprehensive review of metrics and targets</p> <p>The comprehensive review of fuel management targets is progressing well and will provide advice to Government on options for new Department of Energy, Environment and Climate Action (DEECA) fuel management targets to drive risk reduction at state and more localised levels and improved ecological outcomes, as well as advice on a Roadmap to expand bushfire risk management metrics and targets across other agencies, tenures and bushfire management activities (prevention, preparedness, fuel management and response). This work is still progressing and is due to be finalised by August 2024. This work is being delivered in consultation with the sector and drawing on advice of the Office of Bushfire Risk Management (OBRM) Advisory Panel.</p> <p>This work is closely aligned with and informing the development of a new cross-sector Monitoring, Evaluation and Reporting Plan (MER Plan) for implementation of the new cross-sector Victoria's Bushfire Monitoring Evaluation and Reporting Framework (VBMERF). The VBMERF will support monitoring, evaluation and reporting on the seven key outcomes of Victoria's new Bushfire Management Strategy, enabling tracking of progress towards shared outcomes and the effectiveness of bushfire risk management activities.</p> <p>Cost effectiveness of fuel management</p> <p>DEECA has worked with the University of Melbourne to develop methods to evaluate the cost-effectiveness of fuel management treatments. A pilot procedure for metrics that consider cost-effectiveness of fuel management has been developed.</p> <p>Expansion of Monitoring, Evaluation and Reporting Framework and Fuel Management Report</p> <p>Up until 2020-21, Forest Fire Management Victoria (FFMVIC) produced the annual Fuel Management Report (FMR) which predominantly focused on FFMVIC fuel management activities, including cross-tenure planned burns.</p> <p>This annual report is now produced by DEECA through OBRM and includes information which will gradually expand over time to report on bushfire risk management activities and outcomes by a range of agencies.</p> <p>In 2021-22, the report expanded to include a dedicated chapter on Country Fire Authority (CFA) fuel management activities, including more specific information about all fuel treatments, cultural burns, ecological burns, and roadsides treated.</p> <p>In 2022-23, the Report was further expanded to:</p> <ul style="list-style-type: none"> <li>1. Include further information within the CFA chapter including: <ul style="list-style-type: none"> <li>-Fuel treatment activities (planned burns and non-burn treatments, including roadsides and private land);</li> <li>-Biodiversity, cultural and historical heritage values checking;</li> <li>-Fire suppression activities (fires attended, fires suppressed under 5 hectares); and</li> <li>-Declaration of Code Red days.</li> </ul> </li> <li>2. Expansion of reporting metrics for FFMVIC from fuel management only to also include aspects of prevention, preparedness and response. New metrics beyond risk outcomes and hectares delivered include: <ul style="list-style-type: none"> <li>-Planned burn ignition opportunities and factors influencing delivery of the Joint Fuel Management Program (JFMP)</li> <li>-Strategic fuel break construction and maintenance</li> <li>-Ecosystem resilience measures, including number of burns conducted with the primary purpose of improving ecological outcomes</li> <li>-Biodiversity, cultural and historical heritage values checking</li> <li>-Fire suppression activities</li> <li>-Fuel treatment outcomes and activities</li> <li>-Planned burn ignition opportunities and factors influencing delivery of the Joint Fuel Management Program (JFMP)</li> <li>-Ecosystem resilience measures, including number of burns conducted with the primary purpose of improving ecological outcomes</li> <li>-Biodiversity, cultural and historical heritage values checking</li> <li>-Fire suppression activities</li> <li>-Fires attended, fires suppressed under 5 hectares</li> <li>-Stakeholder and community engagement forums</li> <li>-Prevention activities (unattended campfire patrols)</li> </ul> </li> </ul> <p>Where targets were not met, the Report includes commentary on the reasons why, and builds narrative on implications and actions being taken in response.</p> <p>Over the next 5 years, OBRM will continue to work with the sector to expand the Report and make it more accessible to the general community.</p>	31/08/2024	

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Department of Energy, Environment and Climate Action	Reducing Bushfire Risks	3	Yes		Complete	<p><b>Actions since report tabled</b></p> <p>To support the development of more holistic bushfire management planning, Department of Energy, Environment and Climate Action (DEECA) has improved technical methods as part of the delivery of the Risk 2.0 project. The Risk 2.0 project was a broad-based work program to improve the data and models underpinning statewide bushfire risk modelling tools. The project included development of an enhanced bushfire risk modelling framework that expands risk assessments to consider (i) probability of suppression success, and (ii) ignition likelihood (human and lightning). These enhancements are part of a broader continuous improvement and innovation program for bushfire risk modelling in Victoria. Longer term improvement opportunities to modeling include increasing our understanding of effectiveness of fuel management and other management actions (such as prevention, suppression and evacuation) in a changing climate to reduce risk to a range of values.</p> <p>DEECA has initiated two projects under the Integrated Forest Ecosystem Research Agreement (IFERA) with the University of Melbourne. These projects are aimed at enhancing our ability to develop holistic bushfire-management planning that focuses on the best mix of risk treatments across the landscape. These projects are the 'Cost-Effectiveness of Bushfire Management Activities' (CEBMA) and the 'Integrated Strategic Bushfire Management in a Changing Climate' (ISBMCC).</p> <p>CEBMA, slated for completion in early 2024, will establish a comprehensive framework for evaluating various management strategies, such as mechanical fuel treatment and suppression, in terms of their long-term cost-effectiveness. The research is developing a framework to compare multiple management actions, by considering and comparing the direct and indirect costs for a range of values across the landscape in the context of a changing climate. A journal article has been published based on this work in 2023.</p> <p>ISBMCC, set to commence in April 2024 and run for 3 years, will further refine, and broaden the framework, developed by the CEBMA project. It will explore additional factors like megafire potential, expanded study areas, climate change, multiple suppression models, and the utilization of various bushfire behaviour simulators.</p> <p>DEECA has finalised a draft Standard Operating Procedure (SOP) for strategic planning and the Bushfire Sector has endorsed a statement of intent to develop an integrated strategic bushfire management planning framework for Victoria. These strategic planning products incorporate a range of bushfire risk treatments and have been developed in consultation with the bushfire sector. The legislative, policy and planning arrangements context for strategic planning is undergoing significant change as part of a broader reform program. These strategic planning products will likely require minor updates to reflect any changes that arise from the reform program and then fully implemented.</p> <p>To complete the closure of this recommendation DEECA is currently finalising a draft Standard Operating Procedure (SOP) for strategic planning. The SOP incorporates a range of bushfire risk treatments and has been developed in consultation with the sector. Work is also progressing to better understand the best combination of bushfire risk treatments and includes the following activities:</p> <ul style="list-style-type: none"> <li>-updates to the strategic bushfire management planning standard operating procedure</li> <li>-working with the bushfire management sector to develop a common strategic bushfire management planning intent</li> <li>-developing tools and processes to enable evaluation of the effectiveness of suppression and ignition prevention activities.</li> </ul>	30/09/2024	31/05/2023
Department of Energy, Environment and Climate Action	Reducing Bushfire Risks	6	Yes		In progress	<p>As part of the 2021-22 State Budget, the Victorian Government committed \$22.8M over four years, with \$6.3M per year ongoing, to reintegrate Traditional Owner-led cultural fire management practices.</p> <p>To date DEECA has distributed these funds to Victorian Traditional Owners in two ways through:</p> <ul style="list-style-type: none"> <li>-the provision of core funding to all 11 formally recognised Victorian Traditional Owner groups</li> <li>-The Cultural Fire Grants Program open to all Victorian Traditional Owners.</li> </ul> <p>The Cultural Fire Leadership Group is currently evaluating this initial funding allocation mechanism and will be advising the department on the allocation of further funding rounds scheduled to commence from 2024-25.</p> <p>In addition, DEECA, Parks Victoria (PV) and the Country Fire Authority (CFA) (Safer Together Partners) continue to support Traditional Owners to deliver on their cultural burning objectives on Country.</p> <p>Currently DEECA is working with over 15 Traditional Owner Groups (TOGs) to deliver on the Victorian Traditional Owner Cultural Fire Strategy and to deliver on individual groups' cultural burning aspirations.</p> <p>For the 2023/24 reporting period to date, 7 cultural burns have been delivered on DEECA and Parks Victoria managed land. 30 cultural burns are expected to be delivered in the 2023/24 financial year, with the main window for burning in Autumn. This exceeds the number of burns delivered in previous years (previous high of 20 in 2022-23).</p> <p>The Cultural Burning Community of Practice, consisting of representatives from DEECA, PV and CFA, continue to meet monthly, collaborating together on a range of practical solutions to assist Traditional Owners to deliver on their burning strategies and programs.</p> <p>Initiatives from this group include improved processes for TOGs to access Forest Fire Management Victoria databases, improved planning and mapping to meet cultural considerations and increased collaboration across agencies to deliver cultural burns across land tenure.</p> <p>DEECA is also working with Traditional Owners to, where possible, address barriers to cultural burns through the review of the Code of Practice for Bushfire Management on Public Land, which is due for delivery in December 2024, and a separate review of legislative barriers to cultural fire.</p> <p>DEECA is working in partnership with Traditional Owners, through the Cultural Fire Leadership Group, to undertake a review of legislative barriers to cultural fire in a manner that fosters a genuine partnership with Traditional Owners from the start of the project.</p> <p>The detailed scope of the review will be co-developed with Traditional Owners. DEECA is committed to look at all legislation that may impose barriers to cultural fire.</p> <p>The final timeline for delivery of the legislative review is flexible based on the needs and input of Traditional Owners, but will include potential for short term change to address immediate needs as well as longer-term work to achieve significant improvement.</p>	30/09/2024	

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Energy, Environment and Climate Action	Reducing Bushfire Risks	10	Yes		Complete	<p><b>Actions since report tabled</b></p> <p>To support the development of financial reporting to monitor fuel management costs and estimate future costs Department of Energy, Environment and Climate Action (DEECA) has delivered on the following:</p> <p>The Fuel Management System used by DEECA captures predictive cost of individual fuel treatments.</p> <p>The direct costs of each planned burn, mechanical fuel treatment and strategic fuel break maintenance is tracked and used to inform the projection of the cost of the Joint Fuel Management Program in future years.</p> <p>Seven-day forecasts of costs for site preparation, staff overtime, aviation asset use, operational consumables are prepared, and actual costs tracked by DEECA for both planned burning against delivery hectares and mechanical fuel treatments. DEECA also tracks the allocation of expenditure against the delivery of program priority burns which have the greatest risk of reducing value to the program. In this way, funding is focused to achieve the greatest bushfires risk reduction program possible.</p> <p>Actual expenditure as well as committed funds are monitored weekly against predicted expenditure to evaluate cost and bushfire risk reduction effectiveness. DEECA also tracks program expenditure weekly during the planned burn seasons to understand expenditure commitments in line with budget and inform resource decision making based on costs and burn opportunities.</p> <p>The department will continue to improve financial reporting focusing on the ability to track expenditure and provide for more informed resource decisions.</p>	31/08/2024	31/12/2023
Department of Energy, Environment and Climate Action	Reducing Bushfire Risks	12	Yes		In progress	<p>To meet this recommendation, Department of Energy, Environment and Climate Action (DEECA) engaged experts from the University of Melbourne and La Trobe University. This resulted in two reports specifically providing the evidence required to better address ecosystem resilience in monitoring, evaluation and reporting frameworks. Details of the two reports are as follows:</p> <ol style="list-style-type: none"> <li>The University of Melbourne report, Fire Ecology Strategy, Ecosystem Resilience Tool and Processes Review <ul style="list-style-type: none"> <li>Provides an independent technical review of the underpinnings of DEECA's ecological resilience monitoring program and identifies opportunities for future improvement, and</li> <li>Provides strategic direction and feasible options for improving the data, tools, processes, and metrics DEECA uses to measure and forecast ecosystem resilience.</li> </ul> </li> <li>The La Trobe University report, Review of ecosystem resilience monitoring targets: <ul style="list-style-type: none"> <li>Outlines a review of existing metrics, and</li> <li>Recommends new metrics for ecosystem resilience.</li> </ul> </li> </ol> <p>This work is being utilised to inform advice to Government on ecosystem resilience outcomes targets alongside advice being provided as part of Recommendation 1.</p> <p>Any new metrics and targets adopted will be embedded in Victoria's Bushfire Monitoring Evaluation and Reporting Framework and publicly reported on annually through Victoria's Bushfire Risk Management Report.</p> <p>In the interim, public reporting on ecosystem resilience monitoring and outcomes against existing metrics (Tolerable Fire Interval, Growth Stage Structure) is already underway.</p>	31/08/2024	
Department of Energy, Environment and Climate Action	Reducing Bushfire Risks	14	Yes		In progress	<p>A whole of sector bushfire management strategy has been drafted to reflect the objectives and outcomes that the sector seeks to achieve over the next 10 years. The whole of sector strategy will consider how to effectively support public and private land managers, including local governments and local governments to mitigate bushfire risks. Additionally, Department of Energy, Environment and Climate Action (DEECA) is providing advice to Government on the matters specified in this recommendation as part of the implementation of the Government response to Inspector-General for Emergency Management (IGEMs) inquiry into the 2018-20 Victorian Fire Season.</p> <p>The strategy has been developed by DEECA with extensive consultation with fire and land management agencies (County Fire Authority, Parks Victoria, Emergency Management Victoria, Municipal Association of Victoria, Department of Transport and Planning, Fire Rescue Victoria, Emergency Recovery Victoria and Local Government Victoria), as well as other government agencies. Traditional Owners were engaged throughout the development process to ensure their views and priorities were appropriately captured. Public consultation was conducted to identify the perspectives and priorities of the community, stakeholder groups, and Aboriginal Victorians. Development activities undertaken included stakeholder and sector subject matter expert workshops; community consultation via Engage Victoria where the community could respond to a survey or provide submissions, a targeted survey for Traditional Owners and Aboriginal Victorians, and meetings with 9 out of 11 Traditional Owner Corporations.</p> <p>The strategy is updated to reflect the feedback from consultation and is scheduled to be finalised in March 2024.</p> <p>The strategy is supported by an Implementation Plan 2024-27 and Victoria's Bushfire Monitoring Evaluation and Reporting Framework which will support effective delivery and help the sector prioritise future actions.</p> <p>DEECA and County Fire Authority (CFA), through the Safer Together program, have funded programs and projects which will assist in the management of bushfire risk across a range of land tenures. These include more funding for engagement approaches to build community understanding of local risk and mitigation actions; grants to local government to deliver risk reduction projects in Local Government Areas and continuing research into behavioural insights to tailor information to landowners and users.</p> <p>DEECA and Department of Justice and Community Safety (DJCS) have identified 9 legislative issues to be addressed by the Review of Fuel Management Legislative Frameworks. Key issues identified include barriers to:</p> <ul style="list-style-type: none"> <li>effective issuance and enforcement of Fire Prevention Notices to landowners and managers, and</li> <li>fire agencies' ability to support landowners and managers to manage risk on their land.</li> </ul> <p>DEECA and DJCS have consulted with a Cross Sector Working Group and a Local Government Reference Group on options to address those issues. They expect to finalise policy options shortly, prior to formally briefing on legislative reforms.</p> <p>DEECA and County Fire Authority (CFA), through the Safer Together program, have funded programs and projects which will assist in the management of bushfire risk across a range of land tenures. These include more funding for engagement approaches to build community understanding of local risk and mitigation actions; grants to local government to deliver risk reduction projects in Local Government Areas and continuing research into behavioural insights to tailor information to landowners and users.</p> <p>DEECA and Department of Justice and Community Safety are in the early stages of developing proposed amendments to implement recommended changes to legislation. Formal governance has been established, engagement with relevant land and fire managers has commenced. Finalisation of the legislative review has been revised to December 2023 to ensure appropriate engagement with stakeholders and to ensure appropriate time is allocated to support the passage of legislation through parliament.</p>	31/12/2024	

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	1	Yes		Complete	Following the completion of the Department Energy, Environment and Climate Action's (DEECA) procurement process, the Conservation Regulator has successfully identified a service provider for the implementation of a Case Management System (CMS). Detailed plans for the development and integration of the system with the intelligence database have been established.		30/10/2022
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	2	Yes		Complete	In assessing proposed actions in response to the VAGO recommendation, Department of Energy, Environment and Climate Action's (DEECA) Conservation Regulator identified a need for the development of an automated prioritisation system to support procurement of high-resolution imagery undertaken in the most cost-effective and value-adding manner. To support this, proof-of-concept of an automated change-detection system has been developed. This change-detection system is a landscape-wide proactive intelligence gathering tool to understand the scale and location of commercial timber harvesting operations occurring across the Timber Release Plan. It enables DEECA's Conservation Regulator to rationalise the subsequent purchase of high-resolution images of coupes on the Timber Release Plan where a risk of illegal timber harvesting operations is identified. The usage of the change detection system is subject to a resumption of timber harvesting operations approved under the Timber Release Plan. Given the industry cessation, deployment of this system has been placed on hold.		30/06/2023
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	3	Yes		Complete	Department of Energy, Environment and Climate Action's (DEECA) response to this recommendation required the Conservation Regulator to amend existing internal processes and guidance to further support authorised officers in assessing Forest Reports alleging widespread and/or systemic non-compliance so that the regulatory response is appropriately risk-based. The Conservation Regulator has updated its internal guidance on Case Management Standard Operating Procedures to provide structure to assessing officers on when and how to monitor potential systemic non-compliance and how to escalate for broader assessment.		23/12/2022
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	4	Yes		Complete	Department of Energy, Environment and Climate Action's (DEECA) response to this recommendation required the Conservation Regulator to review its Forest Report assessment and investigations procedure. The VAGO report highlighted that consistency and further guidance was needed when assessing Forest Reports. This included: a. requesting information to further a complaint assessment or investigation, including how, when and why to request additional information and time frames to guide responses b. how to calculate the statute of limitations period c. communicating the rationale for outcomes, including policies used, in correspondence to complainants Established internal guidance and procedures on the Conservation Regulator's Case Management Standard Operating Procedure has now been updated.		23/12/2022
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	5	Yes		Complete	Department of Energy, Environment and Climate Action's (DEECA) response to this recommendation required the Conservation Regulator to revise its Review of Outcome policy for Forest Reports received from third parties via the Conservation Regulator website. The Conservation Regulator revised its Review of Outcome policy to provide further guidance on: a. updating complainants at key review stages b. setting time frames for acknowledging receipt of a complaint and completing a review c. ensuring that, as part of case decision reviews, the rationale for the review decision is documented.		17/10/2022
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	6	Yes		Complete	Department of Energy, Environment and Climate Action's Conservation Regulator has prepared statute of limitations guidance for the stakeholders. The guidance has been published on the Victorian Government website at: <a href="https://www.vic.gov.au/statute-limitations-commercial-timber-harvesting-offences">https://www.vic.gov.au/statute-limitations-commercial-timber-harvesting-offences</a> .		16/12/2023
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	7	Yes		Complete	The proposed annual process of re-assessing guidance needs, specific to timber harvesting, has been ceased given the cessation of commercial native timber harvesting in Victoria on 1 January 2024. Prior to the work being ceased, the Conservation Regulator undertook analysis of case outcomes and external engagement to identify priority timber harvesting regulatory guidance needs. The Conservation Regulator also consolidated timber harvesting regulation information on a dedicated page on its website, including guidance regarding enforceable undertakings, injunctions, and statute of limitations for commercial timber harvesting offences. The Conservation Regulator will continue its approach of engaging with relevant stakeholders on guidance and support for compliance across the spectrum of its regulatory responsibilities.		30/06/2023
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	8	Yes		Complete	Department of Energy, Environment and Climate Action's Conservation Regulator has developed guidance on the use of enforceable undertakings and injunctions. This guidance has been updated to the Conservation Regulator website ( <a href="http://www.vic.gov.au/timber-harvesting/compliance-and-enforcement-tools-available-to-the-conservation-regulator">www.vic.gov.au/timber-harvesting/compliance-and-enforcement-tools-available-to-the-conservation-regulator</a> ).		8/05/2023
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	9	Not applicable	Department of Energy, Environment and Climate Action's Conservation Regulator remains committed to implementing a Monitoring, Evaluation and Reporting (MER) framework. With the cessation of timber harvesting in State forests on 1 January 2024, the development of a MER specifically for timber harvesting regulation is no longer relevant and as a result this aspect of the MER development has been discontinued.	Discontinued			
Department of Energy, Environment and Climate Action	Regulating Victoria's native forests	10	Not applicable	Department of Energy, Environment and Climate Action's Conservation Regulator remains committed to implementing a Monitoring, Evaluation and Reporting (MER) framework. With the cessation of timber harvesting in State forests on 1 January 2024, the development of a MER specifically for timber harvesting regulation is no longer relevant and as a result this aspect of the MER development has been discontinued.	Discontinued			
Department of Energy, Environment and Climate Action	Rehabilitating Mines	1	Yes		Complete	Department of Energy, Environment and Climate Action is well advanced in implementing measures to reduce the state's mining rehabilitation contingent liability which is reported in the department's annual report 2022-2023 ( <a href="http://www.deeca.vic.gov.au/annual-report">www.deeca.vic.gov.au/annual-report</a> ). A comprehensive program to assess rehabilitation liabilities and set bonds for all earth resources sites has been established. This program incorporates a risk-based approach to identify and prioritise sites for rehabilitation liability assessment, utilising the Rehabilitation Risk Profile Guidelines as the primary tool for evaluating rehabilitation risk. The program prioritises sites with the highest rehabilitation liability risk, ensuring that resources are directed towards the sites with the greatest potential environmental impact. The department also works closely with authority holders to ensure that they have adequate rehabilitation plans in place and are meeting their obligations under relevant legislation and regulations. Over 100 liability and bond assessments were completed during 2022-23, resulting in a net increase of bonds held by \$29.3M. Inventories of the rehabilitation bonds currently held for exploration, mines, quarry, petroleum and other earth resources sites (e.g. geothermal) are publicly available on Resources Victoria website ( <a href="http://www.resources.vic.gov.au/community-and-land-use/rehabilitation">www.resources.vic.gov.au/community-and-land-use/rehabilitation</a> ).		30/06/2023

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Energy, Environment and Climate Action	Rehabilitating Mines	3	Yes		Complete	An operational policy and standard operating procedure for transitioning work plan to safeguard against unacceptable risk has been developed in consultation with external and internal stakeholders. External stakeholders included (former) Department of Environment, Land, Water and Planning (DELWP), Environment Protection Authority (EPA), the Declared Mine Land Rehabilitation Authority, and other industry stakeholders. The resulting policy and standard operating procedure detail the process for determining whether an existing work plan poses and unacceptable risk to the environment, any member of the public, land property of infrastructure in order to direct a work plan variation under Schedule 9 of the Mineral Resources (Sustainable Development) Act 1990. This provision applies to work plans pre-December 2015 before risk-based plans were introduced under Mineral Resources (Sustainable Development) Amendment Act 2014. The department is yet to direct a work plan variation for rehabilitation plans in accordance with the policy and standard operating procedure. Instances where a provisional view of unacceptable risk has been formed the authority holders have voluntarily submitted a work plan variation. Authority holders are encouraged to update their rehabilitation plan and conduct site rehabilitation throughout the life cycle of their resource project under the Rehabilitation policy and Rehabilitation Plan Guidelines.	31/12/2024	30/11/2023
Department of Energy, Environment and Climate Action	Rehabilitating Mines	7	Yes		In progress	A ministerial briefing was prepared in 2021 which provided options to strengthen government. This included consideration of actual or perceived conflicts of interest for the mining regulator, given the departments responsibility for driving economic growth in the resources sector. A new Department of Energy, Environment and Climate Action (DEECA) was established on 1 January 2023, including the Resources Group. The Minerals Resources (Sustainable Development) Amendment Act 2023 was passed into law in 2023, which creates a new duties-based regime for mines and quarries that will come into effect on 1 July 2027. The reforms replace the current work plan approval process and require a step change in the operations and capacities needed by Earth Resources Regulator. Work is underway to progress implementation. A new Statement of Ministerial Expectations will provide a further framework for governance reforms towards implementing the new duties-based model. The delegations have been reviewed for all earth resources Acts and Regulations and are limited to the Executive Director, Earth Resources Regulation (and other senior regulator staff as relevant). In 2020 an Addendum Regulatory Practice Strategy for the Rehabilitation of Earth Resources Sites was developed to capture all of the department's rehabilitation improvement actions. <a href="https://resources.vic.gov.au/_data/assets/word_doc/0006608325/Earth-Resources-Regulation-Regulatory-Practices-Strategy-for-the-Rehabilitation-of-Earth-Resources-Sites-Addendum-November-2020.doc">https://resources.vic.gov.au/_data/assets/word_doc/0006608325/Earth-Resources-Regulation-Regulatory-Practices-Strategy-for-the-Rehabilitation-of-Earth-Resources-Sites-Addendum-November-2020.doc</a>		
Department of Energy, Environment and Climate Action	Rehabilitating Mines	8	Yes		In progress	An information and data strategy was developed in 2021 and provides a rolling five year roadmap to uplift and modernise Department of Energy, Environment and Climate Action's Earth Resources Regulators information and data management maturity. The strategy incorporates key projects such as Business Intelligence tools, RAMM data quality improvement project and quality management system. Business intelligence tools have been developed across multiple platforms to provide transparency to stakeholders and allow better data driven decisions. An example is the publicly released dashboard for Bonds Held by the State. The RAMM data quality improvement project was completed to enhance account and contact data accuracy and integrity. The project included identifying and correcting issues, identifying areas for improvement, and preparing the data for migration to the information management system Resource Management System Victoria (RMSVIC). The new online regulatory interaction system RMSVIC will replace RAMM which is nearing the end-of-life. RMSVIC aims to deliver improved functionality for both industry and regulator users. The system build is well advanced (tracking at 75% for the core build) but integration issues with other government IT systems has affected schedule and resourcing. Resourcing is being established to work through the issues.	30/06/2025	
Department of Energy, Environment and Climate Action	Rehabilitating Mines	9	Yes		Complete	The 2022-23 budget allocated \$6.568 million over three years to support the development of a state-wide management framework for abandoned and legacy mines on public land, for disbursement to the former Department of Environment, Land, Water and Planning and former Department of Jobs, Precincts and Regions (now Department of Energy, Environment and Climate Action DEECA) and Parks Victoria. As at 31 December 2023, a state-wide management framework for abandoned and legacy mines has been prepared, consisting of: -an abandoned and legacy mines risk register -a database for abandoned and legacy sites -a recommendation for an abandoned and legacy sites agency, branch or unit -a risk register, risk matrix and database were endorsed by the Former Mines and Quarries Framework Program Control Group on 24 October 2023. The recommendation for an abandoned and legacy mines management agency was provided to the Minister for Energy and Resources on 27 December 2023.		22/12/2023
Department of Energy, Environment and Climate Action	Understanding Victoria's contaminated land	1	Yes		Complete	Department of Energy, Environment and Climate Action (DEECA) has completed an evaluation of Victoria Unearthed to assess if it is fit for purpose and meets users' needs. The evaluation was completed by an independent party and a final report was delivered in December 2023. The report also identified a number of improvements including improving data quality, adding additional datasets and functionality, optimising the system for mobile devices, and increasing awareness of the platform. DEECA is currently reviewing those improvements opportunities.		14/12/2023
Department of Energy, Environment and Climate Action	Understanding Victoria's contaminated land	2	Yes		Complete	Department of Energy, Environment and Climate Action (DEECA) has made the Victorian Unearthed dataset data quality statements available on the Victorian Unearthed website at <a href="https://www.environment.vic.gov.au/sustainability/victoria-unearthed/about-the-data-accuracy">https://www.environment.vic.gov.au/sustainability/victoria-unearthed/about-the-data-accuracy</a> . DEECA has also made updates across the Victorian Unearthed website to inform users of the data quality statements and their location. Strategic and detailed BIAs were completed across all divisions. The Detailed BIA is a templated version of the BCP which enables the transfer of the data to the new BCM IT System, launched on 13 November 2023.		27/07/2023
Department of Families, Fairness and Housing	Business Continuity During COVID-19	4	Yes		In progress	A standard operating procedure has been introduced to ensure that when a significant business continuity event occurs, a post-incident review is held and reported to executives. The procedure includes a severity matrix to guide which executive/forums the reports should be presented to. The template includes reporting against recovery time objectives (RTOs) and maximum tolerable periods of disruption (MTPDs). The procedure, in use now, will be integrated into the department's new Business Continuity Management System.	31/12/2023	
Department of Families, Fairness and Housing	Business Continuity During COVID-19	8	Yes		Complete	A post-incident review template has been developed for use when prioritised services are disrupted. This is embedded in a standard operating procedure for triggering a review, using the template, reporting to executives and completing actions arising. The template includes fields for recovery time objectives (RTOs), the maximum tolerable period of disruption (MTPD) and associated data. The template, procedure and lists of prioritised services will be updated and integrated into the department's new Business Continuity Management System, currently being introduced.		31/05/2023
Department of Families, Fairness and Housing	Business Continuity During COVID-19	9	Yes		Complete	The department is working to deliver stage one of the data and analytics project, the draft VSIDR report has been delivered. Response the recommendations of the NDS Review are under consideration by government.		31/05/2023
Department of Families, Fairness and Housing	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	14	Yes		In progress		30/06/2026	

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Families, Fairness and Housing	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	15	Yes		In progress	The department has a finalised evaluation plan and have commenced the process for procurement of evaluation specialists to undertake comprehensive evaluations across forensic disability and complex needs services and establishing a methodology for continuous evaluation.	30/06/2026	
Department of Families, Fairness and Housing	Grants to the Migrant Workers Centre	2	Yes		In progress	In September 2021 DFFH undertook a Grants Practice Review which detailed the current status of grant management practice in the department and the steps required to ensure DFFH meets the grant delivery objectives identified in the Secretaries Joint Commitment in response to the VAGO Assurance Review of MWC. The review found that there are gaps in policy guidance, varied and insufficient grant management practice amongst staff, and an inefficient and outdated grant management platform. The review provided 7 key recommendations and an implementation plan for the 7 key recommendations to ensure DFFH meets its expectations under the VAGO Assurance Review and delivers the best service for the Victorian community. DFFH has now implemented six of these key recommendations including - a departmental common certification script which ensures details of activities undertaken with public money are adequately declared in progress reports and acquittals - a DFFH grants management framework - the Grants HUB - a department specific Grants Management System - Grants360 - a grant management oversight tool for Directors - a tailored training suite for grant officers (an established Grants Policy team to improve staff capacity) (ongoing)  The remaining recommendation requires an update to the Victorian Common Funding Agreement (VCFCA). The work to complete these updates is underway and will deliver strengthened terms and conditions for grant funding on the use of public money for political purposes.  Completion of the VCFCA Review was transferred to the DFFH Grants Policy team in July 2023 but is subject to negotiations with DCS regarding future management of the VCFCA. The current target date has been updated to allow negotiations to progress.  Updates to the VCFCA must be completed before DFFH meets the VAGO Assurance Review recommendation in full. Noting any changes to the VCFCA require WoVNG endorsement, completion of this recommendation is scheduled for completion in 2024.	31/12/2024	
Department of Families, Fairness and Housing	ICT Disaster Recovery Planning	3	Yes		Complete	Evidence to acquit action has been submitted to DFFH and DH CIOs in June 2023; final approval and closure of item is imminent. A comprehensive Disaster Recovery (DR) gap analysis was undertaken by Ernst & Young in 2021. The recommendations from this analysis are being actioned by the Information Technology Infrastructure Library (ITIL) Services team as part of their continuous improvement activities.  There is an IT DR schedule for 2023 for all business applications that had previously been assessed as critical. Activities against this schedule are on track and will be completed by the end of June 2023. This includes reporting back on all DR testing to the Victorian Auditor-Generals Office, as per their audit requirements.  Common Corporate Support Branch (CCSB) has an IT DR coordinator and an annual planning and delivery process for DR as part of its continuous service delivery.  As part of this service delivery, CCSB works with each department's Chief Information Officer (CIO) and relevant business owners, to determine investment in, and prioritisation of, strategies to implement or enhance DR for all business applications. This includes corporate applications that are now shared between the departments. This annual process and consultation activity is governed under the Department of Families, Fairness and Housing/Department of Health shared corporate services arrangement, and in particular, by the Shared Corporate Services Infrastructure and Communication Technology (ICT) Steering Committee which is co-chaired by the two departments' CIOs.		30/06/2023
Department of Families, Fairness and Housing	ICT Disaster Recovery Planning	4	Yes		Complete	Evidence to acquit action has been submitted to DFFH and DH CIOs in June 2023; final approval and closure of item is imminent. The Information Technology Infrastructure Library (ITIL) services team within Common Corporate Service Branch (CCSB), hold group technical training sessions with respective application areas and service partners to ensure departmental technical skillsets are refreshed for new and existing employees.  Wider advice and training requirements have been outlined in the Disaster Recovery gap analysis that was undertaken by Ernst & Young in 2021. The recommendations from this analysis are being actioned by the ITIL Services team as part of their continuous improvement activities.  The schedule and curricula of these training sessions for the remainder of Financial Year 2022-2023 has been outlined in the 2022-23 ICT Disaster Recovery in DFFH/DH, and planning for the 2023-2024 schedule will begin in July 2023.		30/06/2023
Department of Families, Fairness and Housing	ICT Disaster Recovery Planning	11	Yes		In progress	Since 2019, Disaster Recovery Plans (DRPs) have been in place for all systems that have a financial management implication as well as the departments' critical applications to support Child Protection services. These DRPs and associated testing were built into the processes and associated costs that forms part of the current operational shared services arrangements between DFFH and DH. In 2021, Ernst & Young (EY) were engaged to deliver a Disaster Recovery (DR) gap analysis, the product of which was used to categorise system criticality and inform DR testing cadence beyond what was currently in place. In 2023, upon reviewing open audit actions in relation to DR, DFFH and DH CIOs and the ED CCSB have suggested the audit action remains open until a RASCI matrix and supporting protocols are confirmed for ICT DR, that would incorporate all systems categorised as critical as part of the EY engagement.	30/06/2024	
Department of Families, Fairness and Housing	Kinship Care	1	Yes		In progress	The Department is reviewing the kinship care model relating to early kinship finding and revising its program logic, measures and outcomes. The Department has mapped the current client pathways, worker (Child Protection and Kinship Engagement team) roles and responsibilities, and conducted a number of workshops. The Department is currently drafting the revised program logic (inc. activities, KPI, medium/long term outcomes and data sources for consideration). This will inform both the acquittal of recommendation 1 and 10.	30/09/2024	
Department of Families, Fairness and Housing	Kinship Care	2	Yes		In progress	The re-developed Child Protection induction program, (replacing Beginning Practice) is on track for delivery in May 2024. The new program will include a module on kinship finding and the KET's. Further training programs will be developed for foundation, advanced and expert practitioners in key areas of practice, which will include ways to support, educate and promote the role of KET's.	31/05/2024	

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Department of Families, Fairness and Housing	Kinship Care	3	Yes		Complete	To address the recommendation, a review of the procedure on the Child Protection Manual entitled 'kinship care' was taken in consultation with DFFH's Kinship Engagement Managers. Changes were made to the procedure to strengthen guidance regarding referral processes and were published on 27 December 2023.		31/12/2023
Department of Families, Fairness and Housing	Kinship Care	4	Yes		In progress	Release of a new kinship dashboard within the department's Client Relationship Information System (CRIS) is planned to occur in July 2024. The dashboard is designed to strengthen oversight, monitoring and reporting capacity in relation to kinship care placements.	30/06/2024	
Department of Families, Fairness and Housing	Kinship Care	5	Yes		Complete	The Aboriginal Children's Forum convened the Kinship Finding Working Group in 2021, which was led by the Victorian Aboriginal Child Care Agency (VACCA). The working group also included other potential service providers from mainstream community service organisations. Koori Engagement Managers and the department. The working group guided the enhancement of the Aboriginal family finding approach which included agreeing and setting benchmarks for finding Aboriginal and Torres Strait Islander kinship networks. A record of the working group's discussions and agreements can be provided on request.		31/10/2023
Department of Families, Fairness and Housing	Kinship Care	6	Yes		Complete	The department has established processes and metrics to monitor and report on the number of referrals it makes to service providers for the Aboriginal Kinship Finding program and the service providers' outcomes for Aboriginal and Torres Strait Islander kinship finding activities. These processes and metrics were developed through the Kinship Finding Working Group in 2021, convened by the Aboriginal Children's Forum. The Working Group, which was led by the Victorian Aboriginal Child Care Agency (VACCA), also included other potential service providers from mainstream community service organisations, Koori Engagement Managers and the department. The working group guided the enhancement of the Aboriginal family finding approach, which included facilitating agreement on a refined referral processes including monitoring and reporting approaches, which will be tested and refined over time, informed by key performance indicators. Such indicators included agreed outcomes for service providers' kinship finding activities. A paper outlining the working group's agreed processes and metrics, together with an outline of future steps, is currently under development and can be provided on request.		31/10/2023
Department of Families, Fairness and Housing	Kinship Care	7	Yes		In progress	7.1. A Kinship Assessment interactive data tool was launched in January 2024. The tool fulfils the required actions of monitoring compliance and timeliness of A, B and C assessments, facilitating daily monitoring and regular reporting.	21/01/2024	
Department of Families, Fairness and Housing	Kinship Care	8	Yes		In progress	7.2. In January 2024, the department launched a new Corporate Reporting Tool Operational Report - CP19HR Kinship Assessment Report. This report provides information about when kinship assessments are due, the status of the assessment and the due dates for future kinship assessments. The report will allow staff to access information about children in active kinship placements that require a kinship assessment part A, B or C to be completed.	31/12/2024	
Department of Families, Fairness and Housing	Kinship Care	9	Yes		In progress	The Department is examining the Care Allowance Policy and Procedures guidance to consider areas for strengthening in relation to timeliness and equity, as part of broader review occurring to coincide with the release of the new Enterprise Payment Platform (that will integrate CRIS/SP and Oracks systems). The Department notes its previous advice that additional investment would be required to meet the additional costs associated with a greater proportion of carers and children receiving higher levels of care allowance.	30/06/2024	
Department of Families, Fairness and Housing	Kinship Care	10	Yes		In progress	9.1. This item aligns with 7.1 – Data on referrals to First Supports is expected to be built into the new Kinship Assessment interactive data tool by June 2024. (in progress)		
Department of Families, Fairness and Housing	Kinship Care	11	Yes		In progress	9.2. This recommendation has been acquiesced as per VAGO's 2023 reporting.	30/09/2024	
Department of Families, Fairness and Housing	Managing Support and Safety Hubs	2	Yes		Not started	The Department is revising the Kinship model program logic, measures and outcomes. The Department has mapped the current client pathways, worker (Child Protection and Kinship Engagement) team roles and responsibilities, and conducted a number of workshops. The Department is currently drafting the revised program logic (inc. activities, KPI, medium/long term outcomes and data sources for consideration). This will inform both the acquittal of recommendation 1 and 10.	31/03/2025	
Department of Families, Fairness and Housing	Managing Support and Safety Hubs	3	Yes		Complete	This is dependent upon completion of recommendation 10 which is underway. <ul style="list-style-type: none"> <li>Family Safety Victoria funded four 'Quad peaks' (Safe and Equal, No to Violence, Sexual Assault Services Victoria, and the Centre for Excellence in Child and Family Welfare) to highlight best practice in integrated and interdisciplinary approaches across the Orange Door and confirm these through the Outcomes, Practices and Evidence Network (OPEN). This project was initiated in June 2023. FSV will continue to work with the Quad Peaks to strengthen integrated and interdisciplinary approaches within the Orange Door network and to improve outcomes for clients/families.</li> <li>FSV provides The Orange Door partner agencies with details and guidance regarding integration of service delivery in practice. This has included publishing operational guidance that enables integrated practice to be consistently embedded in The Orange Door, that considers clients as part of a holistic, integrated service response, and guidance for information sharing to support practitioners to share information across core agencies and with broader services. The statewide Practice Leaders support the development and implementation of operational guidance at the local level.</li> <li>FSV, in partnership with Safe and Equal, No to Violence and the Centre for Excellence in Child and Family Welfare and VACCA, has revised The Orange Door Induction Program to include a greater focus on developing staff knowledge, skills and confidence for delivery of co-ordinated and integrated services and whole-of-family approaches.</li> <li>Comprehensive MARAM training is delivered to The Orange Door workforce. The training reinforces the responsibilities of staff in alignment with MARAM and builds integrated practice capability.</li> <li>As an additional measure in December 2023 FSV established an ongoing The Orange Door Program Development Team, with the primary focus on developing guidance to embed integrated practice in The Orange Door. Integrated practice is expected to be included into each project in the operational guidance workplan.</li> </ul>		30/06/2023
Department of Families, Fairness and Housing	Managing Support and Safety Hubs	3	Yes		Complete	<ul style="list-style-type: none"> <li>In consultation with The Orange Door practitioners, Hub Managers, sector representatives, service partners, and lived experience experts, The Orange Door induction program was updated with the revised program delivered from February 2023.</li> <li>A continuous improvement approach is being implemented to ensure the induction program is regularly updated and responding to feedback. There are additional training activities post-induction being developed and delivered, including LGBTQIA+ inclusive practice, Disability inclusive practice and leading practices for The Orange Door Leadership Group.</li> <li>The Learning Management System has been implemented to support delivery and monitoring of completion. Practice Leaders deliver reflective practice and professional development to respond to identified practice issues and implement statewide guidance.</li> <li>Partner agencies in The Orange Door, via the matrix management model, deliver regular supervision to practitioners to support delivery of coordinated and integrated services to clients/families.</li> </ul>		30/06/2023



Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Families, Fairness and Housing	Managing Support and Safety Hubs	4	Yes		Complete	<ul style="list-style-type: none"> <li>To strengthen Cultural Safety in The Orange Door, funding was provided to nominated local Aboriginal Community Controlled Organisations (ACCOs) to support implementation of an Aboriginal-led Cultural Safety Framework and training across The Orange Door network.</li> <li>Four Strengthening Cultural Safety Training modules have been developed and tailored to the local context by the Cultural Safety Project Leads. Cultural Safety Project Leads have been recruited to all The Orange Door areas. They will lead the training and have commenced cultural safety audits and action planning.</li> <li>Training has commenced and further work has included: <ul style="list-style-type: none"> <li>o train the trainer with the Cultural Safety Project Lead</li> <li>o the Cultural Safety Assessment with the Hub Leadership Group</li> </ul> </li> <li>A child and young person wellbeing assessment tool has been developed. The tool includes fields relating to integrating the knowledge, advice and support of community-based child protection into child and young person wellbeing assessments. The Centre for Excellence in Child and Family Welfare (CFECFV) has been funded in 2022/23 and 23/24, via the child and young person wellbeing project, to support The Orange Door to assess and respond to children and young people. Testing of the tool occurred across multiple sites and the tool and its findings have been a critical input into the Child and Young Person MARAM due for release in 2024.</li> <li>The child and young person wellbeing project has also implemented eight practice guides to build the capacity of The Orange Door practitioners to work with children and young people. The Project will continue to deliver site based practice uplift sessions with Orange Door staff to respond to children and young people.</li> <li>FSV has funded additional Community Based Child Protection Practitioners (CPP4) for each The Orange Door site to support triaging of referrals and to support staff in working with children and young people. There are operational requirements to support practitioners to understand the role and function of community based child protection, including when to consult about a child or young person's wellbeing risks and needs and how to integrate their advice into assessments and decision making.</li> <li>Child and Young Person Practice Leader roles have been embedded in every The Orange Door area to lead the delivery of high quality and effective services to children and young people.</li> </ul>		30/06/2023
Department of Families, Fairness and Housing	Managing Support and Safety Hubs	5	Yes		Complete	<ul style="list-style-type: none"> <li>A baseline approach is in place for measuring demand related to both cases awaiting and timeliness, with these measures included in regular service delivery reporting.</li> <li>The Orange Door Client Relationship Management (CRM) system has been updated to monitor clients awaiting a response due to capacity issues at external services.</li> <li>Each The Orange Door area has an active engagement queue that allows practitioners and team leaders to monitor and support clients until there is capacity in the system to accept the allocation.</li> <li>As an additional enhancement, Family Safety Victoria is working with key stakeholders to develop a live Power BI tool that will show a range of key metrics including allocations to core agencies, which will be available in July 2024.</li> <li>The Orange Door Performance Framework has been finalised, including performance expectations, indicators and measures to be monitored. The Orange Door Performance Framework provides a mechanism to monitor how The Orange Door is performing to deliver the statewide service model and improve client and system outcomes.</li> <li>Family Safety Victoria has implemented the following CRM enhancements to allow data collection and monitoring of the three measures: <ul style="list-style-type: none"> <li>Quality: The CRM enhancements are aligned to the release of operational guidance so that they support best practice. Data collected in the CRM enables reporting against the Performance Framework. The quality of data collection has been improved through the introduction of mandatory fields and the use of data population of data from one area of the CRM to another, and between the CRM and integrated systems, including the Central Information Point and Tools for Risk, Assessment and Management (TRAM).</li> <li>Timeliness: Timeliness reports are available in Power BI that use CRM data to report on agreed timeliness measures including being able to track the timeliness of the client journey from referral through to case closure. The three timeliness measures include 'referral to assignment', 'assignment to closure' and 'referral to closure'.</li> <li>Outcomes: CRM data captures whether needs have been met by The Orange Door or resulted in engagement with the service system. Enhancements to the CRM have also been made that will allow for the recording of outcomes of referrals from The Orange Door. This will include information where a referral was not accepted/completed due to capacity. Paper and online surveys are available for people who access The Orange Door and this data is reported. The second evaluation of The Orange Door is currently in progress focused on the client experience. The Orange Door data is also used in annual reporting on the Family Violence Outcomes Framework.</li> </ul> </li> </ul>		30/06/2023
Department of Families, Fairness and Housing	Managing Support and Safety Hubs	6	Yes		Complete	<ul style="list-style-type: none"> <li>The Department of Families, Fairness and Housing annually reviews and updates its performance statement.</li> <li>Subject to appropriate guidance from DTF, and appropriateness to specific services, the department will continue to consider development of measures using unit costing, as part of the annual review of performance measures.</li> <li>It should be noted that all measures are subject to approval by the Assistant Treasurer.</li> <li>The core elements of this recommendation have been completed.</li> <li>The department has completed the data quality assessment of CRIS and CRISP, and established a working group to advise the data custodian on key data quality matters.</li> <li>The data quality statement and data management plan were completed and endorsed by the data custodian in January 2023.</li> <li>Funding of \$14.4m was secured in the 2023-24 State Budget for Stage 1 of the ICCMS modernisation business case. This will support the department to advise Government on an effective data management system.</li> <li>Sub-elements relating to assessing data quality relating to the Client Incident Management System and the cater payment system (which were smaller elements of the VAGO report) will be addressed through longer term business as usual processes.</li> <li>Consultations with CP staff and CRIS champions completed, draft training needs analysis and plan completed.</li> <li>CRIS User Guide for SAVER available on CP Learning Hub.</li> <li>Skigate has been procured to update User Guides and provide CRIS/SP training for Better Future, Placement &amp; Support, Targeted Care Packages roles. Training completed in December 2022.</li> <li>Decision made to provide User Guides via CRIS/SP Help function. User Guides have been updated by Skigate and uploaded to CRIS/SP Help.</li> </ul>		31/12/2025
Department of Families, Fairness and Housing	Measuring and Reporting on Service Delivery	3	Yes		In progress			
Department of Families, Fairness and Housing	Quality of Child Protection Data	1	Yes		Complete			30/06/2023
Department of Families, Fairness and Housing	Quality of Child Protection Data	2	Yes		Complete			31/12/2022

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Families, Fairness and Housing	Quality of Child Protection Data	3	Yes		Complete	The 2022-24 Victorian State Budget included funding for Stage 1 of the ICCMS modernisation business case Stage 1 will allow for more fulsome consideration of the broad business impacts and interdependent factors which need to be considered, allowing for more accurate estimates of time and investment required for Stage 2. The Stage 1 Modernisation Program commenced on 1 July 2023 and will run over an 18-month period, focusing on the underpinning data and information model, legislative and policy considerations, and integrated service architecture design. This will deliver a full business case including workforce resources required to improve and maintain child protection data quality. As Government has approved this program of work, the department considers the recommendation complete.		30/06/2023
Department of Families, Fairness and Housing	Reducing the harm caused by gambling	8	Yes		Complete	The primary responsibility for this recommendation sits with DGS. DGS has actioned and closed this recommendation. FHV has worked with VRGF to ensure gambling help services are considered as part of work between the Orange Door and financial counselling services.		31/03/2023
Department of Families, Fairness and Housing	Security of Government Buildings	11	Yes		Complete	The designs are complete and have been discussed by the Physical Environment security advisory group. The department is building in a regular review cycle and inspection application / software.		11/12/2023
Department of Families, Fairness and Housing	Victoria's Homelessness Response	2	Yes		In progress	Management actions specified at tabling still relevant. Action update: - Consistent funding specification documents, service agreements and program guidance for homelessness initiatives were set up for the From Homelessness to a Home program activities and the recently launched Homes for Families program. Similarly for the Homelessness and Rough Sleeping Action Plan activities. These approaches will be applied to all future programs. - Revised program activities and guidelines for existing programs will be implemented in the new financial year (2023-24) and will replace existing guidelines. These documents will be reviewed thereafter as part of continuous improvement activities and will inform new homelessness initiatives as recommended.	1/07/2024	
Department of Families, Fairness and Housing						Update March 2024 - Risk Mitigation: Funded agencies have been notified and consulted on changes to funding specification document and activity descriptors. These changes will come into effect from 1 July 2024. Update March 2024- Plans to complete recommendation in next six months: Consultation with homelessness funded agencies and people with a lived experience has commenced on the details of new Homelessness Services Guidelines and Conditions of Funding and is expected to be completed in late 2024. Program guidelines have been developed and published for all new programs being implemented.		
Department of Government Services	Centrex: Meeting Customer Needs for ICT Shared Services	8	Yes		In progress	Responsibility for Centrex has shifted to the Department of Government Services. On 1 July Centrex was declared a re-organising body and a new Board comprising DGS executives was established. Since then, a DTF-DGS taskforce has engaged with stakeholders to define reform strategies and proposed reform actions aimed at driving enhanced customer and Government involvement in ICT shared services strategy, investment and delivery. These recommendations will be presented to government shortly.	1/07/2024	
Department of Government Services	Implementing a New Infringements Management System	3	Yes		In progress	Digital Victoria was transferred to DGS on 1 January 2023. Since the, DGS has led several initiatives aimed at fulfilling audit recommendations and enhancing digital and ICT project delivery capabilities. The transition of the Whole of Victorian Government (WVG) QO Leadership Group from a conventional reporting forum to a collaborative group has been a key development and has driven a shift to greater levels of cross-departmental knowledge sharing and technology solution exchange, significantly contributing to a unified approach towards ICT project implementation. In collaboration with DFC and DTF, DGS has proactively engaged in the review of technology and digital budget proposals. Early engagement with departments through the WVG Architecture capability has enhanced understanding of project objectives, and enabled advice on potential opportunities for reuse and collaboration, and mitigating delivery risks. The establishment of the WVG Architecture Community of Practice (CoP) has built a centralised capability that collects and shares useful project implementation lessons, reusable patterns and documentation that is used by departments to reduce costs and risk in delivery of projects that have similar capabilities. This community also conducts monthly Lunch and Learn sessions to enhance knowledge across technical resources on how to align technology with mission-critical business outcomes. Additionally, the community has been effective in creating and disseminating reusable technical artefacts through its working groups, which focus on areas of high interest or utilisation. Currently, the CoP has 303 active members from across the VPS, whose contributions and feedback have reinforced the value of this initiative. Additionally, DGS manages a quarterly IT Dashboard showcasing government IT projects exceeding \$1 million, facilitating project oversight, and helps to identify any at risk projects so that steps can be taken to address issues and ensure IT investments are supporting government to deliver for Victorians.	1/07/2024	
Department of Government Services	Managing Public Sector Records	1	Yes		In progress	As a result of the Machinery of Government, PROV moved into DGS as an administrative office on 1 January 2023. DGS is considering the review work conducted by DFC and PROV.	1/07/2024	
Department of Government Services	Managing Public Sector Records	2	Yes		In progress	As a result of the Machinery of Government, PROV moved into DGS as an administrative office on 1 January 2023. DGS is considering the review work conducted by DFC and PROV.	1/07/2024	
Department of Government Services	Managing Public Sector Records	3	Yes		In progress	As a result of the Machinery of Government, PROV moved into DGS as an administrative office on 1 January 2023. DGS is considering the review work conducted by DFC and PROV.	1/07/2024	
Department of Government Services	Managing Public Sector Records	4	Yes		In progress	As a result of the Machinery of Government, PROV moved into DGS as an administrative office on 1 January 2023. DGS is considering the review work conducted by DFC and PROV.	1/07/2024	
Department of Government Services	Personnel Security Due Diligence Over Public Service Employees	8	Yes		In progress	IT Strategic Sourcing & Digital are finalising the new eServices short and long term contracts. Release is targeted Q1 2024/25. The new contracts will outline clearer obligations to National Criminal History Record Check (NCHRC). The guideline will be updated to support buyers for when they enter into contracts with the suppliers. Due to recent machinery of government changes, the implementation of this recommendation has been delayed.	1/07/2024	

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Department of Government Services	Personal Security Due Diligence Over Public Service Employees	9	Yes		In progress	IT Strategic Sourcing & Digital are finalising the new e-Services short and long form contracts. Release is targeted Q1 2024/25. The new contracts will outline clearer obligations for National Criminal History Record Check (NCHRC). The guideline will be updated to support buyers for when they enter into contracts with the suppliers. Due to recent machinery of government changes, the implementation of this recommendation has been delayed.	1/07/2024	1/06/2023
Department of Government Services	Reporting on Local Government Performance	4	Yes		Complete	A new Know Your Council site was launched in June 2023. The website includes a comparison dashboard that allows people to compare performance indicators of Victorian council service areas such as libraries, roads, waste collection and sustainable capacity. Councils have been grouped based on location and population size to enable meaningful comparisons.		
Department of Government Services	Security of Government Buildings	1	Not applicable	DPC is the Lead Agency to deliver a state-wide security policy. DGS recommends that this recommendation be transferred to DPC for future updates and/or closed for DGS.	Discontinued		31/12/2023	
Department of Government Services	Security of Government Buildings	2	Yes		In progress	Note: Following the Machinery of Government changes which took effect on 1 January 2023, the responsibility and resources for this recommendation has transferred from the Department of Treasury and Finance to the Department of Government Services (DGS). DGS finalisation of the latest Victorian Government Office Accommodation Fitout Guidelines is progressing.	30/06/2025	
Department of Government Services	Service Victoria - Digital delivery of government services	5	Yes		In progress	The Measure how content performs digital guide was updated in November 2022 and is accessible here <a href="https://www.vic.gov.au/measure-how-content-performs">https://www.vic.gov.au/measure-how-content-performs</a> . It includes a publicly available Customer Satisfaction dashboard for Single Digital Presence websites. It was also updated to include how digital content is currently being measured and changes to the Google Analytics Whole of Victoria Government account. DGS is reviewing the agreed management actions to assess the feasibility of surveying agencies delivering digital services and reporting on performance measures.	1/07/2024	
Department of Government Services	Service Victoria - Digital delivery of government services	6	Yes		In progress	The Measure how content performs digital guide was updated in November 2022 and is accessible here <a href="https://www.vic.gov.au/measure-how-content-performs">https://www.vic.gov.au/measure-how-content-performs</a> . It includes a publicly available Customer Satisfaction dashboard for Single Digital Presence websites. It was also updated to include how digital content is currently being measured and changes to the Google Analytics Whole of Victoria Government account. DGS is reviewing the agreed management actions to assess the feasibility of surveying agencies delivering digital services and reporting on performance measures.	1/07/2024	
Department of Government Services	Service Victoria - Digital delivery of government services	7	Yes		Complete	Completed. SV has developed the preferred customer service indicator and measurement methodology, which takes into account VAGO's recommendations. This approach is in use by WOVG platforms administered by the Department of Government Services.		1/07/2023
Department of Health	Business Continuity During COVID-19	3	Yes		In progress	Management actions specified at tabling still relevant. An IT solution for business continuity has been implemented for the Department of Health. The solution will capture the business impact analysis for each critical function within a division / branch. However, its rollout and use by the department function owners has been delayed due to a departmental restructure which has necessitated a review of the critical functions. A program of work has been developed to review and complete Business Impact Analysis (BIAs) for existing critical functions by 31 December 2024.	31/12/2024	
Department of Health	Business Continuity During COVID-19	4	Yes		In progress	Management actions specified at tabling still relevant. Business Continuity Plans (BCPs) including the continuity strategies are already in place for existing critical functions. As the workplan has been recently developed to validate existing Business Impact Analysis (BIAs), it may prompt an update of existing BCPs. Any new critical function identified during the process will require a BIA to be conducted and subsequently continuity strategies and BCP to be developed. Existing and new BCPs will be input to the new business continuity IT system by 30 June 2025.	30/06/2025	
Department of Health	Business Continuity During COVID-19	5	Yes		In progress	Management actions specified at tabling still relevant. The exercising program has been on hold due to the implementation of the new business continuity IT system and the recent departmental restructure. To validate the business continuity strategies across the department, a business continuity plan exercising program will be developed by 30 June 2025.	30/06/2025	
Department of Health	Business Continuity During COVID-19	6	Yes		In progress	Management actions specified at tabling still relevant. The development of a mandatory business continuity training course has been on hold due to the recent departmental restructure. The department is a member of the Business Continuity Institute (BCI) which provides members of the department's business continuity network access to training modules on business continuity and, through regular communications, raises awareness of response strategies during disruptions. Members of the department's business continuity network will also be trained to use the business continuity IT system by 30 June 2024. Beyond 30 June 2024, a tailored business continuity awareness training module will be developed which will focus on the roles and responsibilities of staff, response actions and reporting obligations during disruption. The training module will be developed by 31 December 2024.	31/12/2024	

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Department of Health	Business Continuity During COVID-19	7	No	<p>Updated guidance issued to VPS in relation to pandemic planning.</p> <p>The Victorian action plan for influenza pandemic (2015) set out Victoria's strategic approach to reduce the social and economic impacts and consequences of a pandemic. The action plan required each state government department to have in place preparedness arrangements (including a business continuity plan) and a pandemic influenza response plan that outlines operational actions the department will consider undertaking in response to a pandemic.</p> <p>The Victorian action plan for influenza pandemic was superseded in September 2022 by the State Emergency Management Plan - Viral (Respiratory) Pandemic Sub-Plan (Pandemic SEMP). The SEMP requires Victorian Government departments and agencies to develop, review and exercise relevant planning for pandemic preparedness and response, such as emergency management plans and protocols, business continuity plans and occupational health and safety plan and does not require a specific pandemic influenza response plan. In accordance with the guidance in the SEMP, the department will not be developing a pandemic specific response plan. Rather, it will ensure that its business continuity planning arrangements take into account an extended and pervasive disruption caused by a pandemic.</p> <p>The implementation of the business continuity technology solution has taken into consideration this recommendation. All business continuity plans (BCPs) are required to capture the anticipated staffing capacity to ensure continuity of delivery of critical business functions under varying scenarios.</p>	Discontinued			
Department of Health	Business Continuity During COVID-19	8	Yes		Complete	<p>Management actions specified at tabling still relevant.</p> <p>The business continuity incident report template and guidelines' document has been developed and was approved on 22 December 2023. The document guides the use of the template to inform senior stakeholders about the significant incidents that impact the critical business activities / functions of the department. The reporting template covers a range of important information about the critical services impacted including the information on any activity where a recovery time objective has not been met, other services at risk of disruption, impact of disruption on staff and actions taken.</p>	30/06/2024	22/12/2023
Department of Health	Business Continuity During COVID-19	9	Yes		Complete	<p>Management actions specified at tabling still relevant.</p> <p>A Business Continuity Post-Incident Review (PIR) template has been developed and was approved on 22 December 2023. The PIR template enables departmental executives and staff to record the response to significant incidents impacting critical functions of the department. The PIR template also provides guidance on conducting a PIR for incidents, dependent on their severity, and the escalation process for the review and approval of the PIR. The PIR template includes a section that identifies the critical functions impacted, their recovery time objective, duration of the impact etc.</p>	30/06/2024	22/12/2023
Department of Health	Clinical Governance: Department of Health	1	Yes		In progress	<p>Management actions specified at tabling still relevant.</p> <p>The Department of Health reviews its Performance Monitoring Framework (PMF) each year to ensure performance monitoring requirements are documented for Victoria's public health services and hospitals. As part of this annual review, a suite of considerations are taken into account to structure the PMF. This includes contemporary performance monitoring requirements, legislative and regulatory considerations, departmental strategies and objectives, and clinical governance best practice.</p> <p>The Department of Health also works with Safer Care Victoria to reflect clinical governance expectations in the PMF as appropriate. Expectations are also set out in Statement of Priorities for health services and hospitals. The PMF will continue to be improved and opportunities to refine the Victorian Clinical Governance Framework to reflect contemporary and best practice will also be explored.</p>	31/12/2026	
Department of Health	Clinical Governance: Department of Health	2	Yes		In progress	<p>Management actions specified at tabling still relevant.</p> <p>The Perioperative Service Capability Framework was released in December 2023. Tranche 2 of the Capability Frameworks are progressing to development.</p>	31/12/2026	
Department of Health	Clinical Governance: Department of Health	3	Yes		In progress	<p>Management actions specified at tabling still relevant.</p> <p>The monitoring and reporting of the Perioperative Service Capability Framework will commence in February 2024. Tranche 2 of the Capability Frameworks will move into development.</p>	30/06/2024	
Department of Health	Clinical Governance: Department of Health	4	Yes		In progress	<p>Management actions specified at tabling still relevant.</p> <p>Commencement of Performance Monitoring Framework (PMF) review is underway. Internal consultation commenced in December 2023. Further consultation to occur in February 2024 with internal and external stakeholders to support review of PMF. This will align to the work of the VICHAF and involve Safer Care Victoria (SCV) as a key stakeholder.</p>	30/06/2024	
Department of Health	Clinical Governance: Department of Health	5	Yes		Complete	<p>Management actions specified at tabling still relevant.</p> <p>The Adverse Patient Safety Events Policy is complete and published on the Safer Care Victoria website.</p>		30/06/2023
Department of Health	Clinical Governance: Department of Health	6	Yes		Complete	<p>Management actions specified at tabling still relevant.</p> <p>The Adverse Patient Safety Events Policy is complete and published on the Safer Care Victoria website.</p>		30/06/2023

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Health	Clinical Governance: Department of Health	8	Yes		In progress	Management actions specified at tabling still relevant.  The Adverse Patient Safety Events Policy is complete and published on the Safer Care Victoria website. Further reporting is still in progress, but has been delayed due to the Future Health restructure.	30/06/2025	
Department of Health	Clinical Governance: Department of Health	9	Yes		Complete	Management actions specified at tabling still relevant.  Safer Care Victoria (SCV) has implemented a revised central register of all Consultative Council on Obstetric and Paediatric Mortality and Morbidity (CCOPPM) notifications of preventable harm. SCV continues to improve reporting on preventable harm incidents.		31/03/2023
Department of Health	Clinical Governance: Department of Health	11	Yes		Complete	Management actions specified at tabling still relevant.  Final work has been completed to support recommencement of data sharing meetings. The first formal meeting of the group will be held in February 2024.		30/09/2023
Department of Health	Clinical Governance: Department of Health	12	Yes		In progress	Management actions specified at tabling still relevant.  An initial Analytics Strategy included a workforce capability component. The Future Health restructure of the Department of Health has interrupted the implementation of the strategy. With key roles vacant, further work on this item will be postponed until the relevant roles are recruited to. In alignment, the Analytics workforce requirements will be considered in the development of the new 10-year eHealth Strategy.	30/06/2025	
Department of Health	Clinical Governance: Department of Health	14	Yes		In progress	Management actions specified at tabling still relevant.  Safer Care Victoria (SCV) is leading this work, in collaboration with the Analytics Branch (ex Victorian Agency for Health Information - VAHI) in eHealth, to deliver priority dashboards and new digital reports that provide a comprehensive and consistent view of quality and safety for specific stakeholder groups. This includes development of the Safety and Quality Minimum Dataset (SQMD) for monitoring safety and quality performance in Victorian hospitals. The SQMD approach is being reviewed by SCV.	30/06/2025	
Department of Health	Clinical Governance: Department of Health	17	Yes		In progress	Management actions specified at tabling still relevant.  Safer Care Victoria (SCV) is now leading this work, in collaboration with the Analytics Branch of eHealth.  SCV will continue to ensure that new digital reports, including the Safety and Quality Minimum Dataset referenced in Recommendation 14, are co-designed and meet the needs of regional and rural services.	30/06/2025	
Department of Health	Community Health Program	4	Yes		In progress	Management actions specified at tabling still relevant.  A single unit price (SUP) was implemented on 1 January 2024 for three activities: -28086 Community Health -35048 Small Rural Primary Health - Flexible Services -28072 Integrated Chronic Disease Management.  Next steps include conducting an evaluation to determine if the SUP should be expanded to other Community Health Programs.	31/12/2024	
Department of Health	Community Health Program	7	Yes		Complete	Management actions specified at tabling still relevant.  The Community Health Program (CHP) and Home and Community Care – Program for Younger People (HACC PYP) Performance Monitoring Guidance was approved and circulated in December 2023.  This Guidance is an internal document only and is published on the Department of Health's intranet for Health Performance teams. Access for Agency Performance and System Support Teams will be through the shared SharePoint site. It was promoted to performance teams through written communication.  The identification of mechanisms to share best practice across Health Performance Teams and operational divisions will now be completed.		31/12/2023
Department of Health	ICT Disaster Recovery Planning	3	Yes		In progress	Management actions specified at tabling still relevant.  Since 2019, Disaster Recovery Plans (DRPs) have been in place for all systems that have a financial management implication as well as DH's critical applications to support Child Protection services. These DRPs and associated testing were built into the processes and associated costs that forms part of the current operational shared services arrangements between the Department of Families, Fairness and Housing (DFFH) and the Department of Health (DH). In 2021, Ernst and Young (EY) were engaged to deliver a Disaster Recovery (DR) gap analysis, the product of which was used to categorise system criticality and inform DR testing cadence beyond what was currently in place. In 2023, upon reviewing open audit actions in relation to DR, DFFH and DH Chief Information Officers (CIOs) and the Executive Director, Common Corporate Service Branch (CCSB) have suggested the audit action remains open until a RASCI matrix and supporting protocols are confirmed for ICT DR, that would incorporate all systems categorised as critical as part of the EY engagement. To ensure there is clarity on governance, accountability, and responsibility for DR across the two departments, CCSB have undertaken multiple workshops with key DFFH and DH stakeholders to develop a RASCI matrix and supporting protocols. This RASCI is being drafted and reviewed by key stakeholders and scheduled to be presented to DFFH and DH CIOs for approval by mid-2024.	30/06/2024	
Department of Health	ICT Disaster Recovery Planning	4	Yes		Complete	Management actions specified at tabling still relevant.  The Information Technology Infrastructure Library (ITIL) services team within Common Corporate Service Branch (CCSB) hold group technical training sessions with respective application areas and service partners to ensure departmental technical skillsets are refreshed for new and existing employees. Wider advice and training requirements have been outlined in the Disaster Recovery gap analysis that was undertaken by Ernst & Young in 2021. The recommendations from this analysis are being actioned by the ITIL Services team as part of their continuous improvement activities.		30/06/2023

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Department of Health	ICT Disaster Recovery Planning	11	Yes		In progress	Management actions specified at tabling still relevant.  Since 2019, Disaster Recovery Plans (DRPs) have been in place for all systems that have a financial management implication as well as DF's critical applications to support Child Protection services. These DRPs and associated testing were built into the processes and associated costs that forms part of the current operational shared services arrangements between the Department of Families, Fairness and Housing (DFFH) and the Department of Health (DH). In 2021, Ernst and Young (EY) were engaged to deliver a Disaster Recovery (DR) gap analysis, the product of which was used to categorise system criticality and inform DR testing cadence beyond what was currently in place. In 2023, upon reviewing open audit actions in relation to DR, DFFH and DH Chief Information Officers (CIOs) and the Executive Director, Common Corporate Service Branch (CCSB) have suggested the audit action remains open until a RASCI matrix and supporting protocols are confirmed for ICT DR, that would incorporate all systems categorised as critical as part of the EY engagement. To ensure there is clarity on governance, accountability, and responsibility for DR across the two departments, CCSB have undertaken multiple workshops with key DFFH and DH stakeholders to develop a RASCI matrix and supporting protocols. The RASCI is being drafted and reviewed by key stakeholders and scheduled to be presented to DFFH and DH CDOs for approval by mid-2024.	30/06/2024	
Department of Health	Management of spending in response to COVID-19	15	Yes		Complete	Management actions specified at tabling still relevant.  The Department of Health has completed a review of the management of the COVID-19 spending as well as the Chart of Accounts Management System.		21/09/2023
Department of Health	Managing Private Medical Practice in Public Hospitals	4	Yes		Complete	Management actions specified at tabling still relevant.  The Commercial Billing Review has been completed. The Review recommended a continuous monitoring mechanism. Department of Health has updated its policy framework and interpretative guidelines. Performance has been requested to advise health services of the continuous monitoring mechanism and updates and findings arising from the review.		28/02/2023
Department of Health	Managing Private Medical Practice in Public Hospitals	6	Yes		Complete	Management actions specified at tabling still relevant.  The Commercial Billing Review has been completed. The Review recommended a continuous monitoring mechanism. Department of Health has updated its policy framework and interpretative guidelines. Performance has been requested to advise health services of the continuous monitoring mechanism and updates.		28/02/2023
Department of Health	Measuring and Reporting on Service Delivery	3	Yes		Not started	Management actions specified at tabling still relevant.  The Department of Health intends to undertake a reform project to review its BP3 performance measures but will not commence this until FY25-FY26.	30/06/2026	
Department of Health	Reducing the harm caused by gambling	8	Yes		In progress	Management actions specified at tabling still relevant.  The Department of Health is leading the implementation of recommendations of the Royal Commission into Victoria's Mental Health System. The year reform program, Mental Health and Wellbeing Locals (Local Services) are being established across Victoria to provide easy-to-access, high-quality treatment, care and support for people aged 26 years and over experiencing mental illness or psychological distress, including those with co-occurring substance use or addiction. For people identified by the Victorian Responsible Gambling Foundation and its funded entities to be experiencing mental illness or psychological distress with co-occurring gambling harms, these Local Services will be a new referral option. Support for responsible gambling is included under a broad range of wellbeing supports to be delivered by Local Services. The Department of Health will establish 50 locals by end 2026. The department is currently developing a new access and intake policy for the mental health and wellbeing system. This will support a consistent, integrated and person-led approach for consumers, families, carers and supporters who are accessing, or seeking access to, mental health and wellbeing and alcohol and drug services across Victoria.	31/12/2026	
Department of Health	Regulating Food Safety	4	Yes		In progress	Management actions specified at tabling still relevant.  Reforms are being considered to: • enable additional requirements in relation to display of registration information to be specified • remove certain requirements for councils to reinspect food premises in the 3 months before registration renewal.  Consultation with in-scope food business and councils will be undertaken on any additional display requirements to be specified.	30/12/2024	
Department of Health	Regulating Food Safety	5	Yes		In progress	Management actions specified at tabling still relevant.  The Department of Health is further considering its approach to achieving the intention of this recommendation.	30/12/2025	
Department of Health	Regulating Food Safety	6	No	VAGO's preliminary findings noted the national shortage of Environmental Health Officers (EHOs) and an identified shortfall in adequate training and guidance for EHOs. In responding to the VAGO interim report, the department noted that it does not hold responsibility for local government workforce but suggested that the intended development of a Victorian Health Workforce Strategy in 2023 could assist Victoria to explore causal factors and possible mitigations for this shortage.  The Victorian Workforce Strategy developed by the department and released in February 2024 did not identify EHOs as a health sector priority group. Accordingly, the proposal that a Public Health Workforce Plan (PHWFP) could be developed to assist local government in recruiting to EHO roles has not been progressed. In relation to training and guidance, local government, as the employer of EHOs, is responsible for providing appropriate training and supervision of staff to enable them to fulfil their role.	Discontinued			
Department of Health	Regulating Food Safety	7	Yes		In progress	Management actions specified at tabling still relevant.  The work on the statewide food sampling strategy is ongoing having regard to this recommendation.	30/12/2024	

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Department of Health	Regulating Food Safety	8	Yes		In progress	Management actions specified at tabling still relevant. The Department of Health has further progressed scoping for this work and has discussed with the Department of Treasury and Finance options for funding to support its delivery.	30/12/2025	
Department of Health	Regulating Food Safety	9	Yes		In progress	Management actions specified at tabling still relevant. The Department of Health has published the 2020 and 2021 Food Act Annual Reports and will seek to publish the outstanding reports in 2024.	30/12/2024	
Department of Health	Regulating Food Safety	10	Yes		In progress	Management actions specified at tabling still relevant. Some guidance material is in development and the Department of Health continues to work towards developing a work program by the target date to meet the intent of the recommendation.	30/12/2024	
Department of Health	Security of Government Buildings	11	Yes		Complete	Management actions specified at tabling still relevant. Consultation with the Department of Families, Fairness and Housing and the Department of Health has taken place and a final draft was agreed in-principle.		30/06/2023
Department of Health	Supporting Sexual and Reproductive Health	1	Yes		In progress	Management actions specified at tabling still relevant. All government-funded sexual and reproductive service providers are now listed on 1800 My Options. An indicators and monitoring framework was developed and endorsed by the Sexual and Reproductive Health (SRH) and Viral Hepatitis Strategy Data Working Group. The mid-cycle review is not due yet. A high-level summary report of indicators for the Women's SRH Plan 2022-30 of the Victorian SRH and Viral Hepatitis Strategy 2022-30 is in development. Annual reporting is in place and opportunities for additional reporting are being considered. The Senate inquiry into sexual health outlined recommendations of relevance and the Australian Government, with input from states and territories, is developing a response. In addition, the recent Therapeutic Goods Administration (TGA) ruling regarding medication termination of pregnancy needs to be factored in too. In November 2022, the government committed to nine new hubs, from 1 July 2023 and this is in progress.	30/06/2026	
Department of Health	Supporting Sexual and Reproductive Health	2	Yes		In progress	Management actions specified at tabling still relevant. This is currently in progress and being considered alongside the broader women's health election commitment. Since the 'Supporting Sexual and Reproductive Health' audit, the government committed to new women's health initiatives, including the hubs. The Centre for Evaluation and Research Evidence (CERE) is developing an outcomes framework. The Victorian Agency for Health Information (VAHI) is working on identifying the datasets that will be used to demonstrate outcomes.	31/12/2024	
Department of Health	Supporting Sexual and Reproductive Health	3	Yes		In progress	Management actions specified at tabling still relevant. This is currently in progress and being considered alongside the broader women's health election commitment. As per recommendation 2, the Centre for Evaluation and Research Evidence (CERE) is developing an outcomes framework. The Victorian Agency for Health Information (VAHI) is working on identifying the datasets that will be used to demonstrate outcomes.	31/07/2025	
Department of Health	Victoria's Alcohol and Other Drug Treatment Data	1	Yes		In progress	Management actions specified at tabling still relevant. This work has been delayed to ensure the Victorian Alcohol and Drug Collection (VADC) data review (and any other alcohol and other drug (AOD) data collections) best aligns and integrates with related work activities coming from data collection reforms for the Mental Health sector. We are also awaiting progress on the funded activities for the new Mental Health information systems (Recommendation 62 from the Royal Commission into Victoria's Mental Health System final report) and any applicability to leverage this for AOD data collections. A preliminary desktop review of the VADC was undertaken to assess the level of data maturity. The review identified some high level actions, to support the detailed audit of the VADC and subsequent actions in response to YAGCO's audit recommendations. The Department of Health is currently designing an implementation approach.	30/06/2025	
Department of Health	Victoria's Alcohol and Other Drug Treatment Data	2	Yes		In progress	Management actions specified at tabling still relevant. The Department of Health has worked with services to ensure better data compliance and understanding of the current data specifications, including running training sessions and onboarding for alcohol and other drug (AOD) services, production of user guides, e-learning modules (including reference guides, user manuals, and video tutorials). These will be updated following the Victorian Alcohol and Drug Collection (VADC) data review and will include updated relevant functional requirements for AOD Services.	30/06/2026	
Department of Health	Victoria's Alcohol and Other Drug Treatment Data	3	Yes		In progress	Management actions specified at tabling still relevant. Final recommendation will depend on the leveraging of Mental Health (MH) information systems (if applicable) and MH sector integrations. Preparatory work has commenced. Commencement on this component of work is dependent on the data review and the continued work from the Royal Commission.	30/06/2025	

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Department of Health	Victoria's Alcohol and Other Drug Treatment Data	4	Yes		In progress	Management actions specified at tabling still relevant.  This work has commenced with a business rules document audit for the Victorian Alcohol and Drug Collection (VADC), i.e. the development of quick reference guides and online tutorials for data input. Commencement on this component of work is dependent on the data review.	30/06/2025	
Department of Jobs, Skills, Industry and Regions	Business Continuity During COVID-19	3	Yes		In progress	The draft Department-wide Business Continuity Plan (to be endorsed by ARC in May 2024) sets out the business impact analysis (BIA) where critical business functions and IT resources have been identified and plans will be reviewed and tested every 2 years.  The cut-off period for the purposes of the BIA is 2 business days.	31/05/2024	
Department of Jobs, Skills, Industry and Regions	Business Continuity During COVID-19	4	Yes		In progress	The draft Department-wide Business Continuity Plan (to be endorsed by ARC in May 2024) sets out the business impact analysis (BIA) where critical business functions and IT resources have been identified. The BCP also contains the following content: - Long-term business continuity planning beyond the 2-business days will be undertaken when required, based on the information available at that time (i.e. case-by-case). - Surge workforce to resource critical business functions will be based on resources that are available at the time of the disruptive event. Any additional resourcing will be considered on a case-by-case basis. - Supply chain disruptions will be considered on a case-by-case basis.	31/05/2024	
Department of Jobs, Skills, Industry and Regions	Business Continuity During COVID-19	5	Yes		In progress	The draft Business Continuity Policy (to be approved in May 2024) states that business continuity plans will be reviewed and tested every 2 years.  The draft Business Continuity Policy (to be endorsed by ARC in May 2024) states that business continuity plans will be reviewed and tested every 2 years. Elements of the Department-wide Business Continuity Plans have been conducted: - Emergency management – 2 February 2024 - IT Infrastructure – 19 February 2024 - Oracle – 20 February 2024 - ServiceNow – 20 February 2024 - eBriefing and SharePoint – 21 February 2024 - Salesforce – 22 February 2024 - Squiz Matrix – 27 February 2024 - Ministerial support (GPS) – 7 March 2024 Action items arising out of the exercises have been documented and the respective teams are expected to develop their action plans to close any improvement gaps noted during these exercises.	31/05/2024	
Department of Jobs, Skills, Industry and Regions	Business Continuity During COVID-19	6	Yes		In progress	The requirement to train staff who have dedicated business continuity responsibilities (i.e. Manager, Business Continuity) has been documented in the draft Business Continuity Policy (to be endorsed by ARC in May 2024).	31/05/2024	
Department of Jobs, Skills, Industry and Regions	Business Continuity During COVID-19	8	Yes		In progress	The draft Critical Incident Management (CIMT) Guideline sets out the reporting and escalation requirements and information. A CIMT Situation Report Template has been developed for use to address this requirement.	31/05/2024	
Department of Jobs, Skills, Industry and Regions	Business Continuity During COVID-19	9	Yes		In progress	The draft Department-wide Business Continuity Plan (to be endorsed by ARC in May 2024) sets out the Business Continuity Operating Model that maps out the escalation pathways from various levels to the Critical Incident Management Team (CIMT), especially if the 2 business days cannot be met.  The draft Critical Incident Management Team (CIMT) Guideline (to be endorsed by ARC in May 2024) includes the following content: "Review and learning – The Chair of the CIMT (CIC) may conduct a post-incident analysis to identify lessons learned, areas for improvement, and best practices for future critical incident management and response. This may include the assessment of whether the recovery time objectives have been met if a critical business function has been disrupted."	31/05/2024	
Department of Jobs, Skills, Industry and Regions	Measuring and Reporting on Service Delivery	11	Yes		Complete	VASO noted that DJPR (DJSR) does not capture a number of key information within their data dictionaries. DJSR has now included 2 new fields titled "Inclusions and exclusions" and "Data validation" to its database.  Collaborative efforts with the respective groups were undertaken to populate these fields accurately. As a result of these measures, DJSR now possesses Deputy Secretary approved data for all measures, successfully addressing and rectifying the concerns raised in this audit.	30/11/2023	
Department of Justice and Community Safety	Business Continuity During COVID-19	5	Yes		In progress	Work is under way to review and align the functions of business continuity and emergency management and to reflect the new organisational structure in place from December 2023. This work, scheduled for completion by the end of the 2023-24 financial year, falls under a larger program of work. This includes (1) combining the business continuity policy and the emergency management policy, (2) updating the business continuity plan template and exercise resources, and (3) updating the mission critical list.  The current business continuity policy requires every business unit to perform a business continuity management exercise. To better align to risk profiles, the future model proposes to limit this to business units with mission-critical services. With fewer exercises, this will enable the Emergency Management and Continuity team to better support the exercises and help coordinate multi-business unit exercises.	30/06/2024	
Department of Justice and Community Safety	Business Continuity During COVID-19	7	Yes		In progress	The Pandemic Plan has been drafted and will be provided, for internal approval, with updates to the Business Continuity and Emergency Management model (see recommendation 5). Inconsistencies between the Pandemic Plan and the Executive Crisis Management Plan have been identified, and the Executive Crisis Management Plan will be updated to remove those inconsistencies.	30/06/2024	
Department of Justice and Community Safety	Compliance with the Asset Management/Accountability Framework	1	Yes		In progress	Revised actions submitted May 2022. Define asset management and AMAT responsibilities and accountabilities in the Asset Management Policy and Strategic Asset Management Plan and align them with the responsible roles (including senior leaders) and/or entities (groups, business units, teams and/or authorities) across the department.	10/04/2024	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	1	Yes		In progress	Due to limited resources, the update of the Asset Management Policy has been postponed to focus resources and effort on implementing the Asset Management Services Contract (AMSC) and on regulatory and statutory requirements. Implementation of the AMSC includes developing and implementing management plans (such as the Strategic Asset Management Plan). Pending resourcing capacity, the review and update of the Asset Management Policy will recommence in 2024. In December 2023, DJCS received a draft Strategic Asset Management Plan (SAMP) from its asset management and maintenance service provider. DJCS is reviewing the SAMP and aims to finalise the plan in the first half of 2024.  Work is under way on a proposed governance approach, which includes scope, membership and terms of reference for a governance mechanism. This will bring together key business areas to provide oversight of support and services for people in prison with cognitive impairment. Timing of implementation remains subject to available resourcing.	31/12/2024	



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Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	2	Yes		Not started	This recommendation is still accepted in principle. Development of an evaluation framework is subject to budget and available resourcing. DCS will continue to report to government as part of the Early Intervention and Investment Framework on initiatives to address offending and improve outcomes for over-represented cohorts in contact with the justice system. It will also report against relevant actions under the Victorian State Disability Plan 2022-26.	31/12/2024	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	3	Yes		Not started	This recommendation is still accepted in principle. An end-to-end review of sentence management functions will soon get under way. This will include development of a mechanism for regular monitoring of demand for specialist services (including accommodation).	30/06/2024	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	4	Yes		Not started	Once the mechanism is developed for recommendation 3, work will commence to strengthen existing criteria for eligibility and prioritisation for placement in specialist programs and services.	31/12/2024	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	5	Yes		Not started	The review of course materials for the Adapted Pathways in line with Corrections Victoria Intervention Accreditation Committee Guidelines is dependent on the outcome of the review of the service delivery model outlined in recommendation 6. The delay in implementing recommendation 6 is likely to impact on implementation of this recommendation.	1/04/2025	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	6	Yes		In progress	This recommendation is still accepted in principle. Delays in the procurement process to engage an external consultant to review the Adapted Pathways have impacted implementation timelines. A contract with an external consultant has been signed and work on this review has commenced. The final report from the external consultant is scheduled to be submitted and endorsed by 1 June 2024.	1/06/2024	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	7	Yes		Not started	This recommendation is still accepted in principle. Exploring funding opportunities to recruit additional staff to deliver adapted offending behaviour program is dependent on the outcome of the review of the service delivery model in recommendation 6. Delays in commencing recommendation 6 is likely to impact on implementation timelines for this action.	1/04/2025	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	8	Yes		In progress	DCS will advise government on the need and demand for a statewide disability support service for people in prison with a cognitive impairment, inclusive of enhanced evidence about program demand, waitlists and benefits. However, assessment of funding needs is subject to alignment with broader DCS and government budget priorities.	30/06/2026	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	9	Yes		Not started	This recommendation is still accepted in principle, and will be considered as part of broader work to enhance oversight and assurance processes within Corrections Victoria.	31/12/2024	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	10	Yes		In progress	The recommendation is still accepted in principle. Preliminary work has commenced on the Cognitive Screening Tool Development Project. However, it has become evident that a significant body of work is required to ensure the tool a) meets the scope, b) is appropriate for use with prison populations, and c) is based on evidence-based best practice. A review of relevant literature and current available screening tools is also required before a tool is developed, trialled and evaluated and the final tool is validated. The scope of this project requires input and leadership outside the current FTE resourcing of the department, so suitably qualified psychology researchers from Deakin University have been approached to assist with the project. Quotations for service and contract development with Deakin University are currently being developed for consideration.	30/06/2025	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	11	Yes		In progress	This recommendation is still accepted in principle. In May 2023, DCS commenced rolling out Disability Essentials training as part of the mandatory Prison Officer Pre-Service training to ensure baseline and compliance requirements are being met for all new prison staff. Since April 2022, 812 Corrections Victoria staff have completed the training. A focus for 2024, which is in progress, is to close the gap on existing staff. By requiring all staff to complete baseline training, DCS is ensuring it has the foundations in place to provide further training via Prison Disability Support Initiative (PDSI) packages.	30/06/2025	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	12	Yes		In progress	DCS is considering the rollout plan for mandatory training, including resource requirements and budget considerations, while it continues to deliver its 'Understanding Cognitive Impairment' training module to prison staff. In 2023-24, an average of one training session per month has been delivered.	30/06/2025	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	13	Yes		Not started	The recommendation is still accepted in principle. Preliminary mapping has been undertaken to identify processes and costs to update existing ID and ABI PIMS flags. The current proposal is to change existing flags to 'suspected cognitive impairment' and 'confirmed cognitive impairment'. Mapping has identified all IT systems that interface with the existing PIMS flags and resourcing requirements for the required updates to each impacted system. Next steps include consultation with internal stakeholder groups to identify operational implications associated with the proposed flag updates and preparing supporting information or relevant mitigation strategies. Outcomes of this consultation will inform the implementation approach and timelines.	30/06/2025	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	14	Yes		In progress	Under the current proposal, the 'confirmed cognitive impairment' flag will be turned on for those with evidence of a diagnosed cognitive impairment. This will provide accurate identification and recording of those with an ID, ABI or other cognitive impairment. The 'suspected cognitive impairment' flag will be turned on for those demonstrating signs of cognitive impairment who have not been formally assessed for a diagnosis. This will ensure the custodial workforce is alerted to any resourcing needs or issues when engaging with the person in custody, in addition to the PIMS flag updates. CVIMS is also being updated to include flags for Autism, FAS-D, Dementia and ADHD (in addition to the existing ID and ABI flags) to better reflect the broader spectrum of cognitive impairments. Those with a 'confirmed cognitive impairment' flag on PIMS will have their diagnosis recorded on CVIMS.	30/06/2025	
Department of Justice and Community Safety	Correctional Services for People with Intellectual Disability or an Acquired Brain Injury	15	Yes		Not started	This recommendation is still accepted in principle. Establishing lifelines for updating flags for those with intellectual disability, acquired brain injury and other suspected or confirmed disability is dependent on the outcome of the preliminary mapping work and consultation for recommendation 12. Timelines for updates will be determined once this preliminary work is complete.	30/06/2025	
Department of Justice and Community Safety	Managing Rehabilitation Services in Youth Detention	5	Yes		In progress	The department implemented the Communities in Custody (CIC) Operating Model at Cherry Creek Youth Justice Precinct, which began operation on 21 August 2023. The model provides a new approach to accommodating young people in custody in the least restrictive environment required to manage their risks, while incentivising positive behaviour through increased autonomy, and reduced restrictions (as their security risk decreases). Cherry Creek accommodates the largest group in Youth Justice custody: boys aged 15-17 years. The department is now working on the design of gender-specific, and developmentally responsive operating models for other priority cohorts. A priority for 2024 is to develop a gender-responsive custodial operating model for girls and young women. This will include a review and refresh of workforce training packages, and development of required operating procedures to guide staff working with girls and young women. The model for girls and young women will acknowledge that gender makes a difference; focus on positive relationships and building trust; create a safe and respectful custodial environment; provide gender-responsive services and supports; and provide effective through-care from custody to community. Other elements being explored include best practice approaches to infrastructure and accommodation settings to meet the specific needs of girls and young women; tailored rehabilitation and offending programs that address the different root cause that leads to girls and young women entering into youth justice; While the new operating model for girls and young women is being developed, opportunities for immediate improvements have been identified. For example, infrastructure works have been completed that give girls and young women access to a dedicated outdoor space, and multiple young women have completed the STREAT 'calle training program over the last two years.	31/12/2024	

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Department of Justice and Community Safety	Managing Rehabilitation Services in Youth Detention	9	Yes		In progress	DJCS and the Department of Education (DE) were working with Technical Solutions to implement the project to deliver a tailored, secure ICT platform for use in Youth Justice centres to improve the delivery of education and training. In August 2020, DE and DJCS agreed to jointly fund delivery of this project. DJCS commenced procurement and implementation in September 2020 and sought transfer of funds from DE. In April 2022, DE confirmed arrangements to contribute funding towards 328 laptops and ongoing network access for young people at Parkville College. As of May 2023, devices were configured by DJCS with unique software to meet the custodial environment and operational for use in education.  An intranet for young people is now live and operational on the internal network and consists of pre-approved content. DJCS has initiated a project for a new Learning Management System (Moodle). This system is undergoing technical processing and is estimated to be operational by mid-2024. This system will be developed and hosted on the new network. Work is under way to ensure the software is suitable for custodial use. Parkville College are in the process of developing the required educational content to facilitate learning for young people. DE will work with DJCS to implement the relevant roles and responsibilities for the ICT platform operating arrangements, as documented within the Memorandum of Understanding between Parkville College and Youth Justice Custodial Services.	31/12/2024	14/04/2023
Department of Justice and Community Safety	Measuring and Reporting on Service Delivery	2	Yes		Complete	Ensuring the department's Performance Statement is compliant with the Resource Management Framework is an ongoing, annual process. The statement is reviewed each year and recommendations from VAGO, Public Accounts and Estimates Committee, and the Department of Treasury and Finance (DTF) are considered.		
Department of Justice and Community Safety	Measuring and Reporting on Service Delivery	3	No	The department originally accepted this recommendation with the caveat that it would develop cost-based output performance measures only where it is possible and practical to do so, and subject to any guidance issued by DTF. There has been no new guidance to support development of cost-based performance measures. Following investigation and consultation across the department, DJCS has found that introducing cost-based performance measures is in many instances impractical within the constraints and timeframes of the State Budget Process. Cost-based performance measures may also invite comparisons between jurisdictions that are misinterpreted due to differences in inclusions and exclusions. The department believes they are best retained in the domain of the Report on Government Services (RoGS).	Discontinued	The action has been closed. DJCS investigated options and consulted with key operational areas and found that introducing cost-based performance is impractical within the constraints and timeframes of the State Budget Process.	20/05/2024	31/12/2023
Department of Justice and Community Safety	Ravenhall Prison: Rehabilitating and Reintegrating Prisoners	2	Yes		In progress	The evaluation framework was reviewed in 2020 and retabled, but placed on hold while the remand KP15 suite was being actioned. Further delays occurred due to the pandemic and the operator's risk-averse approach and reluctance to assume any financial / commercial risk relating to KP15. Once the KP15 remand suite is implemented at Ravenhall Correctional Centre (by 1 July 2024), review and updates of the evaluation framework will be completed (by the end of 2024).	31/12/2024	
Department of Justice and Community Safety	Ravenhall Prison: Rehabilitating and Reintegrating Prisoners	3	Yes		In progress	The department continues to provide advice to the Minister for Corrections and government regarding changes in demand for prisoner places and the profile of people in prison.	30/06/2024	
Department of Justice and Community Safety	Reducing the harm caused by gambling	8	Yes		In progress	Government approval of the Gambling Harm Prevention and Support model is being finalised. The proposed model has been designed in line with improving service integration and joined-up service delivery. It includes new governance arrangements to enable coordination across the Department of Justice and Community Safety, Department of Health, Department of Families, Fairness and Housing, and the Victorian Gambling and Casino Control Commission.	30/06/2024	
Department of Justice and Community Safety	Safety and Cost Effectiveness of Private Prisons	3	Yes		Complete	The department released prison performance data by prison location for 2016-17, 2020-21 and 2021-22 in May 2023, after the Minister for Corrections determined the release date.		5/05/2023
Department of Justice and Community Safety	Safety and Cost Effectiveness of Private Prisons	5	Yes		In progress	The evaluation, which identified contemporary trends related to prisoner violence and other environmental contributing factors, was completed in mid-2023. The evaluation, and work under way at Bowron Prison, is being used to inform development of a new 'Safer Prisons Strategy'.	31/08/2024	
Department of Justice and Community Safety	Security of Government Buildings	9	Yes		In progress	This is one of four actions addressing recommendation 9. Actions 9a, 9b and 9c were completed between December 2020 and September 2022. A clear desk policy and FAQ was published in April 2022.	30/06/2024	
Department of Justice and Community Safety	Security of Government Buildings	10	Yes		In progress	The department will establish processes that align to requirements in the Victorian Protective Security Framework, which will provide physical security standards and is expected to be completed by July 2024.	30/07/2024	
Department of Premier and Cabinet	Business Continuity During COVID-19	1	Yes		In progress	The development of whole of government communications protocols was discussed at the Strategic Communications Executive network meeting on 25 January and circulated after the meeting. DPC has considered developing a list of prioritised services and considers engagement through existing forums addresses the recommendation and will drive departmental coordination and advice to government. If a service delivery disruption requires whole-of-government coordination, existing emergency management and public administration advisory and decision-making structures will support departments to coordinate the continuity of services for the Victorian community.	1/03/2024	
Department of Premier and Cabinet	Business Continuity During COVID-19	2	Yes		In progress	The State Crisis and Resilience Councils (SCRC) Exercise Malevolent is scheduled for 27 March 2024. This exercise includes an objective which will practise SCRC's and departments' roles in identifying and managing consequences and business continuity based on initial impact assessments.	31/03/2024	
Department of Premier and Cabinet	Business Continuity During COVID-19	3	Yes		In progress	DPC's Business Impact Analyses (BIAs) was reviewed and updated in late 2023. It will continue to be updated every two years or when there are significant organisational changes.	31/12/2023	
Department of Premier and Cabinet	Business Continuity During COVID-19	4	Yes		Complete	DPC's Business Continuity Action Plan has been updated to incorporate recent Machinery of Government changes and the requirements of ISO22301: Security and Resilience - Business Continuity Management Systems. The DPC Business Continuity Policy has been updated to define the roles and responsibilities of staff involved in a potential business continuity response and sets a requirement for ongoing training of these staff. The policy has also been updated to clarify timeframes and triggers for business continuity plan review. This work is undertaken each year and forms part of the work program for Business Continuity.		31/05/2023
Department of Premier and Cabinet	Business Continuity During COVID-19	5	Yes		Complete	DPC conducted a business continuity exercise on 25 October 2023. The scenario tested the resilient power outages across Victoria during the summer leave period, and featured building and IT outages as well impacts to staff working from home. An exercise plan for 2023-26 has also been developed that aligns with DPC's risk profile and involves disruptions impacting multiple business areas.		6/12/2023
Department of Premier and Cabinet	Business Continuity During COVID-19	6	Yes		Complete	A series of training has been delivered to all members of DPC Community Leadership Team (CLT) throughout 2022 and 2023.		6/12/2023
Department of Premier and Cabinet	Business Continuity During COVID-19	9	Yes		Complete	DPC's Business Continuity Management Post Incident Report has been updated. The Report encourages evaluation of the business continuity plans' performance during the response.		31/05/2023

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Premier and Cabinet	Government advertising	2	Yes		Complete	The relevant DPC webpage has been updated with additional guidance on the relevant sections of Part 5A of the Public Administration Act 2004. The new content explains how the sections of the Act – including section 97C – affect communications and advertising undertaken by Victorian Government public sector bodies. Additionally, DPC developed an updated Information pack for Advertising Approval Group (AAG) members (including all Victorian Government Senior Communication Executives) and circulated it in May 2022, and has since updated the pack in June 2022 and October 2023. The pack includes specific guidance on the legislative requirements for government communications - including advertising - under the Act and the relevant Regulations.		6/12/2023
Department of Premier and Cabinet	Government advertising	3	Yes		Complete	1. DPC developed an updated information pack for Advertising Approval Group (AAG) members (including Senior Communication Executives). The pack, which is regularly updated as needed, is circulated to all Victorian Government Senior Communications Executives (SCEs), including those joining AAG as new members. The pack includes background on AAG processes and operations, responsibilities of AAG members, criteria for assessing government campaigns (including legislative requirements for government advertising) and AAG's Terms of Reference. 2. New campaign submission requirements and tighter submission deadlines were introduced in February 2022, to provide AAG members more time to review submissions. Submission deadlines were revised again in January 2023 to provide additional time for AAG review of submitted campaigns. 3. DPC updated the AAG Terms of Reference in May 2022 to include new protocols for managing any perceived conflicts of interest for SCEs. 4. DPC's AAG Secretariat keeps comprehensive minutes of AAG decisions, which are also relayed to the relevant Departments. AAG agenda includes a 'Standing Item' to ratify Minutes of the previous AAG meeting.		6/12/2023
Department of Premier and Cabinet	Government advertising	4	Yes		Complete	Updated guidance for Advertising Approval Group (AAG) members requires AAG members to identify high-risk or sensitive campaigns and direct the responsible department to certify it has sought or will seek legal advice confirming the campaign's compliance with the Public Administration Act 2004 and relevant regulations. In 2023 DPC introduced comprehensive new Campaign Strategy Approval forms and guidance for Victorian Government campaigns, which include specifically references to legislative requirements for advertising campaigns under Part 5A of the Act.		6/12/2023
Department of Premier and Cabinet	Government advertising	5	Yes		Complete	DPC has introduced comprehensive new Campaign Strategy Approval forms and guidance for government which specifically references the requirement for campaigns to comply with all relevant government guidelines and legislation. The guidance was supported by comprehensive training and FAQs documents. The new campaign approval forms and guidance include a pre-approval, step for government campaigns, requiring review and approval before any significant planning and investment in a campaign. This new step helps determine whether paid advertising is the most effective way to communicate with the public, thereby ensuring planned advertising represents value for money and is for the public benefit. This framework requires SMART and robust media RfIs and campaign objectives be developed and agreed before a campaign goes live, to provide for robust post-campaign evaluations. As noted above, DPC also developed and circulated updated guidance for AAG members, which includes background on AAG processes and operations, responsibilities of AAG members, and criteria for assessing government campaigns. The guidance also instructs AAG members to identify high-risk or sensitive campaigns.		6/12/2023
Department of Premier and Cabinet	Government advertising	6	Yes		In progress	In 2023 DPC worked closely with DTF to propose substantial revisions to the relevant Financial Reporting Direction that will further strengthen and clarify the reporting requirements for campaign expenditure in Victorian Government annual reports. Pending approvals, these new requirements for annual reporting will take effect for 2023-24 annual reports. In 2024, DPC will examine options for reporting Victorian Government campaign evaluations, in line with the new campaign evaluation/approval framework introduced in 2023.	30/06/2024	
Department of Premier and Cabinet	Government advertising	7	Yes		In progress	Under DTF Financial Reporting Directions, Departments and Agencies are already required to report total campaign costs in annual reports (for campaigns with a media buy of \$100,000 or more). As noted above, in 2023 DPC worked closely with DTF to propose substantial revisions to the relevant Financial Reporting Direction that will further strengthen and clarify the reporting requirements for campaign expenditure in Victorian Government annual reports. These revisions include new guidance to Victorian Government on reporting campaign expenditure in annual reports and 'acquitting (campaign) costs against approved budgets'.	30/06/2024	
Department of Premier and Cabinet	Management of spending in response to COVID-19	5	Yes		Complete	The Emergency Procurement Plan (EPP) and updated policy has been completed. The EPP is published on the DPC intranet and available to all DPC staff. Following the final VAGO report Contractors and Consultants in the Victorian Public Services: Spending, tabled in Parliament on 29 November 2023, DPC is leading a WoVG review of the Administrative Guidelines on Engaging Professional Services, which will consider their application in relation to an emergency. Approval for any reform to the Guidelines will be sought from the Victorian Secretaries Board, with likely implementation during the second half of 2024.		6/12/2023
Department of Premier and Cabinet	Management of spending in response to COVID-19	15	Yes		Complete	As DPC no longer has a Corporate Finance function within the department, financial services are provided to DPC to support their reporting, compliance activities and financial advice by the Department of Government Services (DGS). Further, the Common Corporate Platforms project transferred with Digital Victoria to DGS as part of Machinery of Government changes, effective from 1 January 2023. Whole of Victorian Government financial analytics and reporting is continuing to be provided by DTF, supported by the use of the State Resource Information Management System.		31/05/2023
Department of Premier and Cabinet	Measuring and Reporting on Service Delivery	1	Yes		Complete	DPC developed the 2023-24 Departmental Performance Statement (DPS) using a service logic modal approach.		31/05/2023
Department of Premier and Cabinet	Measuring and Reporting on Service Delivery	2	Yes		Complete	DPC's 2023-24 performance statement complies with Resource Management Framework requirements.		31/05/2023
Department of Premier and Cabinet	Measuring and Reporting on Service Delivery	3	Yes		In progress	DPC has reviewed its output performance measures and considered efficiency measures in accordance with DTF guidance to improve performance reporting. DPC has not identified additional output performance measures to convert to unit costing to measure service efficiency.	1/06/2024	
Department of Premier and Cabinet	Measuring and Reporting on Service Delivery	6	Yes		In progress	Following the release of Outcomes Reform in Victoria, DPC, along with DTF, supported departments to develop various outcomes frameworks aligned to this Whole of Victorian Government architecture. Changes to resourcing and priorities have meant that an outcomes approach is no longer being pursued from a Whole of Victorian Government perspective and it is not used for prioritisation/central management by DPC and DTF. DPC is supporting DTF to review the appropriateness of any further actions to incorporate an outcomes approach into public performance indicators and measures.	1/06/2024	
Department of Premier and Cabinet	Measuring and Reporting on Service Delivery	11	Yes		Complete	DPC now has a complete data dictionary for performance measures.		6/12/2023
Department of Premier and Cabinet	Melbourne metro tunnel project - Phase 3	3	Yes		Complete	The updated Metro Tunnel Project (MTP) Benefits Management Plan was tabled and accepted at a cross-departmental governance committee in March 2023. The new plan reflects the current investment and scope of the MTP and its expected benefits.		31/05/2023

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Department of Premier and Cabinet	Security of Government Buildings	1	Not applicable	DPC is no longer taking action to implement this recommendation because whilst implementing a Victorian Protective Security Framework, including the state-wide physical security policy, is of value, in the current constrained environment it is not a high risk, primary priority for DPC.  DPC is progressing the development of the Victorian Protective Security Framework (VPSF).  Progress has been limited due to setting the scope of the framework within the current risk architecture and resourcing constraints.  The terms of reference for the VPSF working group (established to inform the framework) will be amended to focus on governance, physical and personnel security. The project will be re-realised into the new year.	Discontinued		31/12/2023	
Department of Transport and Planning	Accessibility of tram services	2	Yes		In progress	Ministers considered Stage 2 reform areas and implementation arrangements for the full package of reforms on 9 June 2023. The reforms are now moving through an Australian Government approval process. Once final reform standards are approved, Victoria will consider updates to its accessibility standards compliance database to allow for all compliance measures to be captured and stored effectively.	30/06/2025	
Department of Transport and Planning	Business Continuity During COVID-19	3	Yes		Complete	DTP has undertaken business impact analysis (BIA) as per the recommendation. BIAs were undertaken in 2021 and after significant changes to the department structure in 2022. The Business Continuity Management Framework requires BIAs to be done with a review frequency of at least once every two years.		31/11/2023
Department of Transport and Planning	Business Continuity During COVID-19	4	Yes		Complete	DTP has reviewed Business Continuity Plans (BCPs) as per the recommendation. The Business Continuity Management Framework requires BCPs to be reviewed at least once every two years. The BCM Framework aligns with the AS ISO 22301:2020.		31/11/2023
Department of Transport and Planning	Business Continuity During COVID-19	5	Yes		Complete	DTP has completed the review of the business continuity exercise program, with testing undertaken between November 2022 and May 2023. As per the Business Continuity Management Framework, exercises will occur at least once every two years based on risk assessment.		31/11/2023
Department of Transport and Planning	Business Continuity During COVID-19	6	Yes		Complete	The Business Continuity eLearning module has been launched and is now accessible internally via the DTP intranet. The eLearning module covers reporting, roles and responsibilities, and response actions. Business Continuity foundation training has been completed, including a review of BC Champions. Staff that have dedicated business continuity responsibilities are required to undertake training via eLearning when commencing in the role and then at least every two years. BC Champions are provided with issue-specific training every six weeks as a part of the DTP BC Champions forum. This training runs from February to November every year and is designed in consultation with the BC Champions to focus on building technical skills in business continuity.		31/11/2023
Department of Transport and Planning	Effectiveness of Rail Freight Support Programs	2	Yes		Complete	Freight Victoria entered into an agreement with ACFSI Logistics in July 2023 regarding the process for undertaking spot checks for MMSI invoices. Communication with MMSI recipients about impending spot checks was undertaken at the time of renewal of the Funding Agreements for FY23-24. The first spot check was completed in July 2023 with a second undertaken between September - November 2023. Another is planned for January 2024.		31/11/2023
Department of Transport and Planning	Effectiveness of Rail Freight Support Programs	3	Yes		In progress	DTP is reviewing how the effectiveness of the Port Rail Shuttle Network can be measured once complete.	31/12/2024	
Department of Transport and Planning	Effectiveness of Rail Freight Support Programs	4	Yes		In progress	DTP continues to work on measuring and accounting for impacts of growing road volumes around Webb Dock as the port grows. West Gate Tunnel Project comes in to operation and work continues on Fishermans Bend urban and precinct planning. Next tranches of Port Development Strategies are progressing, with completion deadlines for Portland, Hastings, and Geelong by 31 Dec 2024, and Port of Melbourne by 31 Dec 2025.	31/07/2025	
Department of Transport and Planning	Effectiveness of Rail Freight Support Programs	5	Yes		In progress	DTP is actively managing the Port Rail Shuttle Network contracts and working with private sector proponents so services can commence as soon as possible.	31/12/2025	
Department of Transport and Planning	Effectiveness of Rail Freight Support Programs	6	Yes		Complete	The workshop for the commencement of Port Rail Shuttle Network Operations was endorsed by the Coordinating Ministers Committee in October 2023.		31/12/2023
Department of Transport and Planning	Effectiveness of Rail Freight Support Programs	7	Yes		Complete	The Statement of Freight Network Capability has been developed, endorsed, and is publicly available via the Public Transport Victoria website.		31/12/2023
Department of Transport and Planning	Integrated Transport Planning	1	Yes		In progress	Further development of DTP's integrated transport plans is in progress, including a refresh in website content, noting some modal transport plans remain Cabinet in Confidence.	30/06/2024	
Department of Transport and Planning	Integrated Transport Planning	7	Yes		In progress	The use of Network Pipeline in supporting investment advice is in place. This will continue to be aligned and linked to integrated planning for the transport network as this work is completed.	31/12/2024	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	1	Yes		In progress	Supporting governance arrangements are under review as part of broader DTP governance review.		
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	2	Yes		In progress	MRS arrangement for Tram have been updated to include the franchisee to provide data into the performance management framework that is being developed by DTP. Data and reporting requirements have been included in the MRS arrangements for Tram and will be enhanced for Tram.	31/12/2024	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	3	Yes		In progress	DTP has progressed the Performance Measurement Framework as part of the Asset Portfolio System Strategy for Heavy Rail and will issue for approval by the due date.	31/10/2024	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	4	Yes		In progress	The Asset Portfolio System Strategy (APSS) project will conclude in June 2024 and deliver a set of asset performance objectives. An exercise has been done to assess the performance of MRC Maintenance & Renewal activities against streamlines KPIs.	31/12/2024	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	4	Yes		In progress	Once the APSS work concludes, the assessment of Maintenance & Renewal performance against defined objectives will be augmented over time due to new Victorian Transport Digital Engineering ways of working / applications.		
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	5	Yes		Complete	The Enduring Solution delivery continues with the inclusion of the Asset Condition Assessment Project (ACAP) developed Minimum Data Requirements (MDR) and Information Modelling Requirements (IMR) in the MRS Train Contract now and later in the MRS Train Contract. DTP has developed the Asset Information Requirements (Phase 1) which feed into the design and configuration of the new asset platforms currently in procurement stage.	30/06/2025	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	6	Yes		In progress	DTP has identified, in consultation with Metro Trains Melbourne, appropriate safety data for public release including slips, trips, falls, assaults (physical/verbal) against passengers/staff, trespass and unruly behaviour for the metropolitan network. The ongoing release of this information was approved in December 2023.		31/12/2023
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	6	Yes		In progress	DTP has progressed the Asset Management Strategy and is on track for delivery by the due date.	31/10/2024	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	6	Yes		In progress	DTP has progressed the Asset Portfolio System Strategy for Heavy Rail and is on track for delivery by the due date.		
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	6	Yes		In progress	Asset Class Management Plans are in progress and will be available for MRS bidders later in 2024.		

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Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	7	Yes		Complete	An Assets Works Plan review workflow has been developed and tested in Lease Year 5. This is now finalised and live for the in-progress reviews for Lease Year 6. This updated process assures that the operator has submitted Works Plans against each clause of the MRA Infrastructure Module Agreement. Further, a fortnightly change management forum has been in place since May 2023 with the operator. An online collaborating tool has been utilised to support servicing change request reviews. Turnaround times have been reduced.		23/10/2023
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	8	Yes		In progress	Systematisation of the signals asset class is complete and now informing development of annual works plans. Work continues with Metro Trains Melbourne to formalise the processes used to develop the annual works plan for other asset disciplines, with good progress made across each discipline to date.	30/11/2025	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	9	Yes		In progress	DTP is developing a quality assurance process which will include on-site inspections of significant Metro Trains Melbourne Maintenance & Renewal activities.	30/09/2025	
Department of Transport and Planning	Maintaining Railway Assets Across Metropolitan Melbourne	10	Yes		Complete	An updated Change Request workflow has been established with clear guidance on required information, stakeholder PAOL, escalation pathways and timeframes. The process is now live and has led to reduced turnaround time for change request reviews. This process is supported by a fortnightly change management forum with the operator.		23/10/2023
Department of Transport and Planning	Major Infrastructure Program Delivery Capability	1	Yes		Complete	This is now business as usual. DTP is continuing to work with Office of Projects Victoria and other agencies to monitor annual resourcing issues for current and future infrastructure pipeline.		31/12/2023
Department of Transport and Planning	Major Infrastructure Program Delivery Capability	6	Yes		Complete	This is now business as usual. DTP will continue to work with Office of Projects Victoria to access its analysis and forecasts, as they become available, to provide a better understanding of forecast demands across the key workforce areas.		31/12/2023
Department of Transport and Planning	Major Infrastructure Program Delivery Capability	10	Yes		Complete	This is now business as usual. DTP will continue to coordinate with MIA and other agencies to annually assess the delivery capability and capacity risks for the transport sector.		31/12/2023
Department of Transport and Planning	Measuring and Reporting on Service Delivery	1	Yes		In progress	The Department is awaiting updated Resource Management Framework (RMF) guidance from the Department of Treasury on how to align output measures and objective indicators to a service logic model before undertaking this review (noting the December 2023 update to the RMF did not address service logic).	31/03/2025	
Department of Transport and Planning	Measuring and Reporting on Service Delivery	2	Yes		In progress	The Department is awaiting guidance from Department of Treasury and Finance on standards for objective indicators before developing baseline data for objective indicators.	31/03/2025	
Department of Transport and Planning	Measuring and Reporting on Service Delivery	3	Yes		In progress	The Department reviewed its output and output performance measures against the Resource Management Framework in the context of finalising the Departmental Performance Statements for the 2024-25 budget.		
Department of Transport and Planning	Measuring and Reporting on Service Delivery	3	Yes		In progress	The Department is awaiting guidance from Department of Treasury and Finance on the use of unit costing and efficiency measures before undertaking a review of potential unit costing measures.	31/03/2025	
Department of Transport and Planning	Melbourne Metro Tunnel project Phase 2: Main works	1	Yes		Complete	RPV has implemented the June 2023 PAR recommendation on the project's budget and is updating the forecast risk requirements at a P50 and P90 probability on a monthly basis.		30/06/2023
Department of Transport and Planning	Melbourne Metro Tunnel project Phase 2: Main works	3	Yes		Complete	RPV has implemented the proposed electromagnetic interference mitigations with relevant external parties to allow for installation and commencement of technical solutions before train testing commences in the tunnels. This includes the suite of MRI service relocations in the Parkville precinct for which the state assumed responsibility for as part of the Settlement Deal and which were required to be completed prior to dynamic testing occurring in order to minimise disruption to the impacted hospitals and ensure continuity of patient care. RPV and DTP now consider this recommendation complete.		31/12/2023
Department of Transport and Planning	Quality of Major Transport Infrastructure Project Business Cases	2	No	Recommendation was not accepted.	Discontinued			
Department of Transport and Planning	Quality of Major Transport Infrastructure Project Business Cases	3	No	Recommendation was not accepted.	Discontinued			
Department of Transport and Planning	Quality of Major Transport Infrastructure Project Business Cases	4	No	Recommendation was not accepted.	Discontinued			
Department of Treasury and Finance	Accessing Emergency Funding to Meet Urgent Claims	1	Yes		In progress	Work is underway with DTF stakeholders involved with the Treasurer's Advance to identify the usage of the Treasurer's Advance and assess mandatory information that has been required in accessing these funds.	30/06/2025	
Department of Treasury and Finance	Accessing Emergency Funding to Meet Urgent Claims	2	Yes		In progress	DTF will endeavour to assess all funding requests to be met with the Treasurer's Advance in line with the mandatory requirements in the Resource Management Framework where reasonably possible.	30/06/2025	
Department of Treasury and Finance	Accessing Emergency Funding to Meet Urgent Claims	4	Yes		In progress	This recommendation will be implemented at the next scheduled update to the Model Financial Report.	30/03/2024	
Department of Treasury and Finance	Business Continuity During COVID-19	1	Yes		In progress	After consultation with several departments, DPC and DTF consider that engagement through existing forums will achieve the recommendation's intent. The Major Emergencies Interdepartmental Committee was established as a subcommittee of the State Crisis and Resilience Council (SCRC) in 2022. This committee will provide advice to Government on priorities and actions of departments to meet the needs of communities during large-scale emergencies. The Critical Infrastructure Sector Resilience Forum coordinates Victoria's critical infrastructure strategy and supports lead departments to provide advice to Government on disruptions.	10/12/2024	
Department of Treasury and Finance	Business Continuity During COVID-19	2	Yes		Complete	Note: DTF advised this recommendation was completed on 1/01/2024.		31/12/2023
Department of Treasury and Finance	Business Continuity During COVID-19	2	Yes		Complete	The Secretary of DPC has approved a document outlining how business continuity for communications services is maintained across the whole of the Victorian Government in an emergency. The document is intended to aid communications divisions across the Victorian Government by better supporting the increased workload that is required to recover or sustain communication services during an emergency event. DPC has included an objective on the consequences of continuity of services in the plan for the next business continuity exercise.		
Department of Treasury and Finance	Collecting State Based Tax Revenue	1	Yes		In progress	DTF is consulting relevant stakeholders and is in the process of updating the Framework Agreement to reflect the SRO's status and clarify governance roles and responsibilities per VAGO's recommendation.	30/06/2024	
Department of Treasury and Finance	Collecting State Based Tax Revenue	2	Yes		In progress	As part of DTF's annual review of the Departmental Performance Statement the SRO reviewed and updated its measures. Updated performance measures will be published in the 2024-25 Budget Paper No. 3.	30/06/2024	
Department of Treasury and Finance	Compliance with the Asset Management Accountability Framework	10	Yes		In progress	The 2023-24 annual reports will include the second round of maturity assessments and will provide an opportunity to track departmental performance over time.	30/09/2024	
Department of Treasury and Finance	Compliance with the Asset Management Accountability Framework	11	Yes		Complete	DTF has published the Guidance Note, available on the DTF website, together with a Compliance tool to assist in preparing the maturity assessments with a consistent scale.		30/09/2023
Department of Treasury and Finance	Fair Presentation of Service Delivery Performance 2022	1	Yes		In progress	DTF is continuing work to strengthen Victoria's performance management framework. DTF will consider this recommendation in the context of this broader work on performance reporting.	30/06/2025	

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Department of Treasury and Finance	Fair Presentation of Service Delivery Performance 2022	2	Yes		In progress	DTF has developed an update to the Resource Management Framework that embeds guidance for departments when developing a data dictionary, including a guiding template. The RMF update and the data dictionary component were published on 16 January 2024. Note: DTF advised this recommendation was completed on 16/01/2024.	16/01/2024	
Department of Treasury and Finance	Government advertising	6	Yes		In progress	Recommendation 6 (Part 1) - Complete - DPC has been provided with full access to the reporting dashboard system. Recommendation 6 (Part 2) - In progress - DTF Accounting Policy generally releases its annual update to the Model Report and associated FROs around April each year. Accounting Policy has received the updated content from DPC on government advertising. This year's Model Report (applicable to financial year ending 30 June 2024) and the associated changes to the FROs are currently being finalised for release in April 2024. This release will, among other things, reflect the relevant updates to the Model Report and the FRD 22 on government advertising.	30/04/2024	
Department of Treasury and Finance	Implementing a New Infringements Management System	4	Yes		In progress	DTF has prepared updates to the Gateway Review process and they are proposed to be published once the Gateway Database (digital transformation of gateway processes) goes live, expected in Q4 2023-24.	30/06/2024	
Department of Treasury and Finance	Implementing a New Infringements Management System	5	Yes		In progress	DTF has sought advice on appropriate amendments to conflict of interest declarations for Steering Committees and Gateway review team members to reflect the broader distribution of Gateway review reports. Communication plans for reviewers and updates to Gateway guidance documents are being progressed. Implementation is delayed as changes are now being combined into one update to the guidance materials associated with the review of the Gateway Review process. DTF notes that this recommendation is already occurring in practice.	30/06/2024	
Department of Treasury and Finance	Implementing a New Infringements Management System	7	Yes		In progress	Communication plans for reviewers and updates to Gateway guidance documents are being progressed. Implementation is delayed as changes are now being combined into one update to the guidance materials associated with the review of the Gateway Review process. Updates to the Gateway Review process have been prepared and are proposed to be published once the Gateway Database (digital transformation of gateway processes) goes live, expected in Q4 2023-24.	30/06/2024	
Department of Treasury and Finance	Major Infrastructure Program Delivery Capability	7	Yes		Complete	OPV worked with DTF and DPC to provide advice to the Government as part of the 2023-24 budget process. OPV will work with DTF and DPC to inform budget decisions, and delivery agencies to advise on scheduling and planning. OPV will also work with key stakeholders on influencing and directly addressing workforce shortages. Further work, to understand the extent that shortages and risks are being addressed by existing mitigation actions that the government and industry are delivering, will occur informed by OPV's analysis and expertise.		30/06/2023
Department of Treasury and Finance	Major Infrastructure Program Delivery Capability	9	Yes		Complete	This work has a number of ongoing components, including engagement with industry. OPV also signed a deed of understanding with Infrastructure Australia to gain access to Victorian level market capacity forecasts on a yearly basis.		30/06/2022
Department of Treasury and Finance	Major Projects Performance	3	Yes		Complete	Completed with ongoing construction. Leadership Group meetings including lessons learned for cross departmental information. The new database to collate and analyse assurance outcomes is in progress. Work is underway on product design with a target date of the second half of 2023.		30/07/2023
Department of Treasury and Finance	Major Projects Performance Reporting	1	Yes		Complete	Acquired - Capital investment dashboard published in 2022, updated in 2023, new update expected end May 2024.		30/06/2022
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	1	Yes		In progress	DTF is working on options for broader performance reforms. A service logic model is a component of these reforms and will need to be considered in the context of the overall performance framework. The timeframe has been extended to enable sufficient time for development, engagement and consultation given the complexity of this reform.	1/06/2024	
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	2	Yes		In progress	DTF will apply any applicable changes to its own output performance statement in line with RMF requirements.	30/06/2025	
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	3	Yes		In progress	DTF is preparing future updates to the Resource Management Framework. Due to the complexity and size of the proposed reforms, this process requires significant consultation and testing. DTF will consider this recommendation as part of broader performance reforms and continue to improve the RMF.	30/06/2025	
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	4	Yes		In progress	DTF will consider this recommendation as part of broader performance reforms and continue to improve the RMF. DTF is continually reviewing the Resource Management Framework's guidance to identify improvements. DTF is currently developing options to embed a service logic model within the relevant areas of the Resource Management Framework. This reform requires ongoing consultation, and as a result the timeframes have been updated.	30/06/2025	
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	6	Yes		In progress	DTF will apply any applicable changes to its own output performance statement in line with RMF guidance. Following the release of Outcomes Reform in Victoria, departments with support from DPC, developed various outcomes frameworks aligned to this Whole of Victorian Government perspective and it is not used for prioritisation/central management by DPC and DTF. The Outcomes Reform in Victoria policy is no longer published on the DPC website, and thus there is no disharmony with the RMF and any published policies. DTF is reviewing the appropriateness of any further actions to incorporate an outcomes approach into public performance indicators and measures. Note: DTF advised this recommendation was completed on 10/12/2024.	1/01/2024	
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	7	Yes		In progress	DTF has developed an update to the Resource Management Framework that embeds guidance for departments when developing a data dictionary, including a guiding template. The RMF update and the data dictionary component were published on 16 January 2024. Note: DTF advised this recommendation was completed on 16/01/2024.	16/01/2024	
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	8	Yes		In progress	DTF has developed options for a public online dashboard of performance measures and coordinated stakeholder workshops across departments to test the feasibility of the dashboard. Feedback indicated that departments only supported the public dashboard if it included the data reported in departmental annual reports. As DTF does not collect and receive this data, DTF is considering alternative options to make performance data from existing DTF processes more easily accessible to the public. As a result the timeline has been extended to consider this alternative scope.	30/06/2025	
Department of Treasury and Finance	Measuring and Reporting on Service Delivery	11	Yes		In progress	DTF has developed an update to the Resource Management Framework that embeds guidance for departments when developing a data dictionary, including a guiding template. The RMF update and the data dictionary component were published on 16 January 2024.	16/01/2024	
Department of Treasury and Finance	Melbourne metro tunnel project - Phase 3 1 Early works	3	Yes		Complete	DTF has updated its data dictionary to reflect the updated guidance and information included in the template. Note: DTF advised this recommendation was completed on 16/01/2024. DTP and RPV have updated the Benefits Management Plan (BMP) to reflect the current scope and investments in the MTP Program. The updated BMP satisfies the intent of the VAGO audit recommendation and has been presented to the Network Interface and Readiness Committee. Benefits will be measured and assessed in accordance with the updated BMP as part of a post-implementation evaluation for the MTP. The BMP has been upgraded to an active document that can incorporate any subsequent scope changes.		30/03/2023

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Department of Treasury and Finance	Personnel Security: Due Diligence Over Public Service Employees	13	Yes		In progress	Currently all hiring managers are provided with Conflict of Interest information and links to the recruitment and selection policy which outlines the responsibility of the panel in managing conflicts of interest during recruitment.  DCGS will progress the development of an electronic Conflict of Interest form to facilitate panel member compliance with this recommendation, noting until this is developed the current DTF Conflict of Interest template will continue to be used for declarations of any actual, perceived or potential conflicts of interest.  Note: DTF advised this recommendation was completed on 7/03/2024.	7/03/2024	
Department of Treasury and Finance	Quality of Major Transport Infrastructure Project Business Cases	1	Yes		Complete	Investment Lifecycle High Value High Risk Guidelines - Business Case document has been updated.		30/06/2023
Department of Treasury and Finance	Quality of Major Transport Infrastructure Project Business Cases	5	Yes		Complete	Investment Lifecycle High Value High Risk Guidelines - Business Case document has been updated.		30/06/2023
Department of Treasury and Finance	Quality of Major Transport Infrastructure Project Business Cases	6	Yes		In progress	Updates to the Gateway Review process are being prepared and are proposed to be published once the Gateway Database (digital transformation of gateway processes) goes live, expected in Q4 2023/24.		
Department of Treasury and Finance	Sexual Harassment in the Victorian Public Sector	2	Yes		Complete	DTF has developed and implemented a standalone Prevention of Sexual Harassment in the Workplace policy. DTF has seen a declining number of people reporting experiences of sexual harassment year-on-year. The Department will always look to improve and align to best practice and is committed to eliminating sexual harassment in the workplace. The introduction of this policy reflects that commitment. DTF continues to manage a culture of respect and safety that supports reporting, speaking up and fosters appropriate workplace behaviour.  In late 2023 DTF added and launched a mandatory e-learn titled: Preventing Sexual Harassment in the Workplace. All staff are required to successfully complete the module, every 2 years.  This e-learn is designed for all employees to: - understand the harm, causes, and impacts of sexual harassment - understand how the law defines sexual harassment - recognise behaviour that amounts to sexual harassment - know how to raise a complaint of sexual harassment and where to seek support - understand the importance of safe bystander intervention.  In addition, DTF developed a 'Creating a respectful workplace culture' face to face training workshop, which covered what is and is not considered to be Bullying, Discrimination and Sexual Harassment, as well as highlighting the role managers play in responding to complaints about all forms of negative behaviours. The training also included scenarios to practice their response/approach.  The new e-learn on sexual harassment was launched by the Secretary of DTF on 10 November 2023.		10/11/2023
East Gippsland Shire Council	Protecting Victoria's Coastal Assets	4	Yes		In progress	Council has finalised and adopted asset management plans including a plan for open space assets, which covers coastal reserves. Council has also commenced the development of the municipal marine and coastal plan for East Gippsland, following the guidelines that as set by the Marine and Coastal Management Act 2018.	30/06/2024	
East Gippsland Shire Council	Protecting Victoria's Coastal Assets	5	Yes		In progress	Council has finalised and adopted asset management plans including a plan for open space assets, which covers coastal reserves. Council has also commenced the development of the municipal marine and coastal plan for East Gippsland, following the guidelines that as set by the Marine and Coastal Management Act 2018.	31/12/2024	
East Gippsland Shire Council	Protecting Victoria's Coastal Assets	6	Yes		In progress	In 2022 Council developed a pilot model for identifying implications of climate change at a local level and applied this to Mallicoeta. Funding is currently being sought to roll this model out across the municipality. Checklists are embedded into Council's Asset Management Plans for its main asset classes. E GSC has obtained funds through the Disaster Ready Fund for a project "Increasing understanding of risk and extending our resilience and adaptability building across East Gippsland" which includes a range of actions to assess climate change risks across the LGA.	31/12/2024	
Environment Protection Authority Victoria	Managing the Environmental Impacts of Domestic Wastewater	7	Yes		Complete	EPA reviewed key controls within the standard risk assessment framework (Code of Practice - onsite wastewater management). Re-developed Onsite Wastewater Management Systems (OWMS) guidance, will replace the Code of Practice. The OWMS guidance will be accompanied by technical guidance. These two pieces of guidance were released for public consultation on Engage Victoria in July 2023 and will be published by June 2024.		27/06/2023
Environment Protection Authority Victoria	Managing the Environmental Impacts of Domestic Wastewater	9	Yes		Complete	Environment Protection Authority and Department of Energy, Environment Climate and Action (DEECA) collaborated to implement this recommendation.  The work completed included the review of the model Domestic Wastewater Management Plans (DWMP) and the development of DEECA's Onsite Wastewater Management Plans (OWMP) Risk Assessment Guidance. Elements of the latter were included in the former, aligning OWMP risk assessment methodology with ISO 31000.  Involvement of councils (and water corporations) including through facilitated workshops undertaken for the OWMP Risk Assessment Guidance and the OWMP guideline.		27/06/2023
Environment Protection Authority Victoria	Managing the Environmental Impacts of Domestic Wastewater	13	Yes		Complete	Remaining elements of this recommendation are led by Department of Energy, Environment Climate and Action (DEECA) in line with its role as portfolio department to lead legislation, including the overall assessment of options to improve the processes to connect, properties to sewer, with support from Environment Protection Authority (EPA). EPA's component of this recommendation was completed with the introduction of the Environment Protection (EP) regulations in 2021. This information is available on EPA website and is reflected in the updated Onsite Wastewater Management Systems (OWMS) guidance.  Environment Protection Authority (EPA), in collaboration with Department of Energy, Environment Climate and Action (DEECA), developed guidelines to inform water corporations applications for using recycled water in surface waters, including for environmental flows.		27/06/2023
Environment Protection Authority Victoria	Supplying and Using Recycled Water	2	Yes		Complete	Amendments were made to draft guidelines in response to consultation with members of EPA's Water Sector Consultation Group (Via Water and water corporations), Department of Health and catchment management authorities. The final text was endorsed internally and agreed with DEECA and Department of Health.		17/01/2024

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Environment Protection Authority Victoria	Understanding Victoria's contaminated land	3	Yes		Complete	The Victoria Unearthed portal was updated by Department of Energy, Environment Climate and Action (DEECA) in late July 2023 after some delays due to inter-agency data transfer protocols on DEECA's end. The portal update including making current Environment Protection Authority (EPA) data available (replacing data which was outdated due to the change in legislation and related systems-changes at EPA). Updates to supporting webpages were made to support that release, including making EPA's Data Quality Statements (DQS) available.		8/03/2023
Frankston City Council	Regulating private pool and spa safety	1	Yes		Complete	Council continues to report quarterly on outstanding certificates of barrier compliance in its legislative compliance monitoring system. Council also has PowerBI reporting for continuous monitoring. Council has sent final warnings to property owners that have overdue certificates of barrier compliance and is preparing for Court action.		11/12/2023
Frankston City Council	Regulating private pool and spa safety	2	Yes		Complete	Council continues to report on the number of unregistered pools quarterly in its legislative compliance monitoring system. Council also has PowerBI reporting for continuous monitoring. Council issued infringements and has taken Court action against property owners that have failed to register their pool (application for Court Order to require registration). The number of known unregistered pools is now in single digits.		11/12/2023
Frankston City Council	Regulating private pool and spa safety	3	Yes		In progress	Various improvements have been implemented to Council's registration system, including improved reporting capability with system dashboards and PowerBI reports. The reminder/renewal process is still to be developed and system workflows created. This has been delayed due to Building team resourcing.	2/05/2024	
Frankston City Council	Regulating private pool and spa safety	4	Yes		Complete	The Building Services- Pool Register Procedure is complete and covers all the topics recommended in the audit action and more.		11/12/2023
Frankston City Council	Sexual Harassment in Local Government	3	Yes		In progress	Sexual Harassment procedure updated in April 22 and includes sexual harassment by clients. Any instances of sexual harassment are addressed under the process outlined in the "Unreasonable Customer Conduct Protocols". These protocols are being further reviewed to be more explicit in relation to sexual harassment. Additionally, the Gender Equality Officer is regularly conducting education sessions with teams to ensure that all staff are encouraged to report any instances of sexual harassment as well as more regular communication about what constitutes sexual harassment and how to report included in the People & Culture quarterly update. Further work is scheduled to develop posters on appropriate respectful behaviour to be positioned in the main activity centres.	15/04/2024	
Gamawarra Shire Council	Maintaining Local Roads	1	Yes		In progress	GSC has completed the inspection of its road network (March 2024) which will enable the Council to update its road asset management documentation. The Council has an established process which requires the Council to carry out the road condition surveys every 3 / 4 years in alignment with the AARB best practice guides.	30/06/2024	
Gamawarra Shire Council	Maintaining Local Roads	3	Yes		In progress	GSC is still working to address this through the RCTP collaboration project with neighbouring councils Swan Hill and Buloke, through procuring a standardised asset management program. The project is currently at tender evaluation stage. Additionally, the Council has investigated the option to outsource the modelling and has engaged a consultancy for this work - the outcome of this trial is currently under review (this review is planned to be completed in late 2024).	30/06/2025	
Gamawarra Shire Council	Maintaining Local Roads	5	Yes		In progress	The Council is working on implementing the new Total Asset Management System (same as for the Item No. 3). The Asset Maintenance module of the upgraded asset management system will have a reporting component for labour hours / consumables used enabling the Council to track and analyse reactive maintenance costs per asset / asset groups and link with the planned maintenance planning process / planning of annual renewal program applying engineering design-based alternative treatments to maintenance "hot spot" road sections.	30/06/2025	
Gamawarra Shire Council	Maintaining Local Roads	7	Yes		In progress	The Council has acquired the data and is updating the Road Asset Register to enhance its data accuracy. Major data review is planned to occur as part of the data transitioning stage of the implementation of a new Total Asset Management System (linked with items No. 3 & 5). The data quality assurance process will be part of the new assets management system administration tasks and will be linked to the software in-built analytics capabilities / asset data update process.	30/06/2025	
Gamawarra Shire Council	Maintaining Local Roads	8	Yes		In progress	The Council is working to implement a new asset management system which will have an Asset Maintenance module with the reporting capability enabling the collection of the required reactive / planned maintenance information. The process will be developed to evaluate the recorded maintenance data for inclusion in the RMP reporting process and for decision making in relation to maintenance / renewals works.	22/12/2025	
Gamawarra Shire Council	Maintaining Local Roads	9	Yes		In progress	For the road pavement renewals work the Council annually benchmarks the incurred costs per sq.m. against the GSCs contracts and publicly available data, as part of the revaluation process. Road resals costs are based on the publicly tendered contract to achieve best value. To improve further the Council is working to introduce a more advanced asset management system / modelling solution (Item No. 3) which will enable recording additional road traffic loads / strategic planning data against road assets which can be used to determine the appropriate alternative treatment for the future use of the road.	30/06/2025	
Gamawarra Shire Council	Maintaining Local Roads	12	Yes		In progress	GSC is refining and trialing a process of reviewing and reporting RMP performance to Council, including the review of the practicality of RMP standards. Currently the process is based on the annual reporting requirement and is going through the final review. The next iteration of RMP reporting and review is planned for completion in June 2024 which will complete the process implementation.	30/06/2024	



Agency	Engagement title	Res. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Great Ocean Road Coast and Parks Authority	Protecting Victoria's Coastal Assets	5	Yes		In progress	<p>1. Complete—Previously reported as completed in the Authority's May 2022 response to VAGO recommendations.</p> <p>2. In progress—A key supporting action from the Authority's draft Asset Management Strategy is to develop a risk and impact assessment of the climate change on our coastal assets. This assessment is in its infancy and will be a priority for the Authority and its asset management planning. We have commenced scoping a Regional Coastal Adaptation Plan (RCAP) in accordance with the Victorian Resilient Coast Guidelines 2100+ which was released by state government in 2023. This study, which will take roughly 3 years to fully execute, will ensure the Authority is able to make evidence based, long term coastal hazard management decisions. The plan will provide critical data and strategic direction that will be operationalised through master plans, our Coastal and Marine Management Plan and asset management plans. It is important to note that the RCAP is not static, meaning the Authority is obligated to regularly update the inputs and outputs to accommodate changes i.e., data availability and scenario expectations (currently 0.8 over 2100). This means that whilst we will have increased line of sight over our risk across the region by 2027 (approx.), understanding and managing coastal hazard risk will remain an ongoing exercise.</p> <p>Whilst the RCAP is being developed, the Authority is/will undertake a suite of township (Anglesea) and issue based adaptation plans to address coastal hazard hot spots. The timeframes of these plans range from 6 to 18 months. The data and information generated from these smaller studies will provide evidence to inform localised asset management in the interim and then feed more broadly into the RCAP.</p> <p>The Authority's coastal monitoring program is providing critical data (erosion and accretion rates) at 16 locations along the coastline. This information will inform all coastal adaptation plans, with the Authority currently working with DEECA to uplift the program (12 month program). This will provide more sound data to inform decisions around asset vulnerability.</p> <p>3. In progress—Work is ongoing to develop an asset management strategy and 4 asset management plans that will collectively address this action. The strategy was finalised in December 2023 and the supporting plans will be finalised by 31/12/2025. A Condition Audit program is in place with 3 out of 4 Asset Classes audited to date as follows:  - Marine Assets – September 2022  - Buildings Assets – June 2023  - Roads &amp; Carparks Assets – February 2024</p> <p>Reserve Inspections continue to occur 6 monthly to detect safety issues and major asset defects.</p> <p>*Please note that the Great Ocean Road Coast and Parks Authority was established in December 2020. Land management of the Great Ocean Road coastal reserves is being progressively transferred to the Authority over several years and this has slowed implementation progress against this recommendation.</p>	31/12/2027	
Hepburn Shire Council	Regulating Food Safety	1	Yes		In progress	A Service Summary has been completed which identifies team outputs, performance, budget, challenges and opportunities. The next step will be to use this data to inform a workforce plan.	31/07/2024	
Hepburn Shire Council	Regulating Food Safety	2	Yes		In progress	Hepburn's inspection rate has significantly increased since the time of audit. At 31st December 2023 inspection rate was close to 100%. This has been achievable due to a temporary additional resource allocation to the team.	31/07/2024	
Hepburn Shire Council	Regulating Food Safety	3	Yes		In progress	The foundations of an education program have been included in our Food Act Procedure which has now been adopted. A newsletter template has been developed and we are planning a food forum for all of our regulated businesses. We are continuing to explore ways to capture data from inspections that can be used in a meaningful way to inform our education program.	31/07/2024	
Hindmarsh Shire Council	Local Government Assets: Asset Management and Compliance	1	Yes		Complete	Asset Plan for all asset class developed and adopted on 1 June 2022. It is a 10 year plan that provides the guidance on investment decision as well as details the level of service for each asset classes. <a href="https://www.hindmarsh.vic.gov.au/files/assets/public/v1/council/council-resources/hindmarsh-shire-council-asset-plan-2022-32-adopted-june-2022.pdf">https://www.hindmarsh.vic.gov.au/files/assets/public/v1/council/council-resources/hindmarsh-shire-council-asset-plan-2022-32-adopted-june-2022.pdf</a>		1/06/2022
Hindmarsh Shire Council	Local Government Assets: Asset Management and Compliance	2	Yes		Complete	Photographic evidence for DRFA contracted and was completed in June 2023. Ongoing condition and valuation timetable for asset management. Upgrade of Asset Management software approved by Council April 2023.		30/06/2023
Hindmarsh Shire Council	Local Government Assets: Asset Management and Compliance	5	Yes		Complete	Council officers are using iMapcity.com to upload street photos gradually so that the latest photos can be accessed readily when needed.		
Hume City Council	Fraud Control Over Local Government Grants	5	Yes		Complete	Asset plan for all asset classes are continuously updated for DRFA classes.		31/12/2023
Hume City Council	Fraud Control Over Local Government Grants	9	Yes		Complete	Asset condition assessment for all asset classes are continuously updated for DRFA classes. The asset conditions are continuously updated to guide the renewal priority is based on asset hierarchy. The asset conditions are continuously updated to guide the renewal priority.		20/07/2023
Hume City Council	Fraud Control Over Local Government Grants	10	Yes		In progress	Completed June 2023 The Evaluation Framework was completed in June 2023. Individual evaluation plans for each funding stream are progressively being implemented. Workshops will be held in the 2023/24 financial year to update the Strategic and Operational Risk Registers following the adoption of the Risk Appetite Statement and update of the Risk Management Framework.	30/06/2024	
Hume City Council	Fraud Control Over Local Government Grants	10	Yes		Complete	The Risk Appetite Statement and Risk Management Framework have been updated and endorsed by the Executive Leadership Team. Workshops have been undertaken to develop the Strategic Risk Register and this has also been endorsed by the Executive Leadership Team. Operational Risk workshops are currently underway and the Operational Risk Register will be finalised by 30 June 2024.		8/09/2022
Hume City Council	Security and Privacy of Surveillance Technologies in Public Places	2	Yes		Complete	1. Complete - Fraud and corruption training is included in Councilor induction training and the refresher training in year 3 of the Council term (Complete) 2. In progress - Fraud risks in grant programs will be incorporated into future Fraud and Conflict of Interest training prior to being granted access to the Smarty Grants system (clause 5.2 of the Policy). The Fraud Awareness and Conflict of Interest training materials have not been updated to include examples specifically related to Grants Programs, however this training is mandatory for all staff involved in Grants programs. Council considers this adequately addresses the overall recommendation. The updated Grant-Giving Policy was approved on 8 August 2022 and includes the requirement for all members of Assessment and Review Panels to complete Fraud Awareness and Conflict of Interest training.		10/10/2023

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Hume City Council	Security and Privacy of Surveillance Technologies in Public Places	4	Yes		Complete	Actions since report tabled Council has engaged an external consultant to conduct a review of Council's CCTV systems. This review will include the development of site-specific operating procedures based on the Standard Operating Procedures template that has already been developed.  The external review of Council's CCTV system resulted in Standard Operating Procedures being developed for each site, which included a regular audit program.		9/10/2023
Hume City Council	Security and Privacy of Surveillance Technologies in Public Places	7	Yes		Complete	The above-mentioned review will include a review and update of CCTV signage. The external review of Council's CCTV system included a review of Council's CCTV signage.		10/10/2023
Hume City Council	Security and Privacy of Surveillance Technologies in Public Places	8	Yes		Complete	The above-mentioned review will develop a regular audit program of CCTV systems. The audit will include user access listings/controls, data security weaknesses, compliance checking, monitoring and reporting requirements, training, and the ongoing review of the Policy.		9/10/2023
Larrobe City Council	Sexual Harassment in Local Government	3	Yes		In progress	The external review of Council's CCTV system resulted in Standard Operating Procedures being developed for each site, which included a regular audit program. The CCTV Policy is due for review on or before June 2026.  Standalone sexual harassment council policy was finalised and was endorsed at the November 2023 Council meeting and is now live on Council's website. Respect @ Work campaign was launched to internal staff in May 2024.	7/05/2024	
Larrobe City Council	Sexual Harassment in Local Government	5	Yes		Complete	Standalone Council prevention of sexual Harassment Policy endorsed in November 2023. Policy is on Council's website, can be searched by members of the public and is available to all employees.		31/12/2023
Larrobe City Council	Sexual Harassment in Local Government	7	Yes		In progress	Respect @ work campaign will include messaging from CEO and posters around the organisation.	7/05/2024	
Larrobe City Council	Sexual Harassment in Local Government	10	Yes		In progress	The standalone sexual harassment internal procedure is currently in draft and includes all recommendations outlined in this report.	31/07/2024	
Larrobe City Council	Sexual Harassment in Local Government	11	Yes		In progress	Council code of conduct includes sexual harassment. Councilors must sign off on the code of conduct at the start of their term. LCC is currently undertaking a review of the Councilor induction program and mandatory training and will incorporate two training sessions per term for commencing in the new Councilor term at the end of 2024.	31/03/2024	
Loddon Shire Council	Fraud Control Over Local Government Grants	5	Yes		Complete	Finalisation of a cost benefit analysis (CBA) was delayed from the original target date due to the significant impact experienced by Council and community from the 2022 flood event, and subsequent immediate and ongoing response efforts. Since that time, an external consultant was engaged to undertake a CBA across a range of Community Support Programs (Community Grants, Event Promotion Scheme, Community Planning Ward allocations) to assess their value to Council. The consultation process for this included correspondence with Community Planning groups across the municipality, along with organisations who have received funding through the competitive grants programs provided by Council.		15/09/2023
Loddon Shire Council	Fraud Control Over Local Government Grants	7	Yes		Complete	The final Loddon Shire Council Community Support Program CBA Report was presented to Councilors at its 12 September 2023 Council Forum. The Report detailed the overall benefits of the grant programs and determined that the programs were fair and accessible. It also determined that Loddon's Ward-based funding provided a fair and equitable distribution of funds per capita. The report also identified program processes that were working well and provided Council with a range of recommendations to further improve the programs which will be considered in the future reviews of Council's Community Support Policy.		15/09/2023
Major Transport Infrastructure Authority	Melbourne Metro Tunnel project Phase 2: Main works	3	Yes		Complete	Finalisation of a cost benefit analysis (CBA) was delayed from the original target date due to the significant impact experienced by Council and community from the 2022 flood event, and subsequent immediate and ongoing response efforts. Since that time, an external consultant was engaged to undertake a CBA across a range of Community Support Programs (Community Grants, Event Promotion Scheme, Community Planning Ward allocations) to assess their value to Council. The consultation process for this included correspondence with Community Planning groups across the municipality, along with organisations who have received funding through the competitive grants programs provided by Council.		31/12/2023
Major Transport Infrastructure Authority	Quality of Major Transport Infrastructure Project Business Cases	4	No	For the reasons outlined in correspondence from Secretary Department of Transport to Auditor-General dated 7 September 2022.	Discontinued	The final Loddon Shire Council Community Support Program CBA Report was presented to Councilors at its 12 September 2023 Council Forum. The Report detailed the overall benefits of the grant programs and determined that the programs were fair and accessible. It also determined that Loddon's Ward-based funding provided a fair and equitable distribution of funds per capita. The report also identified program processes that were working well and provided Council with a range of recommendations to further improve the programs which will be considered in the future reviews of Council's Community Support Policy.		
Manningham City Council	Regulating Food Safety	1	Yes		In progress	Benchmarking was completed with 10 similar Councils along with a comprehensive business case / service unit plan supporting our request for an increase in staffing for our Environmental Health Team. The Executive Planning Team approved the increase of 1.0 Permanent Full-Time Environmental Health Officer position and 0.4 Permanent Part-time Environmental Health Support Officer (admin) position on 21 February 2024. In relation to re-assigning non-critical tasks: Internal meetings have been held with info management and customer service team Coordinators to ensure customer requests / complaints are allocated correctly in first instance and procedures are now in place if incorrectly allocated to EHO's. Environmental Health Officers are still responsible for monitoring and enforcement of other legislation such as Tobacco Act, Public Health and Wellbeing Act, Environment Protection Act. Unfortunately, these statutory roles cannot be delegated away from qualified Environmental Health Officers. The increase in staffing will ensure Council fulfils its statutory duties in all areas of responsibility.	21/02/2024	
Manningham City Council	Regulating Food Safety	2	Yes		Complete	A strengthening of our policy on Food Safety Assessments and inspections saw quarterly reporting at manager level commence in August 2023 with monthly updates completed leading up to the December 31 2023 end of registration period. An increase to our EHO staff by 1.0 Permanent Full Time position will assist in meeting our annual inspection targets. Quarterly surveillance for unregistered food premises commenced in May 2023 (Gumtree) and August 2023 (Facebook Marketplace). Challenges have been experienced using digital platforms (Facebook Marketplace) with Environmental Health's account being permanently suspended. This has been reported to the Department of Health for further investigation and to ensure online monitoring in accordance with VAGO recommendation can be satisfied. EHO's continue to monitor for unregistered food premises at events, festivals and shopping precincts.		31/12/2023

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Manningham City Council	Regulating Food Safety	3	Yes		In progress	<b>Actions since report tabled</b> In addition to targeted education provided to each food business, a spreadsheet to capture results of assessments, inspections, food sampling and complaints has resulted in Council identifying cleaning & sanitising and handwashing as the 2 main areas of concern in Manningham businesses. An educational program is currently being developed with our comm's team with delivery to our food operators before July 2024. Other areas of concern will be addressed in subsequent educational pieces rolled out on a quarterly basis.	30/06/2024	
Maribyrnong City Council	Maintaining Local Roads	2	Yes		In progress	As part of the full Road Condition Audit in FY 2024/25 as part of our tender specification Council will be mandating use of ARRB proposed vehicle mounted surveying equipment.	30/06/2025	
Maribyrnong City Council	Maintaining Local Roads	3	Yes		Complete	Council has purchased the Asset Asset Management Software Predictive Modelling module. Initial review of current predictive modelling has taken place for local roads which is being used to prioritise road renewal program. Council will look in to the possibility of partnership with other councils, and explore the capability of integrating with Council's enterprise corporate system via the AM Maturity Diagnostic exercise, however that will depend on whether there will be a review of the Council's corporate system. Dec 2023 systems reviewed and meets requirements and continue collaboration opportunities with neighbouring councils.		31/12/2023
Maribyrnong City Council	Maintaining Local Roads	5	Yes		In progress	Unit rates for planned and reactive road maintenance activities are based on contractor tendered rates. Unit rates are updated following tendering process. The current Contract for Civil Maintenance activities was tendered in mid-2022. A cycle area based Planned Maintenance Program in place. Proposal to capture the cost of reactive and planned maintenance activities within Council's corporate systems is ongoing.	30/06/2025	
Maribyrnong City Council	Maintaining Local Roads	8	Yes		In progress	Value for money is determined for planned and reactive road maintenance activities during periods (3 year). Tender review process. Council is developing processes to capture maintenance data within corporate systems.	30/06/2025	
Maribyrnong City Council	Maintaining Local Roads	9	Yes		In progress	Regular meetings have been set up with Hobsons Bay Council to discuss sharing design resources and other opportunities including periodic maintenance of sealed roads. Council provided a submission to VicRoads 10 year maintenance program and suggested possibilities of combining Councils resurficing of distributor roads to achieve economies of scale, cheaper prices and larger contractors. Regular meeting with Department of Transport & Planning & Planning and Venita who are running the contracts for the Western Roads Upgrades Alliance regarding arterial roads and drainage upgrades.	30/06/2025	
Melbourne Health	Clinical Governance: Health Services	18	Yes		Complete	Recommendation Action Plans are tracked and monitored for completion through the RMH Quality Committee and RMH Board Quality Committee. The strength of the recommendation is used as a measure of whether it will prevent the incident from occurring again. Repeat incidents are identified through our usual monitoring systems. Aggregate reviews are utilised where required for repeat incidents. This process considers previous recommendations and aims to identify new opportunities for improvement. Repeat incidents are also referred to the dedicated working group e.g. pressure injury working group.		31/08/2023
Melton City Council	Regulating private pool and spa safety	1	Yes		Complete	An automated report has been developed to identify all swimming pools and spas without a current Form 23 Certificate, initial reminder letters and final notices with time frames are provided to owners. The Procedure has been modified to include the Building Control Intervention Policy and enforcement timeframes.		1/06/2023
Melton City Council	Regulating private pool and spa safety	2	Yes		In progress	An internal report has been produced to cross reference data from the Building Permit Register and the Swimming Pool Register, through this report Council is able to determine if there are any unregistered pools within the municipality. All unregistered pools are put into the Swimming Pool register and sent a letter informing the owner of their obligations under the Building Act and Building Regulations, time frames and consequences. The action was completed on 1/1/24.	1/01/2024	
Melton City Council	Regulating private pool and spa safety	3	Yes		Complete	Report developed, one source of truth has been established.		20/06/2023
Melton City Council	Regulating private pool and spa safety	4	Yes		Complete	Procedure modified to include reference to BCI Policy and enforcement dates. All outstanding Certificates for 2022 have been sent to Council Solicitors for legal enforcement.		8/03/2023
Mildura Rural City Council	Local Government Assets: Asset Management and Compliance	5	Yes		Complete	Criticality criteria in place for Stormwater assets. Buildings and Facilities addressed through the hierarchy (1 tiers have been applied based on importance and performance). Roads addressed through hierarchy as per Road Management Plan. Critical assets and their risk of failure for high risk assets are captured in the Asset Management Plans.		31/12/2023
Mildura Rural City Council	Local Government Assets: Asset Management and Compliance	6	Yes		In progress	Forward works program development is underway. Integration of asset management planning cycle into financial planning cycle is being addressed through work on the integrated planning and reporting framework.	30/06/2025	
Mildura Rural City Council	Local Government Assets: Asset Management and Compliance	7	Yes		In progress	Presentation of Roles and Responsibilities to Asset Management Steering Committee scheduled for May. Knowledge skill gap analysis and plan to address this will follow.	30/06/2024	
Mora Shire Council	Delivering Local Government Services	1	Yes		In progress	Mora Shire Council has recently endorsed a Service Planning Framework Policy and have drafted a Service Planning Framework and associated template that address the recommendations of the limited assurance review - Delivering Local Government Services. It is anticipated that this Framework will be endorsed by Council in October 2024.	31/10/2024	
Moonee Valley City Council	Reporting on Local Government Performance	6	Yes		Complete	Council commenced its service planning project in Q1 2021/22 and is working toward adopting a service planning methodology by end current financial year. We are currently working on a service list and service catalogue. The development of service indicators will form part of this project. UPDATE TO 31/12/22: The Service Planning project has commenced. The development of service indicators was completed. Additionally, a service plan was completed for each service and sub-service plans were also completed for all sub-services. Work on the Service Planning project will continue, with the development of a Framework. The Framework will identify the use of indicators/ other mechanisms for reporting on the performance of services. UPDATE TO 31/12/23: A Service Planning Framework was completed providing the strategic context for a consistent approach to the planning of service delivery. Service and sub-service plans were updated in August 2023 to inform budget development. The update included collection of the outcomes and impacts that drive the activities undertaken within each sub-service. These outcomes and impacts provide a framework for performance assessment which is embedded in the Service Planning Framework.		31/12/2023

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Mornington Peninsula Shire Council	Managing the Environmental Impacts of Domestic Wastewater	3	Yes		In progress	<p><b>Actions since report tabled</b></p> <p>MPSC acknowledge that there are gaps in the data available with regard to onsite wastewater systems. In particular, there are approximately 15,000 systems with a permit that is not electronically recorded on the Council's databases.</p> <p>Currently, MPSC uses a smartphone app called Septic Track to provide real-time data when septic are being repaired; however, this method overlooks septic that aren't maintained. Other service providers send information to Council via email and mutually agreed-upon technological alternatives, such as Open Ioms.</p> <p>In order to maintain pump out data for primary septic tank systems, the Shire will keep working with SEW on an information exchange system. The proactive Wastewater Officer Memorandum of Understanding with SEW has been extended until June 2026. To assist with VAGO recommendations, MPSC is also providing funding for a second permanent wastewater officer. Also a \$20K grant from DECCA has been given to the Shire to test an electronic information management system for high-risk townships. The project runs from June 2023 to February 2024.</p> <p>In order to make contractor accreditation and information management more clear, the Shire's wastewater management policy was reviewed and modified and was adopted by Council in July 2023. Owners must submit septic maintenance records to Council in accordance with the amended Environment Protection Regulations. To assist owners in fulfilling these obligations, MPSC WWOs have carried out community education and provided on-site health examinations. As part of the ODWM steering committee, MPSC offers feedback on the proposed EPA/DECCA advice intended to put VAGO recommendations into practice.</p> <p>The Shire's Wastewater Management Policy was implemented in September 2023. It provides clarification on contractor accreditation and information management. Additionally, the updated Environment Protection Regulations place responsibility for septic repair records on owners, who must report them to Council.</p> <p>Change paragraph order</p> <p>A new CRM/PRG system to help with data collecting has been granted through a tender as a long-term solution. Onsite wastewater management is currently in phase 4, with a scheduled launch date of October 2024. Process mapping has already commenced. A new lead for implementation has been chosen.</p> <p>It is anticipated that this action will close out the recommendation pending system implementation.</p>	31/12/2024	
Mornington Peninsula Shire Council	Protecting Victoria's Coastal Assets	4	Yes		In progress	<p>All built assets in Foreshore reserves are recorded in Council's Asset Management system with basic attributes and spatial data. A gap analysis has been undertaken to identify Shire assets and assets where ownership is unclear. A substantial number of assets remain classified 'to be assigned' as it is not clear who is responsible.</p> <p>The Shire's 'Asset Management Policy', strategy and plans have been updated and reviewed against Victoria's Asset Management Accountability Framework. This recommendation informed the Asset Management Strategy and policy review and will inform the upcoming Mornington Peninsula Coastal Strategy and any local master plans. Asset vulnerability data associated with climate change impacts have been developed assuming climate impact trajectory of RCP8.5 and a timeline up until 2050 for all of the Shire's buildings.</p> <p>Further progress on targeting asset management priorities and funding decisions is largely dependent on outcomes of the Port Phillip Bay Coastal Hazard Assessment (released February 2024). Audits and condition assessments on marine and coastal infrastructure undertaken by DEECA will also inform this future work. This data has been shared with Mornington Peninsula Shire in March 2024 and is being reviewed.</p> <p>Our Coast, Our Future (Mornington Peninsula Coastal Strategy) is one of five pilots in the Victoria's Resilient Coast 2100+ program. Stages 1-4 will be completed in the next 18 months and will:</p> <ul style="list-style-type: none"> <li>-Identify cultural, environmental, heritage and recreation values of coastal areas.</li> <li>-Review of existing hazard data, identification of gaps and development of hazard assessments to inform adaptation planning.</li> <li>-Identify priority sites requiring adaptation planning and provide foundations to allow for informed adaptation planning in the future.</li> </ul> <p>This project has commenced, community engagement has been completed and coastal hazard data is now being analysed. Estimated completion of Stages 1 to 4 will be Sep-24.</p> <p>We continue to work with DEECA to gain clarity on who is financially responsible for maintenance and renewal of marine and coastal assets. It is unclear when this will be resolved.</p>	31/12/2024	

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Mornington Peninsula Shire Council	Protecting Victoria's Coastal Assets	5	Yes		In progress	<p>The risks associated with coastal inundation and erosion hazards are extensive. The ongoing risk assessment and management of this influences: 1. emergency response and public safety management. 2. ongoing maintenance and management of our coastline and the existing natural and built assets, and 3. forward planning, with consideration to the most up to date climate change predictive scientific data regarding sea level rise, storm surges, inundation, and the relationship with flood events and stormwater flows.</p> <p>A key State Government resource that relates to this is the Port Phillip Bay Coastal Hazard Assessment (PPCHA). This report provides critical erosion and inundation data and will inform the future approach to managing and planning for coastal assets and may identify where more localised hazard data is required.</p> <p>The assessment of coastal risk has been undertaken within our region via detailed localised plans including Western Port Coastal Villages Study, Rye, Safety Beach and Mount Martha Coastal Processes studies, and numerous geotechnical studies. Further to this DEECA assessment reports have been undertaken and are shared with Council to inform decision making and management.</p> <p>At a regional level an Asset Vulnerability Assessment of Councils buildings, roads and drainage assets have also been considered in relation to differing climate scenarios. At a catchment level flood mapping of the region has also been undertaken which identifies the areas vulnerable to flooding from storm events. Flood modeling is being updated across the region in partnership with Melbourne Water and is due to be completed in October 2024. Flood and stormwater impacts closely interact with our coastal environments and assets.</p> <p>A broader strategy regarding Mornington Peninsula's Coastal resilience and adaptation has commenced. This is in alignment with the Victorian Resilient Coast 2100+ project. This significant project, Our Coast Our Future, will identify vulnerable areas, coastal risks and appropriate adaptation measures. Stages 1 to 4 will be completed by Sep-24.</p> <p>Mornington Peninsula Shire has welcomed a new position, Coastal Risk Project Officer to respond to increases in coastal risk within the municipality. A desk top gap analysis of all available coastal risk data is being undertaken.</p> <p>Please note that changes in legislation and the development of new Policies at a State level have led to uncertainty around roles and responsibility for the funding and management of actions between State and Local governments. With 10% of Victoria's coast, Council continues to advocate strongly for ongoing financial support to respond to and plan for the increased effects of climate change on our coastlines.</p>	30/09/2024	
Mornington Peninsula Shire Council	Regulating private pool and spa safety	1	Yes		In progress	<p>Council has now implemented a comprehensive register (16,500 pools) that captures properties with outstanding compliance certificates. Council has now implemented a comprehensive register/reports that enable customisation and the ability to determine these statistics. All staff have access to these reports in Power BI.</p> <p>With this reporting unregistered property owners have reduced. In 2024, councils SMS campaign will shift from unregistered property to overdue compliance reminders and overdue reminders.</p> <p>There is now a documented strategy for pool compliance and relevant timeframes, which is currently being formalised into a Policies and Procedures document.</p>	30/06/2024	
Mornington Peninsula Shire Council	Regulating private pool and spa safety	2	Yes		In progress	<p>Council has now implemented a comprehensive register/report that differentiates between 147L, 147M and 147N pools. This report has enabled council to report on unregistered pools and spa. Unregistered 147L will be the first target.</p>	30/06/2024	
Mornington Peninsula Shire Council	Regulating private pool and spa safety	3	Yes		Complete	<p>Council has implemented a comprehensive register/report(s) that enable customisation and the ability to determine the status of each property. This will enable Council to implement processes to reduce manual editing and allow for monthly SMS reminders to owners (excluding hard copy reminders). Completed improvements:</p> <ul style="list-style-type: none"> <li>-Reviewed, edited and enhanced all standard templates.</li> <li>-Now include QR codes on all templates to enable a customer to be directed to the correct location on the council website to submit information.</li> <li>-Have reviewed all online submissions and payment portals.</li> <li>-Have redesigned the Form 22 application process that differentiates between 147L, 147M and 147N pools and the associated unique process that are relevant to each pool type.</li> <li>-Have redesigned the Form 23 submission portal that now requires essential and mandatory information to be completed.</li> <li>-Have amended how the council receives and processes the applications, enabling the manual processing of the application to be minimised by several minutes per submission. Based on the application council process volume, we estimate this results in a saving of 8-12 days per year.</li> <li>-Have designed, tested and implemented an automated registration portal that enables customers to automatically obtain (via email) necessary information pursuant to Regulation 147L and that enables the inspector to complete their inspection. Previously, customers would email and telephone the council requesting registration information. We estimate this saved 10-15 days per year based on the volume of requests we received.</li> </ul> <p>Further enhancements with regard to CI and online forms to enhance customer experience and enable efficiency gains to council have now been implemented which includes and is not limited to:</p> <ul style="list-style-type: none"> <li>-SMS communication/reminders</li> <li>-All forms now submitted through online portal with QR coding for payments</li> <li>-Registrations now link to other Council systems including CI &amp; Power BI.</li> </ul> <p>Recommendation now complete with ongoing maintenance as required.</p>	23/12/2023	

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Mornington Peninsula Shire Council	Regulating private pool and spa safety	4	Yes		In progress	<p>Council has now implemented a working draft procedure addressing the VAGO recommendations and is being tested against our current systems and registration process to ensure accuracy.</p> <p>Note Development of system improvements are limited due to Tech1 and CRM implementation and the hold on further development fields in Tech1.</p> <ul style="list-style-type: none"> <li>-Building officers currently address certificates of non-compliance based on risk and have various enforcement avenues available, including legal proceedings. The working draft procedure also considers the recommendation.</li> <li>-The working draft procedure and the use of current Tech1 enforcement applications document staff responses.</li> <li>-Building Staff currently document decisions about responding to non-compliant pools via Merit and enforcement applications created using Tech1.</li> <li>-SMS alerts and letters will remind owners to submit certificates of compliance and register pools.</li> <li>-The working draft procedure will document how Council will follow up with owners of unregistered pools.</li> <li>-The working draft procedure will document information staff must consider when determining a pool or spa date of construction. Building staff use GIS, historic permits, and building enforcement records to determine the construction date and applicable barrier standard.</li> <li>-Building officers currently address certificates of non-compliance based on risk and have various enforcement avenues available, including legal proceedings. The working draft procedure also considers the recommendation.</li> <li>-The working draft procedure and the use of current Tech1 enforcement applications document staff responses.</li> <li>-Building Staff currently document decisions about responding to non-compliant pools via Merit and enforcement applications created using Tech1.</li> <li>-SMS alerts and letters will remind owners to submit certificates of compliance and register pools.</li> <li>-The working draft procedure will document how Council will follow up with owners of unregistered pools.</li> <li>-The working draft procedure will document information staff must consider when determining a pool or spa date of construction. Building staff use GIS, historic permits, and building enforcement records to determine the construction date and applicable barrier standard.</li> </ul> <p>Draft Policy &amp; Procedure is in progress and is expected to be complete by Jun-24.</p>	30/06/2024	
Municipal Association of Victoria	Local Government Insurance Risks	16	Yes		In progress	MAV is working with the Victorian Government to review the structure of the LMI scheme, which has a direct linkage to the governance structures and this recommendation.	1/03/2025	
Northern Grampians Shire Council	Maintaining Local Roads	3	Yes		In progress	NSCS has carried out the migration to cloud based Assetic for better data integration. Predictor modelling is carried by uploading data set from Assetic and this process is working efficiently. At this point directly integrating the data is a significant drawn on resources and not justifiable under current pressure. The integration is still being pursued but is expected to be significantly delayed.	1/06/2025	
Northern Grampians Shire Council	Maintaining Local Roads	5	Yes		In progress	Agreed management actions specified at the time of tabling, is still relevant.	1/06/2026	
St Vincent's Hospital	Managing Private Medical Practice in Public Hospitals	9	Yes		In progress	Subsequent to the last update SVHM has reviewed the MBS Guidelines, the recommendations of the Dechitte and KPMG reviews and has considered issues raised by health service CFOs. The review process highlighted numerous risks and outstanding issues that have formed the basis of an MBS action plan that incorporates key actions required, the accountable manager and timelines for each issue.	12/04/2024	
State Revenue Office	Collecting State Based Tax Revenue	3	Yes		Complete	To date, considerable work has been undertaken in addressing compliance issues related to patient referrals, MBS clinics, private practice arrangements and administrative requirements. As is the case in other major health services the main outstanding risk relates to the lack of system capability to manage MBS requirements without undue manual intervention. This risk is not easily resolved and will need to be addressed over time.		31/12/2023
State Revenue Office	Collecting State Based Tax Revenue	4	Yes		In progress	Further, to transition the actions and work already undertaken into business as usual, SVHM has re-established the MBS compliance committee with a revised remit to address and monitor MBS requirements and has established a Private Practice Agreement Committee to provide greater oversight of private practice arrangements and ensure alignment with MBS requirements. The primary objectives of the two committees is to provide a mechanism to ensure ongoing compliance and to identify issues as they arise.	30/04/2024	
State Revenue Office	Collecting State Based Tax Revenue	5	Yes		In progress	Notwithstanding actions to ensure full MBS compliance remain work in progress, SVHM is of the view that actions taken to date to integrate MBS compliance with ongoing business as usual and risk management operations, represents the conclusion of specific work to comply with the VAGO review, and that the audit matter outstanding should be considered as completed.	31/03/2024	
State Revenue Office	Collecting State Based Tax Revenue	6	Yes		In progress	Partial acceptance - Despite recognising inherent limitations, the SRO will continue to conduct tax gap analysis on selected revenue lines to assist compliance activities.	30/06/2024	
State Revenue Office	Collecting State Based Tax Revenue	6	Yes		In progress	BP3 measures reviewed with DTF and updated. Cost to collect \$100 measure discontinued across all jurisdictions as its an unreliable measure of efficiency.		
State Revenue Office	Collecting State Based Tax Revenue	6	Yes		In progress	SRO Corporate Balanced Scorecard reviewed and updated.		
State Revenue Office	Collecting State Based Tax Revenue	6	Yes		In progress	Outcomes of the ongoing Voice of the Customer program continue to be used to improve customer service activities and initiatives and complaints collection handling. Reviewed and updated the risk-based approach adopted in the existing Revenue Line Profile process. Finalised scope for a review of the tax objection process. Review to be conducted in Q4 2023-24.		
Surf Coast Shire Council	Regulating private pool and spa safety	1	Yes		In progress	Since the initial audit, an additional temporary resource was put in place to support the team in addressing audit findings. Processes were recorded into procedures. IT has assisted in setting up reports that can be run as requested. New team management is in place which has been reviewing all processes associated with pools and investigating new software packages that will reduce manual handling of information. A budget bid has been submitted for the coming financial year that has enhanced pool management functionality. In the meantime, pool process analysis and improvement actions continue to be identified and implemented on a regular basis. Weekly work planning and enforcement meetings keep the team informed and directed on the approach to specific high-risk priorities. The original set of actions were completed by 30/06/2023. Additional process improvements continue to be identified and implemented. The new budget bid for an updated software package is set to be approved at the end of financial year-30/6/2024	1/07/2024	
Surf Coast Shire Council	Regulating private pool and spa safety	2	Yes		In progress	IT has helped create reporting to identify unregistered pools. Our new temporary MBS has provided risk-based direction on the approach and time frames associated with both pool registration and enforcement actions. While the processes are manual, and opportunities exist to continue to improve them, the current processes meet Council's obligations. Weekly work planning and enforcement meetings keep the team informed and directed on the approach to specific high-risk priorities. The original set of actions were completed by 30/06/2023. Additional process improvements continue to be identified and implemented. The new budget bid for an updated software package is set to be approved at the end of financial year-30/6/2024	1/07/2024	

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Surf Coast Shire Council	Regulating private pool and spa safety	3	Yes		In progress	<p>Due to a turnover in management of the team, software assessment was not able to be completed until later than initially desired. The new department coordinator has made it a priority to assess the functionality of the current software systems, associated processes and the suitability of other internally available systems for use. Following the initial assessment an extensive benchmarking with other regional councils on their software systems took place November 2023-December 2023. From the benchmarking, a preferred system has been identified and the budget bid submitted for the 24/25 FY.</p> <p>Completed 26 April, 2023. TRIM Folder Ref F23296. Council have continued to utilise the procedures. Any other FAQs that have arisen are documented in the team one note. Fona has been training more team members in how to use the procedures.</p> <p>A consistent, statewide campaign to educate households about what items go in which bin will be delivered as part of Victoria's circular economy policy, Recycling Victoria: A new economy.</p> <p>Action 2.3 – Statewide education and behaviour change programs.</p> <p>The major statewide campaign, Small Acts Big Impact, is scheduled to launch in May 2022 and will continue until at least June 2024. The campaign includes delivering multiple phases of advertising and promotion addressing key recycling and waste avoidance behaviours including:</p> <ul style="list-style-type: none"> <li>Remember to take your reusable bags and water bottles when you leave home (reduce plastic waste)</li> <li>Plan weekday dinners and stick to a shopping list (reduce food waste)</li> <li>Place your recycling loose in the bin, not in bags (recycling contamination)</li> <li>Check your council rules on what can go in each bin (recycling contamination)</li> <li>Take batteries to a drop-off recycling site – don't put them in any bin (recycling contamination)</li> </ul> <p>Councils have been provided with a range of campaign assets and grants to deliver the campaign locally relevant to their kerbside recycling system and local contamination issues.</p> <p>Path to Half Update - Industry Focused</p> <p>Together, round one of the CEBIC Business Innovation Fund and the Business Support Fund have provided grants to 11 food and organics related projects to kick start progress towards the Path to Half. Together, the 11 projects will:</p> <ul style="list-style-type: none"> <li>Directly avoid or recycle food waste by 50,000 tonnes each year.</li> <li>Contribute to 4.2% toward Victoria's target to halve food waste by 2030.</li> <li>Identify, develop and trial solutions to reduce an additional 693,000 tonnes of food waste each year to generate a pipeline of future projects</li> </ul> <p>pipeline of future projects related projects to kick start progress towards the Path to Half. Together, the 11 projects will:</p> <ul style="list-style-type: none"> <li>directly avoid or recycle food waste by 50,000 tonnes each year</li> <li>contribute to 4.2% toward Victoria's target to halve food waste by 2030</li> <li>Identify, develop and trial solutions to reduce an additional 693,000 tonnes of food waste each year to generate a pipeline of future projects.</li> </ul>	1/07/2024	26/04/2023
Surf Coast Shire Council	Regulating private pool and spa safety	4	Yes		Complete			
Susannah Victoria	Recovering and reprocessing resources from waste	10	Yes		In progress		30/06/2023	
V/Line	Freight Outcomes from Regional Rail Upgrades	2	Yes		In progress	<p>Rail projects Victoria is managing the Murray Basin Future Stages which will address incomplete MBRP Stage 2 scope including: Maryborough and Dunell junctions, programmed for completion in 2023</p> <p>to track upgrade for Murrayville to Ouyen line. In progress and scheduled for completion by May 2022</p> <p>to track upgrade for Maryborough to Ararat line in conceptual stage</p> <p>V/Line is delivering Ararat Junction which was also an incomplete package from Stage 2. The project has a target commissioning date set for September 2022. There has also been a number of challenges to the ARTC access program, increasing the time required to secure endorsed Site Action Plans. The last reported target date of December 2022 will not be reached, and revised timelines are being worked through.</p> <p>Following the decision to reprogram commissioning after December 2022, Rail Project Victoria launched an independent review of the program to inform project status, deliverables, and a pathway forward. The independent review determined that the program, inputs and issues V/Line were working with/through were consistent with communication through 2022 (and earlier) years. It also informed a likelihood of a December 2023 commissioning, subject to any fundamental changes. Thus, the project is being reprogrammed, additional resources required being sourced and ongoing work being progressed accordingly</p> <p>The integrated program to a new commissioning should be finalised in June/July 2023, albeit all works continue, whilst this task is completed.</p> <p>A paper outlining the progress on the signalling at the Ararat Junction (AJS) was drafted and submitted for endorsement to Project Steering Committee (PSC). Further, together with Rail Projects Victoria (RPV), a ministerial brief was drafted for sign-off.</p> <p>Third-party vendor (i.e., Turner and Townsend) were engaged to perform a cost review and an options assessment, which is expected to be completed by October 2023 and November 2023 respectively.</p> <p>The third-party vendor have provided the draft report for the cost review undertaken and V/Line's management is yet awaiting the options assessment, which is on track to be completed by the end of November 2023.</p> <p>The draft report was finalised and a paper outlining the progress for RRR project was presented to the Project Steering Committee (PSC) in December 2023.</p> <p>The RRR project received an approval to pause and demobilise up to May 2024, while options were assessed based on the funding availability.</p>		

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VLine	Freight Outcomes from Regional Rail Upgrades	3	Yes		Complete	<p>A curriculum has been developed for the delivery of the e-learning modules and a training provider is soon to be appointed. Training will commence in the next 3 months</p> <p>A full review of contract management plans requirements has been undertaken and is now being deployed along with training.</p> <p>Project management plans and contract management plans are being actioned and aligned. Training is being deployed to support sustainable change.</p> <p>A curriculum has been developed for the delivery of the e-learning modules; however, the tender has been temporarily suspended to onboard a specialist supplier until a number of key departures are recruited and essential to managing the development and delivery of e-learning modules.</p> <p>The implementation of the new ELT structure has commenced a review within divisions of the allocation of contract manager responsibilities and recipients of training will be revisited.</p> <p>-A third-party vendor (State of Flux) conducted trainings for all staff engaged in infrastructure projects. The training consisted of four (4) modules, focusing on Contract Management, Supplier Management, Risk Management and Performance Management. The opportunity to develop and deliver the e-learns (at a high level) is still to be explored. Until then, the training materials provided by the third-party vendor will be used.</p> <p>-A refreshed Procurement Strategy has been finalised, which includes a Capability Development Plan to build organisational capability and competence in procurement and contract management. The Strategy includes a multi-delivery methodology for contract management training, including the development of a high level contract management e-learn for all new starters to VLine, face to face training to be delivered by VLine Procurement Trainer (replacing State of Flux - Core Training module) and continued engagement of State of Flux to provide both VLine, MTIA and DTP with Advance Contract Management training for individuals where there primary role is contract management or procurement.</p> <p>-VLine has re-introduced the Contract Management Plan as a regular reporting to senior staff w.e.f. October 2023. VLine has also introduced Contract/Panel Health Checks and Contract Management Plans (including RACI), documented throughout the Contract Management Manual. Further, management has sent communications to the Project Teams regarding responsibilities around Project Management Plans.</p> <p>Considering, the relevant projects staff have now been trained and management will continue to use third-party vendor (State of Flux) for Contract Management</p>		31/1/2023
Victoria Police	Crime Data	1	Yes		In progress	<p>Communication was disseminated to all Victoria Police employees of the rank of sergeant, senior sergeant and inspector outlining their obligations in regard to prima facie crime recording as per the Crime Recording Standards and Victoria Police Manual (VPM) Crime Recording Policy, including the requirement of supervisors to guide their staff to comply with the standards.</p>	10/01/2024	
Victoria Police	Crime Data	2	Yes		In progress	<p>The relates to recommendation 2c, 2c and 2d.</p> <p>Recommendation 2b – Update to Victoria Police Manual (VPM) Operational duties and responsibilities has been updated and published.</p> <p>Currently, pending approval to acquit recommendations from the Deputy Commissioner Capability.</p> <p>Recommendation 2c and 2d – complete.</p>	30/06/2024	
Victoria Police	Crime Data	6	Yes		In progress	<p>LEAP timeliness measure is included in the Workplace Inspection Report (WIR) on the Organisation Performance Hub (OPH) Dashboard. This allows supervisors access to performance data from Organisational / Regional / Divisional / PSA / Work Unit levels. This measure indicates compliance with the performance benchmark established as part of the work undertaken to acquit recommendation 2c (90% of reports recorded within 3 days). The Workplace Inspection Manual has been updated.</p> <p>Recommendation completed.</p>	10/01/2024	
Victoria Police	Managing Body-Wom Cameras	1	Yes		In progress	<p>Victoria Police accepted the recommendation 'in principle' and agreed to develop a business case to implement improved reporting. The business case to enhance BWC data ingestion to support the implementation of a compliance monitoring tool and associated reporting has been completed and is pending final endorsement/approval. The business case will be included in the Victoria Police Budget and Investment Prioritisation Process for funding consideration by Victoria Police - Finance Services Department.</p>	30/03/2024	
Victoria Police	Managing Body-Wom Cameras	2	Yes		Complete	<p>Guidelines for the Dashboard have been finalised, published and communicated. Ongoing work will continue to update the guidelines as further work progresses on additional updates of the dashboard.</p>		30/01/2023
Victoria Police	Managing Body-Wom Cameras	4	Yes		In progress	<p>In response to the VAGO review, VPO accepted the recommendation 'in principle', and agreed to engage with the vendor regarding more efficient monitoring and auditing processes. Implementation of this recommendation will be subject to the cloud system capability and financial costs.</p> <p>To implement improved monitoring and auditing processes requires integration between Victoria Police's current suite of auditing and reporting tools and Evidence.com. Currently, the vendor (Acon) has not released the Application Programming Interface (API) required to meet proactive reporting requirements. It is the intent to accept the risk and close the recommendation. A risk statement has been drafted and is pending acceptance by the Chief Technology Officer (CTO) and Chief Digital Officer (CDO) prior to being monitored through the Victoria Police Information, Communication and Digital Technology Division (ICDT) risk register (and by extension, Digital Services and Security Department new Risk Governance Committee).</p>	31/03/2024	
Victoria Police	Managing Body-Wom Cameras	8	Yes		Complete	<p>Victoria Police have completed a new e-learning module including user acceptance testing. The course is ready for delivery with the rollout of BWC 3.</p>		30/06/2023



Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Victoria Police	Police Management of Property and Exhibits	5	Not applicable	<p>This recommendation is closed: not implementing recommendation – no longer applicable. This is on the basis of the recommendation being superseded by the more contemporary Internal Audit report (2023-ACOS-02 Property Management). This internal audit report provides a more contemporary view and is more explicit and applicable to the current operating environment. Agreed management actions include: Short term (6-12 months) Operational Infrastructure Department (OID) will develop a Property and Exhibit Management Work Plan and initiate appropriate governance arrangements to outline the specific activities/tasks that are necessary to address the audit findings. Acquitted December 2023.</p> <p>Medium term (12-24 months) OID will review existing property management processes, standard operating procedures, and policies, to develop and implement a risk based approach to property and exhibit management audit and control measures across the organisation. This risk based approach will provide a framework to address aspects of the findings such as:</p> <ul style="list-style-type: none"> <li>-VPM guidance on risks, control and guidance;</li> <li>-Key Controls; and</li> <li>-Consistency of practice. It is anticipated that OID will acquit the remedial action by May 2025.</li> </ul>	Discontinued			
Victoria Police	Police Management of Property and Exhibits	7	Not applicable	<p>Operational Infrastructure Department (OID) has implemented the Property Management Dashboard and this interface has proven effective in monitoring long term property holdings, and any key performance indicators and risks impacting on storage capacity. To date, there has not been any risks identified pertaining to long term property storage sustainability. Information related to serious crime trends and the subsequent impacts on long term property holdings will be monitored and assessed on an ongoing basis as business as usual. These assessments will inform future investment decisions and identify logistics solutions.</p> <p>This recommendation is closed: not implementing recommendation – no longer applicable. This is on the basis of the recommendation being superseded by the more contemporary Internal Audit report (2023-ACOS-02 Property Management).</p> <p>This audit report provides a more contemporary view and is more explicit and applicable to the current operating environment. Process Improvement Opportunities include:</p> <ul style="list-style-type: none"> <li>-Incorporating trends analysis functionality or measures to assist management with assessing property management performance over time (including tracking and monitoring and planning for Long Term holdings).</li> </ul>	Discontinued		1/07/2023	
Victoria Police	The Effectiveness of Victoria Police's Staff Allocation	1	Yes		In progress	Victoria Police had a positive consultation with VAGO who reviewed the draft Strategic Workforce Plan and did not have any significant feedback on its alignment with their SAM audit recommendations. VAGO confirmed the Action Plan will be required to operationalise the strategy and measure the outcomes. Victoria Police will proceed with finalising the Strategic Workforce Plan and associated Action Plan as an appropriate acquittal of the recommendation.	31/05/2024	
Victoria Police	The Effectiveness of Victoria Police's Staff Allocation	2	Yes		Complete	Department of Treasury and Finance (DTF) issued Expenditure Review Committee (ERC) Business Case Templates (Short and Long-term) that requires the completion of an Investment Logic Map and Benefits definition and KPIs for each option presented. In addition, business cases also need to outline how recommended investments will be evaluated, once implemented, to ensure that it is meeting its objectives.		31/03/2023
Victoria Police	The Effectiveness of Victoria Police's Staff Allocation	3	Yes		Complete	The Staff Allocation Model (SAM) team now provides as usual practice, recommendation advice with clear rationale for each recommendation to Executive Command.		18/10/2023
Victoria Police	The Effectiveness of Victoria Police's Staff Allocation	4	Yes		In progress	<p>A Decision and Consequence Log is maintained for all changes to staffing recommendations. This decision log will continually be reviewed in considering the recommendation has been partially implemented.</p> <p>Part A) Victoria Police has appointed an accountable data asset custodian (implemented).</p> <p>Part B) Develop and maintain a data quality management plan</p> <p>Part C) Assess data assets against the data quality dimensions</p> <p>Part D) Create a data quality statement for all critical data assets.</p> <p>Part B, C &amp; D: the following parts are being undertaken in line with wider outcomes associated with data governance linked to the Electronic Document &amp; Records Management System (EDRMS) project.</p>	31/05/2024	

Agency	Engagement title	Rec. number	Current acceptance	If no or N/A, why?	Status	Actions since report tabled	Current target completion date	Date completed
Victoria Police	The Effectiveness of Victoria Police's Staff Allocation	5	Yes		Complete	<p>A comprehensive data dictionary has been created and is maintained for use in conjunction with the Staff Allocation Model (SAM) data management plan. Both the SAM data dictionary and data management plan have been independently reviewed by Victoria Police's Information and Records Management Unit to ensure it meets the Victoria Government's Data Quality Guideline Information Management Framework. The dictionary provides consistent data capturing, clear technical data use requirements and greater business continuity in SAM development.</p> <p>A long-term strategic plan to guide the development of the SAM has been finalised. This plan outlines the aims of the SAM, and further demonstrates the influence types and timings of data inputs into the SAM.</p> <p>There are formal approval requirements for Executive Command to endorse specific stages within the SAM development process including significant changes or improvements to the model during its annual lifecycle. This formal process includes the SAM team presenting a briefing paper for Executive Command consideration and approval which outlines the changes to the model, reasons for changes and significant impacts on the model. The presentation of significant model milestones is recorded within the Executive Command meeting minutes through the briefing presentations.</p> <p>Recommendation closed.</p>		19/12/2023
Victoria Police	The Effectiveness of Victoria Police's Staff Allocation	6	Yes		Complete	<p>The Staff Allocation Model (SAM) team have reconsidered the University of Melbourne academic review along with the Nous Group assessment. It has been determined by the SAM team that the current 'greedy' approach is robust and suitable for SAM redevelopment, which is supported by the Nous Group assessment.</p>		30/11/2023
Victorian Fisheries Authority	Follow Up of Selected 2012-13 and 2013-14 Performance Audits	1	Yes		Complete	<p>The VFA has published the harvest strategy as an appendix to the 2023 Native Fish Report Card report:</p> <p>Itgram, B.A., Lieschke, J. and Bell, J. (2023). Native Fishery Report Cards – 2023. Report cards nine important recreational and threatened non-recreational native freshwater fish from 10 priority streams. Victorian Fisheries Authority Science Report Series No. 42. 59 pp.</p> <p>The harvest strategy use data collected through the Native Fish Report Card Program.</p> <p>The VFA is also collaborating with Fisheries Research Development Corporation, NSW Fisheries and SA Fisheries on developing new guidelines for the establishment of harvest strategies in recreational fisheries.</p>		15/1/2023
Victorian Public Sector Commission	Personnel Security Due Diligence Over 3 Public Service Employees	3	Yes		In progress	<p>The recruitment page on VPSA's website includes links to all relevant recruitment guidance, including:</p> <ul style="list-style-type: none"> <li>Guidance on integrity in recruitment</li> <li>Pre-employment and misconduct screening</li> </ul> <p>The Commission is currently reviewing recruitment guidance with the intention of inclusion in an Employee Lifecycle Toolkit for use by HR Practitioners across the Victorian Public Sector. The toolkit will promote best practice whole-of-government approaches across the employee lifecycle to meet current and emerging workforce needs and support organisations to develop best practice in the application of their policies and processes.</p> <p>Any planned updates to these resources will include conflict of interest and pre-employment and misconduct screening.</p>	31/07/2024	
Victorian Responsible Gambling Foundation	Reducing the harm caused by gambling 1	1	Yes		Complete	<p>Developed a background document outlining knowledge translation principles and processes for the VRGF, with this provided the Foundation Board sub-committee, the Risk, Audit and Finance Committee in early 2023.</p> <p>Tracking spreadsheet has been developed and is now being utilised by Foundation staff.</p> <p>Targeted changes to the Foundation's procurement documentation have been identified and updates were incorporated during 2022.</p> <p>Regular progress reporting on knowledge translation activities commenced from May 2022 via the VRGF Board sub-committee, the Research, Policy and Advocacy Committee (RPAC), as part of the regular research update.</p> <p>A template and related resource have been developed, these are designed to assist teams within the Foundation to plan knowledge translation actions it will be in use from early 2023.</p> <p>The 2021-22 Annual Report included a progress report on implementing this recommendation, with reference to revised protocols. All future Annual Reports have made reference to Knowledge Mobilisation activities and provided updates.</p> <p>Internal Working Group established to deliver on this recommendation - with minimum deliverables including supporting paperwork and processes and ongoing support for Knowledge Mobilisation.</p> <p>Previous service reviews, client journey mapping and research evidence related to the efficacy of various treatment approaches for gambling harm were considered in the recently conducted service review encompassing prevention, early intervention and treatment activities.</p> <p>Design of revised service system now expected during 2024-25. This is because the new model of care will need to be developed and implemented by the Department of Health following the transition of the Foundation's functions from 1 July 2024.</p> <p>Funding agreements under the new Gambler's help funding model to apply from 1 July 2025 and incorporate latest evidence and evaluation into design of prevention and treatment approaches.</p>		31/03/2023
Victorian Responsible Gambling Foundation	Reducing the harm caused by gambling 2	2	Yes		In progress	<p>Foundation Gambler's Help Clinical Guidelines have been updated to include the peer support option under available 'Client Services' which will encourage Gambler's Help services to refer clients. This work was rolled out and finalised in late 2022.</p> <p>Previous service reviews, client journey mapping and the efficacy of various treatment approaches for gambling harm were considered in the service review encompassing prevention, early intervention and treatment activities which concluded Q4 2022-23.</p> <p>Design of revised service system now expected during 2024-25. This is because the new model of care will need to be developed and implemented by the Department of Health following the transition of the Foundation's functions from 1 July 2024.</p> <p>Funding agreements under the new Gambler's help funding model to apply from 1 July 2025 and incorporate latest evidence and evaluation into design of prevention and treatment approaches.</p>	30/06/2025	

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Victorian Responsible Gambling Foundation	Reducing the harm caused by gambling 4	4	Yes		Complete	<p>The Foundation has drafted an Evaluation Framework which articulates approaches and principles that will be used when designing future evaluations. This Evaluation Framework will incorporate approaches to cost-effectiveness when that work is completed (scheduled to complete in the 2023/24 financial year).</p> <p>The Foundation has engaged a health economist/public health expert to develop appropriate cost-effectiveness methods that will enable the Foundation to determine cost-effectiveness of its programs and train Foundation staff on cost-effectiveness principles during 2023.</p> <p>Following Foundation Internal Procurement Unit consideration, procurement documentation has been updated with enhanced cost-effectiveness and evaluation approaches. This follows the improvements identified and documented with respect to evaluation panel assessment procedures and associated value-for-money considerations in procurement governance documents.</p> <p>A comprehensive Grants Guidance Checklist was developed and approved by the Foundation Risk, Audit and Finance Committee (October 2022), enhancing internal controls by strengthening due diligence and audit approaches.</p> <p>Broader programmatic considerations of the applicability of evaluation methodologies and cost effectiveness oversight) has been included in process documents and associated templates (completed late 2022).</p> <p>Implementation of a new contracts and grants lifecycle management system has been completed (July 2023 go live date) which includes these enhanced evaluative oversight processes, incorporating online compliance and performance related checklists and review practices.</p> <p>Foundation has commissioned a menu of economic assessment methods. This work is being undertaken now and is due to be completed in July 2024. This will be used to calculate cost-effectiveness and other forms of economic assessment of Foundation programs.</p> <p>With responsibility for evaluation functions intended to transition to Department of Justice and Community Safety, campaigns to the VGCCC and prevention to Department of Health following the cessation of Foundation operations from June 2024, full implementation of cost effectiveness evaluation elements will require cooperation between those three successor agencies from July 2024 onwards.</p>	31/03/2023	
Victorian Responsible Gambling Foundation	Reducing the harm caused by gambling 5	5	Yes		Complete	<p>A new three-year Sector Development Hub Strategy with a focus on building community capacity for preventing gambling harm and knowledge translation will be delivered with assistance from a consultant that is in the process of being appointed. The resulting strategy will include mechanisms and systems for sharing learnings with and between funded organisations.</p> <p>A new Sector Development Strategy 2022-23 to 2023-24 finalised, and is being enhanced through inclusion of an embedded implementation plan.</p> <p>Responsibility for gambling harm sector development will transition to the Department of Health from 1 July 2024, which may require adjustments to existing strategy and implementation plan to reflect new operating context, ahead of a further plan being developed.</p>	31/10/2023	
Victorian Responsible Gambling Foundation	Reducing the harm caused by gambling 6	6	Yes		In progress	<p>Gambler's Help Clinical Guidelines have been updated to include the peer support option under available 'Client Services', which will encourage Gambler's Help services to refer client. The new guidelines have been released to the sector.</p> <p>Client information sharing and referral protocols between different treatment service options were considered in a service review encompassing prevention, early intervention and treatment activities, which concluded Q4, 2022-23.</p> <p>Design of revised service system now expected during 2024-25. This is because the new model of care will need to be developed and implemented by the Department of Health following the transition of the Foundation's functions from 1 July 2024.</p> <p>Funding agreements under the new Gambler's Help funding model to apply from 1 July 2024.</p>	30/06/2025	
Victorian Responsible Gambling Foundation	Reducing the harm caused by gambling 7	7	Yes		In progress	<p>As part of the Outcomes Framework development, VRGF existing datasets were reviewed and appropriate data to be monitored under the framework was identified and included.</p> <p>Client level outcome data was considered as part of the development of the Outcomes Framework and a more fit for purpose analysis of this data developed based on the existing data collection.</p> <p>The service review encompassing prevention, early intervention and treatment activities concluded in Q4 of 2022-23. The scope included reviewing core data sets. Design of the revised service system is now expected during 2024-25 and will include identifying an enhanced and fit for purpose core data set to align with KPIs and client outcome measures.</p> <p>The Service System Review has been completed. The outcome measures will be informed by this review for implementation post service-system amendments.</p> <p>Funding agreements under the new Gambler's Help funding model to apply from 1 July 2025 and incorporate latest evidence and evaluation into design of prevention and treatment approaches.</p>	30/06/2025	
Victorian Responsible Gambling Foundation	Reducing the harm caused by gambling 8	8	Yes		Complete	<p>Preliminary meetings held with relevant officers at Department of Justice and Community Safety, Health and Families, Fairness and Housing to determine scope of work, overlap of business areas, and any existing, complementary initiatives.</p> <p>VRGF CEO wrote to the Secretaries of the three relevant Departments, requesting nominations for a cross-government working group.</p> <p>Nominations received and first inter-departmental Committee convened 25 March 2022, with Terms of Reference endorsed and key actions for the Committee agreed as exploring the feasibility of Gambler's Help Services signing up to the MARAM screening framework.</p> <p>Second meeting of the inter-departmental Committee occurred in May 2022 to further progress.</p> <p>MARAM screening framework and establishment of a specialist working group (comprised of MARAM Expert Advisors from DCS and DH) to develop MARAM implementation plan for IDC's approval.</p> <p>MARAM working group with DCS and CAV MARAM Expert Advisors established.</p> <p>VRGF Participation in cross-DJCS MARAM Information Sharing Working Group.</p> <p>Draft multi-year MARAM implementation plan completed.</p> <p>Responsibility for the gambling harm service system will transfer to the Department of Health from 1 July 2024, with design of the revised service system expected to occur in 2024-25. Adjustments to draft MARAM implementation plan may be required to reflect the new operating context.</p>	31/07/2023	
Warrambrook City Council	Fraud Control Over Local Government Grants	5	Yes		Complete	<p>The Grants Policy stipulates:</p> <ul style="list-style-type: none"> <li>At least every 2 years, each grants program guidelines needs to be reviewed in line with this policy and the Council Plan and any other related Council strategies, plans and policies; and</li> <li>Executive Management Team should, as part of the budget development process each year, consider the ongoing value of any grants program and its alignment to Council objectives.</li> </ul>	7/02/2023	
Warrambrook City Council	Fraud Control Over Local Government Grants	9	Yes		In progress	<p>Council upgraded its Risk Register from Riskware to Eumina in 2023, post the transition, Council will be undertaking a full review of operational and strategic risks in the new system.</p> <p>Note: The review of the risks has been completed and updated in the new system in 2024, including the addition of the grant-related fraud risk as indicated below.</p>	29/04/2024	

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Warrnambool City Council	Fraud Control Over Local Government Grants	10	Yes		Complete	Conflict of Interest is covered during the induction process, and has been included in the compliance section of the training matrix. Fraud risks are covered within the fraud and corruption training mandatory module. The Grants policy was adopted in December 2022 and is now included as compliance training via the LITMOS training software.		13/02/2023
West Wimmera Shire Council	Fraud Control Over Local Government Grants	1	Yes		Complete	Council's Grant Policy has been comprehensively reviewed and updated (April 2023) to include process for conflict of interest declarations. To further enhance the policy, Council has included a conflict of interest section in the application assessment process on Smartly Grants (completed 2024). Council Officers are automatically excluded from the assessment process once a conflict is declared. Smartly Grants was implemented by Council in early 2023 to manage all grant applications and eligibility assessments and acquittals. Councilors are required to declare any conflict of interests at the beginning of a Council Meetings/forums before consideration of grant applications and these are included in Council's Conflict of Interest Register. Councilors and staff are also required to complete the specified form which is also added to the Conflict of Interest Register.		31/12/2023
West Wimmera Shire Council	Fraud Control Over Local Government Grants	6	Yes		Complete	Smartly Grants was implemented by Council in early 2023 to manage all grant applications and eligibility assessments and acquittals. Council ensures that funding decisions are consistent with Council Goals and budget allocations.		31/12/2023
West Wimmera Shire Council	Fraud Control Over Local Government Grants	9	Yes		Complete	Risk and Governance Team - Council has developed a Risk Register which has incorporated fraud and corruption as a specific organisational risk. The Risk Register allocates responsibility for the identification and management of risks to individual officers. Council's compulsory induction Learning Management System includes module relating to fraud and corruption. In addition, fraud and corruption is apart of the induction training for newly elected members. Council has a Fraud and Corruption Control Policy and Procedures which includes a mechanism to detect and minimise any risk through our fraud and corruption control plan.		31/12/2023
West Wimmera Shire Council	Fraud Control Over Local Government Grants	10	Yes		Complete	HR Team - Code of Conduct module has been included in our Learning Management System (LMS) which is compulsory for all staff to complete. This module now includes a section on fraud and corruption. Councilors and staff both undertake Conflict of Interest Training at the beginning of the Council term. As required under the Local Government Act, newly elected members undertake induction training which includes conflict of interests, fraud and corruption and Council's Code of Conduct.		11/12/2022
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	1	Yes		Complete	The CCTV Surveillance Policy has been amended to comply with the Privacy and Data Protection Act 2014. The Code of Practice was also reviewed and updated accordingly. Both documents were considered and adopted by Council's Executive Leadership Team on 12 December 2023.		12/12/2023
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	3	Yes		Complete	The updated Code of Practice for CCTV Surveillance specifies that a privacy impact assessment and a human rights charter assessment, along with supporting community consultation, risk assessment and a business case must be submitted to the Executive Leadership Team (ELT) for approval, prior to installation of any new or additional cameras. This Code of Practice was adopted by ELT on 12 December 2023. Any proposed CCTV camera installations will now need to comply with these requirements.		12/12/2023
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	4	Yes		In progress	The Code of Practice for CCTV Surveillance includes a standard template for site-specific procedures and was adopted by ELT on 12 December 2023. The responsible facilities managers will now use this template to develop their procedures.	30/09/2024	
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	5	Yes		Complete	Manager Project Delivery & Assets has been assigned overall responsibility to oversee the implementation of the policy and code of practice, and implement regular reporting on key aspects. The regular reporting requirements on privacy compliance and operational aspects of the CCTV system have been identified in the Code of Practice that was adopted by ELT on 12 December 2023. Reporting to the ELT will be scheduled to comply with this Code of Practice.		12/12/2023
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	6	Yes		Complete	The amended CCTV Surveillance Policy that was adopted by ELT indicates that an internal audit will be undertaken at least every two years and reported to the Council Assurance Committee.		12/12/2023
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	8	Yes		In progress	Several improvements have been implemented or are planned to be implemented to address the access control and data security issues identified and included in the Code of Practice, which was adopted by ELT on 12 December 2023. Identified improvements will now be progressively carried out.	30/09/2024	
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	9	Yes		Complete	Improvements to the structure and frequency of meetings and the reporting, monitoring and evaluation framework relating to the MOCU with Victoria Police, have been identified and included in the Code of Practice, which was adopted by ELT on 12 December 2023. The amended way of operating and reporting will now be carried out in accordance with this Code of Practice.		12/12/2023
Whitehorse City Council	Security and Privacy of Surveillance Technologies in Public Places	11	Yes		In progress	The CCTV system at Box Hill mall has been relocated to a more secure location. Given adoption of the updated CCTV Policy and Code of Practice by Council's ELT, the agreement with Victoria Police for Box Hill Gardens is now planned to be updated to include the Box Hill mall.	30/09/2024	
Wyndham City Council	Delivering Local Government Services	4	Yes		Complete	A Fit for Future review and organisational realignment process was undertaken and implemented during the 2022 calendar year. A program for service reviews has been put in place and agreed, for commencement in the first half of 2023, that will identify opportunities to improve efficiency and effectiveness of Corporate and other services. Since January 2023, Council has been systematically completing service reviews for each of the 60+ services identified in its service catalogue. This is part of a CEO led commitment to ensure every service goes through a review once per term, which allows Council to consider its operations and build a set of efficiencies and continuous improvement actions it will pursue. The process also allows for a service redesign to take place if significant issues are identified via the review that require a deeper review or broader response.		19/07/2023
Yarra Ranges Council	Maintaining Local Roads	1	Yes		In progress	Condition assessment cycles for each asset group will be detailed in the Asset Management Plans for each asset portfolio as part of future reviews. The entire sealed road network is assessed every 3 years. The unsealed roads were assessed for condition, as per recommendation 6, in 2022/23. Future cycle for unsealed roads to be confirmed following literature review, benchmarking of other Councils, and analysis of available resourcing. The Road Asset Management Plan review has been reprised and will now be completed in 2024/25. Sealed road condition audit will be commenced in May 2024, and is aimed to be completed in 1st Qtr 24/25. It is anticipated that this survey will be concluded every three years. The unsealed road network was surveyed, and results assessed in March 2022 will be scheduled for a assessment in 2025. Council's Road Maintenance contractor commenced 1 September 2023 and completes annual inspections for local unsealed roads and 6 monthly for collector unsealed roads. The current contract for the unsealed network undertakes defect inspections aligned with the Road Management Plan. The existing Road Asset Management Plan is to be reviewed and updated by March 2025.	30/06/2025	

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Yarra Ranges Council	Maintaining Local Roads	3	Yes		In progress	Council is implementing an Enterprise System, TechnologyOne's OneCouncil, and implemented a number of modules e.g. Financials. The Enterprise Asset Management (EAM) module has had a number of systems, including asset register, inspections and works management, implemented in July 2023. The prediction system, Strategic Asset Management (SAM), will be configured and implemented in 2024/25 following the implementation of the Project Lifecycle Management system.  The SAM module timeframe will be approx. 2 years, as it is essential that the EAM systems implemented to date are operating in a stable manner and embedded in work processes before the SAM module can integrate and provide accurate modelling based on the data in the rest of EAM.  The Strategic Asset Management module is being developed and implemented as part of Council's internal YRCconnect project. It is intended that it will be at introduced by end of calendar year 2024, with enhancements and fine tuning to be implemented in 2025.	30/06/2025	
Yarra Ranges Council	Maintaining Local Roads	5	Yes		In progress	Council's Enterprise Asset Management system (EAM) has been implemented for recording maintenance inspections and a basic level of data relating to works activities. It is essential to embed this new system and related technology into standard operating procedures for staff before adding the next level of data recording for material and labour costs for each instance. This will require further development of EAM, Financials and Payroll system integration to ensure accurate costs can be recorded for each. It is likely to be 2-3 years before this work can commence.  Further investigation to be undertaken into determining average unit rates for activities based on total annual expenditure to be undertaken in the interim.  The Strategic Asset Management module is being developed and implemented as part of Council's internal YRCconnect project. It is intended that it will be at some level of operation by end of calendar year 2024, with enhancements and fine tuning to be implemented in 2025.	30/06/2025	
Yarra Ranges Council	Maintaining Local Roads	6	Yes		In progress	Condition assessment undertaken in 2022/23 Future cycle of condition assessments, separate of maintenance inspections, to be investigated as per the Action for Recommendation 1.	30/06/2025	
Yarra Ranges Council	Maintaining Local Roads	7	Yes		In progress	The Enterprise Asset Management system (EAM) module has been implemented and it is now operational, however its integration with Enterprise Budget (EB) financial systems is yet to be conducted. It is envisaged this integration to occur later in 2024 and fully operational in 2025.  Existing VLGCC and LGPRF process documentation, including Quality Assurance, to be revised as part of completing 2023 returns.	30/06/2025	
Yarra Ranges Council	Maintaining Local Roads	8	Yes		In progress	Annual reports to be developed in Council's Enterprise Asset Management system regarding the breakdown of different seal types across the road network, the total amount of resurfacing treatments being completed each year and their related costs.  Maintenance costs to be investigated and standard reports to be developed based on expenditure recorded in Financial and Contract Management Systems.  Council's Enterprise asset Management System integration is now scheduled to occur later in 2024 and fully operational in 2025.	30/06/2025	
Yarra Ranges Council	Maintaining Local Roads	9	Yes		Not started	Council will benchmark road resurfacing treatments against similar councils as part of the Road Asset Management Plan review to be undertaken in 2024/25.  Council will benchmark road resurfacing treatments against similar councils as part of the Road Asset Management Plan review to be undertaken in 2024/25. Council is in the process of completing a Asphalt Works and Services Contract procurement process that includes current market rates via a competitive process. Commencement of new contract is expected to be July 2024.	30/06/2025	
Yarra Ranges Council	Maintaining Local Roads	12	Yes		In progress	Standard Reporting for measurement of performance against RMP standards are being developed in the new Enterprise Asset Management system.  As per RMP an annual performance and compliance report will be prepared for review by senior management and the Audit & Risk Committee.  Review and update of the current Road Asset Management Plan is to be commenced on 3rd Qtr FY24/25 and to be completed by March 2025, in line with the review of the Road Management Plan. These two documents will provide a standard reporting measurement of performance of the road network based on service levels, technical service levels and functionality. The RMP audits are completed in accordance with the specified service levels with the performance reporting to be aligned with the Strategic Asset Management system development.	30/09/2023	
Yarra Ranges Council	Offsetting native vegetation loss on private land	5	Yes		In progress	5a(i) - DECCA is the lead agency of a working group on this topic. YRC recommends this is part of the role remit of the Conservation Regulator, and/or perhaps the Native Vegetation Enforcement and Compliance working group, of which YRC has members from Biodiversity and B&P). Council would require more information on what has been achieved by DECCA since the report was tabled, to provide timeframes for any outcomes. 5a(ii) & (iii) and 5b(i) and (ii) - YRC actions will be implemented as part of the role being created for a Native Vegetation Compliance and Auditing officer - Target commencement for this work is now during eth 24/25 period. 5c(i) - The report confirms the three step mitigation hierarchy is already in place through Council's internal referral process for planning applications.	31/07/2024	
Yarra Ranges Council	Offsetting native vegetation loss on private land	7	Yes		In progress	Accepted in Part - 7a(i) & 7a(ii) and 7a (iii) - Council continues to design its replacement planning application management system, which will include the ability to keep record of proactive auditing requirements - implementation now due September 2024. Council is also finalising a Position Description to commence recruitment for a Native Vegetation Compliance and Auditing role, which will carry the responsibility to design the process, and to then undertake proactive inspections and auditing of permits issued where conditions require action on offsets (first and third party) - Expedited recruitment to commence - July 2024.  Rejected - 7a(iv) - As stated, as there is no mechanism to require exempt activity to be reported or recorded, Council will not be undertaking any monitoring or auditing activity with regard to exempt vegetation removal  7b(i) - Already in place 7b(ii) - will commence once recruitment of Compliance and Auditing officer role is successful - Target - during the 24/25 period.	30/09/2024	